The Effect of Intelligence Quotient and Emotional Quotient on Employee Performance at Pt. Karna Titian Sejahtera Denpasar

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Abstract:
The purpose of this study was to determine the effect of intelligence quotient and emotional quotient on employee performance at PT. Karna Titian Sejahtera Denpasar. The design of this study is causal research which investigates the relationship between variables, which are independent the variables are intelligence quotient (X₁) and emotional quotient (X₂) and k inerja employees (Y) as the dependent variable. Determination of the sample in this study using a census, which is if all members of the population as many as 34 people used as samples. Data analysis using SPSS V.23 software. The analysis technique used is multiple linear regression, multiple correlation, determination, t test and F test. The result is that intelligence quotient has a positive and significant effect on employee performance, emotional quotient has a positive and significant effect on employee performance, intelligence quotient and emotional quotient simultaneously have a positive and significant effect on employee performance at PT. Karna Titian Sejahtera Denpasar.

Keywords: Intelligence Quotient, Emotional Quotient, Employee Performance.

Introduction

Human resources (HR) is one of the important company assets, so the quality must be considered, managed and improved in quality. Superior human resources are not just someone who has scientific or Intelligence Quotient (IQ), but also superior human resources and someone who has the ability to respond to every condition faced with wisdom and wisdom or Emotional Quotient (EQ).

Achievement of maximum employee performance in the company requires the right effort in fostering HR to have good IQ and EQ competencies, so as to be able to compete in the current era of globalization. Zwell (2010) revealed that there are factors that can affect one's competence, namely: knowledge, skills, abilities, beliefs, experiences, personal characteristics, motivation, intelligence abilities, and organizational culture. Warmana and Widnyana (2018) in overcoming the difficulties, every HR must work together to think and do the best steps by mobilizing all their potential.

PT. Karna Titian Sejahtera Denpasar is a company engaged in the field of snack distributors, of course cannot be separated from the role of the employees in their operations. In carrying out its duties, employees are required not only to be able to face
the workload intelligently and skillfully, but also to be able to control themselves, diligently and focus on being able to perform high. This gives the meaning that IQ and EQ are important variables in improving employee performance.

The following are data on employee performance achievements at PT. Karna Titian Sejahtera Denpasar, which is measured through sales growth for the period January - December 2018

**Table 1 Data on Sales Growth of PT. Karna Titian Sejahtera Denpasar January - December 2018 period**

| Month       | % Growth Sales |
|-------------|----------------|
| January 2018| 5.23           |
| February 2018| 1.48          |
| March 2018  | -0.61          |
| April 2018  | -1.19          |
| May 2018    | 1.53           |
| June 2018   | 0.31           |
| July 2018   | 1.27           |
| August 2018 | -1.03          |
| September 2018| 0.74       |
| October 2018| 1.53           |
| November 2018| 3.71        |
| December 2018| -0.26        |

**Source:** PT. Karna Titian Sejahtera Denpasar (data processed).

Based on Table 1, it can be seen that the sales growth of PT. Karna Titian Sejahtera Denpasar has fluctuations every month from January to December 2018. Thus there are performance problems PT. Karna Titian Sejahtera Denpasar was in that period.

Several studies were conducted to determine the effect of intelligence quotient and emotional quotient on employee performance. But there are a variety of different research results including Rahmasari (2012), Sella (2016) and Kojongian et al. (2016) produced a study that intelligence quotient and emotional quotient had a significant positive effect on employee performance. However Akimas and Bachri (2016) produced research that intelligence quotient and emotional quotient did not affect employee performance.

The objectives to be achieved in this study: (1) To determine the effect of intelligence quotient on employee performance at PT. Karna Titian Sejahtera Denpasar, (2) To determine the effect of emotional quotient on employee performance at PT. Karna Titian Sejahtera Denpasar, (3) To find out the effect of intelligence quotient and emotional quotient simultaneously on employee performance of PT. Karna Titian Sejahtera Denpasar.

