

# Effect of Emotional and Spritual Intelligence on the Ethical Attitude of Workers on PT. General Insurance Bumiputera Muda 1967

**Prama Widayat<sup>1</sup> and Tasril<sup>1</sup>**

<sup>1</sup>Universitas Lancang Kuning, Pekanbaru, Indonesia 28265

Telp : +6285263578754, Fax : +076152581

Email: pramawidayat@unilak.ac.id

<sup>1</sup>Universitas Lancang Kuning, Pekanbaru, Indonesia 28265

Telp : +6285263578754, Fax : +076152581

Email: trasil@unilak.ac.id

**Abstract :** This study aims to know and explain how the influence of emotional intelligence and spiritual intelligence to work culture. The method used in this study is a survey of 55 employees at PT. General Insurance Bumiputera 1967 youth which is in branch Pekanbaru, Dumai and Padang with sampling technique done by area sampling method. From the results of this study that simultaneous emotional intelligence and spiritual intelligence, positively and significantly influence the work culture, while the rest influenced by other variables that are not explained / researched in this study. With different cultural backgrounds from each region gives an idea that the role of emotional intelligence is personally capable of influencing the work culture, as well as the spiritual intelligence possessed by an employee makes a person mature in working so as to support the creation of a conducive working culture. The emotional and spiritual side are two things that cannot be separated when it wants to form a professional work culture because it is impossible a good culture filled by employees who have low emotional and spiritual intelligence.

**Keywords:** Emotional Intelligence, Spiritual Intelligence and Work Culture

## 1. Introduction

The more intense business competition in the field of insurance, especially in providing a full service, because in essence services is how to provide excellent service to customers by improving internal management performance, ranging from work time discipline, not differentiate between large customers and small customers, the pace And accuracy in working, maintaining attitudes and behaviors during work as well as the most important is how to maintain feelings and be able to understand what the customer needs. As it is presented by Ivancevic (2006) that organizational culture is what employees perceive and the way perception creates a pattern of beliefs, values and expectations. So many insurance companies in Indonesia at this time then every company must create power internally first so they can compete seivanhat. One of the things that can be done by creating a conducive working culture and professional because this is what will be used as a reference and standards in working in serving consumers, this culture is mutually agreed to support short-term and long-term corporate goals.

PT. General Insurance Bumiputera Muda 1967 (Bumida) is also inseparable from various problems and dynamics within the organization because the individuals who work have different levels of emotional and spiritual maturity. Regardless they have or have not attended ESQ training organized by professional institutions. The large number of incoming and downsized employees is something Bumida cannot avoid in accordance with the company's culture. The cultural attribute according to Schein in Ivancevic (2006) consists of documents, physical design, tidiness, language, jargon, ethos and work practices, fair working days for fair pay, loyalty, commitment, helping others, rewarding performance, Competence. As humans we are not spared from the problem, but the most



important is how we control ourselves both emotionally and spiritually so that the problem can be channeled into positive energy. Those are some of the problems.

Researchers focus on PT. General Insurance Bumiputera Junior 1967 branch of Pekanbaru, Dumai City and Padang City according to the area closest to the researcher's domicile. The company was established in 1967 and now has 44 Conventional branches and 3 Syariah branches throughout Indonesia. But researchers only focus on Pekanbaru Branch, Dumai City and Padang City with the number of employees in and field of approximately 60 people.

According to Schein in Ivancevich (2006) describes Schein's three-layer organization model that there are several cultural attributes: Document, Physical Design, Neatness, Jargon, Ethos and Working Practice, Fair Day of Just Paying: Loyalty, Commitment, Helping People Other, Performance is rewarding: Reward and punishment, Equity management and Competence.

Moghadas (2013) says that moral correlation is influenced by the intelligence of a person's spiritul, where morality is part of the culture. Distinguishing strong and weak cultures is often useful, a strong culture characterized by the presence of employees who share a common core value. The more employees who share and receive core values, the stronger the culture and the greater their impact on behavior. Priesthood organizations, sects and some Japanese companies such as Toyota, are examples of organizations that have a strong and influential culture.

Emotional intelligence model for the first time was proposed in the article on "Emotional Intelligences", Imagination, Cognition, and Personality (Mayer, 1997). The five main areas of emotional intelligence are self-recognition, managing emotions, motivating oneself, recognizing the emotions of others, and fostering relationships.

To measure the Emotional Question there are 5 (five) approaches done according to Tikollah (2006): Identify oneself, able to recognize flaws and weaknesses personally. Managing emotions, able to control emotions in normal conditions or under stressful conditions, or in other words able to manage emotions intelligently. Motivating yourself, not afraid of the challenges of work to be faced and even able to contribute ideas or thoughts. Recognizing the emotions of others, able to place the position when others need us to provide input or ideas and able to control yourself Fostering relationships, in both verbal and non verbal communication to maintain good manners and ethics with others.