**Literature Review:**

**Employee performance**

According to Hasibuan (2016) explains that performance is the result of work achieved by someone in carrying out tasks assigned to him based on skills, experience, sincerity and time. According to Widyawati and Karwini (2018) employee performance is the result of work achieved by someone in carrying out tasks according to the responsibilities given to him. Whereas according to Prawirosentono (2013), performance is the result of work that can be achieved by a person or group of people in the organization, in accordance with the authority and responsibility of each in order to achieve the objectives of the organization legally, not illegal and in accordance with morals and ethics.

**Employee Performance Indicators:**

According to Rivai (2008) states that the most common performance aspects in the company are knowledge about work, leadership, initiative, quality of work, cooperation, decision making, creativity, reliability, planning, communication, quotient (quotient), problem solving, delegation, attitude, effort, motivation, and organization. From the aspects assessed, performance can be measured based on:

1. Technical Ability, which is the ability to use the knowledge, methods, techniques, and equipment used to carry out the tasks and the experience and training they obtain.
2. Conceptual capabilities, namely the ability to understand the complexity of the company and adjusting the field of motion of each unit into the operational field of the company as a whole, which in essence the individual understands the duties, functions and responsibilities as an employee.

3. Interpersonal Relations Ability, which includes the ability to cooperate with others, motivate employees, conduct negotiations, and others.

**Intelligence Quotient:**

Intelligence quotient (IQ) is the qualification of human quotient which is dominated by rational thinking abilities and logic. Approximately 80%, IQ is derived from parents, while the rest is built at a very early age, namely 0-2 years of human life first. Its relative nature is used as a predictor of future individual success. The implication is that a number of studies to find tools (IQ tests) are designed as tickets to enter the world of education as well as the world of work (Amram, 2009).

Intelligence quotient according to Sternberg and Sternberg (2009) is as the ability to learn from experience, think using metacognitive processes, and the ability to adapt to the surrounding environment.

**Indicator of intelligence quotient**

According to Azwar (2012) indicators of intelligence quotient (IQ) are:

1. Ability to solve problems, namely being able to show knowledge about the problem at hand, make the right decisions, solve problems optimally, show clear thoughts.
2. Verbal quotient, namely good vocabulary, reading comprehensively, intelligently curious, showing curiosity.
3. Practical quotient, namely knowing the situation, knowing how to achieve goals, being aware of the surrounding world, showing interest in the outside world.

**Emotional Quotient**

Davies (2015) explains that emotional quotient is a person's ability to control his own emotions, distinguish one emotion from another and use that information to guide a person's thinking and behaving processes. Goleman (2016) states that innate academic abilities, report cards, and predictions of higher education graduation do not predict how well a person's performance has worked or how high the success achieved in life. Pooja Garg and Renu Rastogi (2009) revealed that emotionally intelligent people can cause them to be resistant to stress, which determines their success in the personal and professional future. Goleman (2016) states that emotional quotient is a set of special skills such as empathy, self-discipline, and initiatives able to distinguish successful people from those who have mediocre achievements, in addition to quotient that influences the success of people at work.

**Indicator of emotional quotient**

Goleman (2016) suggests that there are five basic skills indicators in emotional quotient, namely:

1. **Self-awareness (Self-awareness):** Is a person's ability to know the feelings in him and their effects and use them to make decisions for themselves, have realistic benchmarks, or self-abilities and have strong self-confidence and then relate it to the source of the cause.

2. **Managing emotions (Managing emotions):** It is the ability to handle one's own emotions, express and control emotions, have sensitivity to conscience, to be used in relationships and daily actions.

3. **Motivation (Self-motivation):** Motivation is the ability to use passion for every moment to arouse enthusiasm and energy to achieve a better condition and be able to take initiative and act effectively, be able to withstand failure and frustration.

4. **Empathy (Social awareness):** Empathy is the ability to feel what others have felt, be able to understand other people's perspectives, and create a trusting relationship and be able to harmonize themselves with various types of individuals.
5. **Social skills (Relationship Management):** It is the ability to handle emotions well when dealing with others and creating and maintaining relationships with others, can influence, lead, consult, resolve disputes and work together in teams.

**Conceptual Framework and Hypothesis:**

**Conceptual Framework:**

The conceptual framework reflects the causality relationship between independent variables and dependent variables. The thinking frame in this study is found in Figure 1.

**Picture 1: Thinking Framework Effect of Intelligence Quotient and Emotional Quotient on Employee Performance at PT. Karna Titian Sejahtera**

Source: Results of the researcher's thoughts

**Hypothesis:**

The hypothesis that can be formulated in this study:

- **H$_1$**: Intelligence quotient has a positive and significant effect on employee performance at PT. Karna Titian Sejahtera Denpasar.
- **H$_2$**: Emotional quotient has a positive and significant effect on employee performance at PT. Karna Titian Sejahtera Denpasar.
- **H$_3$**: Intelligence quotient and emotional quotient simultaneously have a positive and significant effect on employee performance at PT. Karna Titian Sejahtera Denpasar.

**Methodology:**

**Variable identification**

1) **Independent variable or independent variable (X):** These are variables that explain or influence the dependent variable (Sugiyono, 2012). In this research, the independent variables are intelligence quotient (X$_1$) and emotional quotient (X$_2$).

2) **Dependent variable or dependent variable (Y):** Namely the variables explained or influenced by independent variables (Sugiyono, 2012). In this study, the dependent variable is employee performance (Y).

**Operational Definition of Variables**

To facilitate understanding and further clarify what is meant by the research variables that have been identified, the operational definitions of the variables used in the following research:

1) **Intelligence Quotient (X1):**
   a) The ability to solve problems, namely being able to show knowledge about the problem at hand, make the right decisions, solve problems optimally, show clear thoughts.
   b) Verbal quotient, namely good vocabulary, reading comprehensively, intelligently curious, showing curiosity.
   c) Practical quotient, namely knowing the situation, knowing how to achieve goals, being aware of the surrounding world, showing interest in the outside world.

2) **Variable Emotional Quotient (X 2):**
   a) **Self-awareness (Self-awareness):**
      Is a person's ability to know the feelings in him and their effects and use them to make decisions for themselves, have realistic benchmarks, or abilities self and have strong self-confidence and then relate it with the source of the cause.
   b) **Managing emotions (Managing emotions):**
      It is the ability to handle one's own emotions, express and control emotions, have sensitivity to
c) Motivation (Self motivation):
Motivation is the ability to use any time desire to evoke the spirit and energy to achieve a better state and able to take initiative and act effectively, able to survive the failure and frustration.

d) Empathy (Social awareness):
Empathy is the ability to feel what others have felt, be able to understand other people's perspectives, and create a trusting relationship and be able to harmonize themselves with various types of individuals.

e) Social skills (Relationship Management):
It is the ability to handle emotions well when dealing with others and creating and maintaining relationships with others, can influence, lead, consult, resolve disputes and work together in teams.

3) Employee Performance (Y):

a) Technical capabilities, namely the ability to use the knowledge, methods, techniques, and equipment used to carry out the tasks as well as the experience and training they obtain.

b) Conceptual capabilities, namely the ability to understand the complexity of the company and the adjustment of the field of motion of each unit into the operational field of the company as a whole, which basically understands the tasks, functions and responsibilities as an employee.

c) Interpersonal relations capability, which includes the ability to cooperate with others, motivate employees, conduct negotiations, and others.

Data collection technique:
Data collection is done through observation, interviews and questionnaires to all respondents.

Sampling Method:
Sampling in this study uses the census method, which is taking data of all employees at PT. Karna Titian Sejahtera Denpasar, which numbered 34 people.