The originator of the technical term SQ (spiritual intelligence) is said that if IQ works to look out (the mind's eye), and EQ works in the inside (ear feeling).

## **2. Method**

This research used quantitative descriptive approach, Technique of sampling in this research using random sampling probability sampling with sampling method using area sampling. Test instrument data consisting of validity test and reliability and normality test. Multiple linear regression analysis consisting of f test and t test and test of coefficient of determination (R<sup>2</sup>).

## **3. Result and discusion**

### **3.1. Result**

Of the three branches conducted by the research are Pekanbaru, Dumai and Padang branches, there are a total of 55 respondents who should be 65 people, because some of the employees who become respondents perform the tasks outside the city and leave. To the Dumai branch of the emotional intelligence side that stands out is being able to recognize oneself, self-motivating and relating to the average value 5. For branch Pekanbaru that stands out from the emotional side is able to recognize you, motivate yourself and make the relationship with the value of the flat the stature of the spiritual side that stands out is the ability to deal with and exploit suffering, the ability to face and

overcome pain. For the prominent Dumai branch of the Emotional side is self-motivated, while the prominent spiritual side is the quality of life inspired by vision and values.

**Table 3.1 : Coefisien<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	37.272	6.489		5.744	.000
	Emotional	.019	.130	.026	.145	.885
	Spiritual	.142	.138	.182	1.023	.311

Based on the statistical analysis when viewed partially the effect of emotional intelligence on work culture with the value of t arithmetic equal to 1.746 with a significance value of 0.311 which means greater than alpha value 0.05 which means the variable of emotional intelligence has no significant effect on work culture. Then the variable of spiritual intelligence also has no significant effect on work culture with t value of 3.897 and significance value of 0.885 which means bigger than alpha value 0.05.

**Table 3.2 : Model Summary**

Model	R	R Square	Adjusted R Square	Std error of the Estimate
1	.199 <sup>a</sup>	.040	.003	4.931

Overall between emotional intelligence and spiritual intelligence only gives influence of 4% on employee work culture, while the rest of 96% influenced by other factors not examined in this study. Where there are many other factors that may affect the work culture of employees disebuah companies

**Table 3.3 : ANOVA<sup>b</sup>**

Model	Sum of squares	df	Mean square	F	Sig
Regression	52.191	2	26.096	1.073	.349 <sup>a</sup>
Residual	1264.536	52	24.318		
Total	1316.727	54			

a. Predictors: (Constant), Spritual, Emosional

From the hypothesis test simultaneously emotional intelligence and spiritual intelligence to work culture with the value of f arithmetic of 1.703 and the value of p value of 0.349 which means that simultaneously emotional intelligence and spiritual intelligence is not proven to significantly affect the work culture

### 3.2. Discussion

Overall there is no influence of emotional intelligence and spiritual intelligence on work culture, only gives influence to work culture by 4% while 96% other factor not examined in this research. Partially in this research, emotional intelligence has no significant effect on work culture where it is understandable because the emotional intelligence of each employee is deeply related to interpersonal relationships and maintaining social relations and maintaining organizational harmonization. The small influence of emotional intelligence on work culture can be tolerated because some research that supports the research conducted by Gupta (2014) that emotional intelligence is influenced by the ability to communicate, especially in the global scope. Yesil (2012) in his research conveyed that the work culture related to innovation made by an organization, besides Ali (2012) in his research mentioned that work culture correlated with labor performance. Vyas (2015) also mentions that the emotional intelligence of a leader will determine the performance of the staff. Harrison (2016) mentions that emotional intelligence determines the success of students who take the doctoral program.

Spiritual intelligence does not have a significant effect on the work culture; some employees are mature enough from the spiritual and life experiences. Although this maturity has no measuring tool but they are visible in a more calm in the face of various problems. If the spiritual side is associated with the corporate work culture, then indirectly has not seen the relationship but for this can be seen in interpersonal relationships within the organization, decision-making and individual achievement. Where this has not been studied in this study. According to Tischler's (2002) research that spirituality is related to workplace performance or effectiveness, Christ-Lakin (2010) in his research also mentions that spiritual intelligence has a positive correlation to leadership. So it is understandable if spiritual intelligence is not related to work culture.

#### 4. Conclusion

Overall, the emotional intelligence variable (0,019) and the spiritual intelligence (0,142) had no significant effect on the work culture, and if it was seen partially that emotional intelligence had no effect on the work culture and it could be from only 4% that influenced, That emotional intelligence affects the ability to communicate, organizational innovation, staff performance and success in the field of doctoral education. While spiritual intelligence only occurs in the relationships between individuals within the company and has not touched on the work culture because of this work culture is just an extension of attitudes and agreements that have been set by the central management and must be complied with. Several previous studies on spiritual intelligence have resulted that spiritual intelligence influences performance and leadership.

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