Discussion:

Data analysis:
To determine the effect of financial incentives and social security on the productivity of employees used an analysis tool SPSS Version 23.0. (Widiyanto, 2012). Recapitulation of the analysis contained in Table 2 below.

| Model | Unstandardized Coefficients | Standardized Coefficients | t | Sig. |
|-------|-----------------------------|---------------------------|---|-----|
|       | B                           | Std. Error                | Beta |     |     |
| 1.     | (constant)                  |                           |     |     |     |
|       | -0.329                      | 0.169                     |     | 1.951 | 0.061 |
|       | 0.921                       | 0.076                     | 0.808 | 12.102 | 0.000 |
|       | 0.195                       | 0.065                     | 0.201 | 3.011 | 0.005 |
| R     | = 0.977                     |                           |     |     |     |
| R²    | = 0.955                     |                           |     |     |     |
| Sig F | = 0.000                     |                           |     |     |     |
Analysis of Multiple Linear Regression

Based on Table 2, a regression equation can be presented, as follows:

\[ Y = -0.329 + 0.921X_1 + 0.195X_2 \]

From the results of the regression equation described above, then:

1) The value of the coefficient \( X_1 = 0.921 \), while \( X_2 \) is constant, indicating that if intelligence quotient (\( X_1 \)) is increased by one unit, the employee performance (\( Y \)) will increase by 0.921 units. This means that intelligence quotient (\( X_1 \)) has a positive effect on employee performance (\( Y \)). This can be interpreted that the higher the intelligence quotient of an employee, the higher the employee performance concerned.

2) The coefficient value of \( X_2 = 0.195 \), while \( X_1 \) is constant, indicating that if emotional quotient (\( X_2 \)) is increased by one unit, the employee performance (\( Y \)) will increase by 0.195 units. This means emotional quotient (\( X_2 \)) has a positive effect on employee performance (\( Y \)). This can be interpreted that the better the emotional quotient of employees, the better the employee performance concerned.

Multiple Correlation Analysis

Analysis of multiple correlation is used to determine the strength of the relationship between independent variables (intelligence quotient and emotional quotient) and the dependent variable (employee performance). Based on Table 2, it can be seen that the correlation coefficient \( R = 0.977 \). Based on the criteria for the weak strength of the relationship of the value of \( R \) (0.977) into the criteria of the relationship which is very strong because it lies between 0.800-1.000. This can be interpreted that intelligence quotient and emotional quotient have a very strong relationship with employee performance.

Determination Analysis:

Determination analysis is used to determine the variation of the relationship between the independent variables (intelligence quotient and emotional quotient) with the dependent variable (employee performance). Based on Table 2, it can be seen that the value of \( R^2 = 0.955 \), then the value of \( D = 0.955 \times 100\% = 95.5\% \). This means that intelligence quotient and emotional quotient able to explain employee performance by 95.5 % while the remaining amount of 4.5% (100%-95.5%) are explained by other variables not included in this research model.

T test (t test):

The t test is used to determine the level of significance of the partial effect between the independent variable (intelligence quotient and emotional quotient) and the dependent variable (employee performance). Based on Table 2, it can be seen the sig value t (\( X_1 \)) = 0.000 and sig t (\( X_2 \)) = 0.005, where the two values are smaller than \( \alpha \) (0.05), so Ho is rejected. This means that partially both intelligence quotient (\( X_1 \)) and emotional quotient (\( X_2 \)) have a significant effect on employee performance (\( Y \)).

Test F (F test):

The F test is used to determine the level of significance of the effect simultaneously between the independent variables (intelligence quotient and emotional quotient) and the dependent variable (employee performance). Based on Table 2, it can be seen the sig value F = 0.000, where the value is smaller than \( \alpha \) (0.05), so Ho is rejected. This means that simultaneously intelligence quotient (\( X_1 \)) and emotional quotient (\( X_2 \)) have a significant effect on employee productivity (\( Y \)).

Conclusion:

The conclusions generated in this study are as follows:

1) Intelligence quotient has a positive and significant effect on employee performance.
2) Emotional quotient has a positive and significant effect on employee performance.
3) Intelligence quotient and emotional quotient simultaneously have a positive and significant effect on employee performance.
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