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The effect of self-efficiency, emotional intelligence, and spiritual intelligence on performance of education services and culture of merangin district

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ABSTRACT

This study aims to see the effect of (1) Self-efficacy on the performance of employees of the Merangin Regency Education and Culture Office. (2) Emotional Intelligence on the performance of the Merangin Regency Education and Culture Office employees. (3) Spiritual intelligence on the performance of employees of the Merangin Regency Education and Culture Office (4) Self efficacy emotional intelligence and spiritual intelligence jointly affect the performance of the Merangin Regency Education and Culture Office employees. The population in this study is all There are 49 employees of the Merangin Regency Education and Culture Office. And the technique of determining the number of samples taken as respondents with the technique of taking this sample using the total sampling technique (whole sample). Total sampling is a sampling technique where the number of samples is the same as the population. The reason for taking total sampling is because the total population is less than 100 and the entire population is used as a research sample. The results of this study indicate that (1) Self efficacy provide a positive influence on the performance of employees in the Department of Education and Culture of Merangin Regency. (2) Emotional intelligence provide a positive influence on the performance of employees in the Department of Education and Culture of Merangin Regency. (3) Spiritual intelligence give a positive influence on the performance of employees in the Department of Education and Culture of Merangin Regency (4) Self-efficacy, emotional intelligence, spiritual intelligence jointly has a positive effect on the performance of the Merangin Regency Education and Culture Office employees.



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Introduction

Management is a process consisting of the functions of planning, organizing, leading, and controlling the activities of human resources and other resources to achieve the goals that have been set efficiently (Panggabean, 2004). Snell (2010) explains that human resource management is the study of empowering employees in the company, creating jobs, working groups, developing employees who have the ability, identifying an approach to be able to develop employees and rewarding them for their efforts at work.

According to Hasibuan (2003) human resources are the integrated capabilities of the individual's thinking power and physical power. The perpetrators and their nature are carried out by their descendants and their environment, while work performance is motivated by the desire to fulfill their satisfaction. Good thinking power is related to the intelligence that a person has in carrying out an activity. Improved employee performance will bring progress for the agency to be able to survive in an unstable competitive work environment. Therefore, efforts to improve employee performance are the most serious management challenges because success in achieving the goals and survival of the agency depends on the quality of the performance of the human resources in it.

Table 1 <Employee Performance Data from the Target of the Education Office Merangin County>

No	Activity Target	Target (%)	Realization (%)		
			2018	2019	2020
1	Improving access and equity of educational education	100	95	90	85
2	Increasing the quality of relevance and competitiveness of education	100	90	87	83
3	Improve education service management	100	92	89	82
4	Improving the competence and professionalism of teachers and education personnel	100	89	85	80
5	Improving special education and special services	100	94	88	82
Average		100	92	87.8	82.4

Source: Merangin Regency Education and Culture Office

Based on Table 1, it can be seen that the target of employee activities at the Merangin Regency Education and Culture Office each year seems to have decreased, which in 2018 the average target achievement was 92% and in 2019 it decreased by 87.8% and in 2020 decreased by 82.4%. This shows that there is a problem in the performance of employees to achieve the target of activities at the Merangin Regency Education and Culture Office.

This problem is thought to be influenced by several factors including self-efficacy, emotional intelligence and spiritual intelligence. According to Bandura (Kaswan, 2012) Self-efficacy is a person's belief about their ability to organize and carry out the actions needed to achieve goals. In other words, people who have strong self-efficacy believe are more confident in their capacity to carry out a behavior. Beliefs about self-efficacy have a significant impact on goals and achievement by influencing personal choices, motivation, and emotional patterns and reactions.

This problem is thought to be influenced by several factors including self-efficacy, emotional intelligence and spiritual intelligence. According to Bandura (Kaswan, 2012) Self-efficacy is a person's belief about their ability to organize and carry out the actions needed to achieve goals. In other words, people who have strong self-efficacy believe are more confident in their capacity to carry out a behavior. Beliefs about self-efficacy have a significant impact on goals and achievement by influencing personal choices, motivation, and emotional patterns and reactions.

Suyanto and Jihad (2013) argue that intelligence is a general term used to describe the nature of thinking which includes a number of abilities, such as the ability to reason, plan, solve problems, think abstractly, understand ideas, use language and learn. Intelligence that is embedded in a person naturally is intellectual intelligence, emotional intelligence and spiritual intelligence.

Marshall (2010) explains that spiritual intelligence also plays a big role in one's success at work. An employee who gets happiness at work will work better.

Armenio (2007) revealed that spiritual intelligence can be influenced by a sense of team community, alignment between organizational and individual values, a sense of contribution to the group, a sense of fun at work, and opportunities for inner life. Trihandini (2015) concludes that spiritual intelligence has a real influence on employee performance.

To see how the influence of each variable on the performance variable can be described as figure 1:

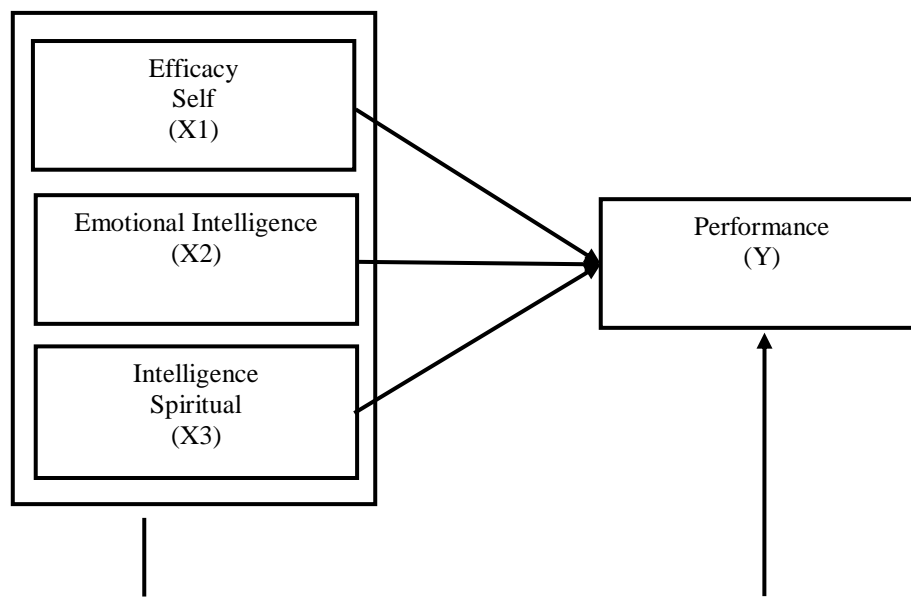


Figure 1 <Research Conceptual Framework>

Method

The population in this study were all employees at the Department of Education and Culture of Merangin Regency, amounting to 49 people. The technique in taking this sample uses a total sampling technique (whole sample), total sampling is a sampling technique where the number of samples is the same as the population (Sugiyono, 2017). The reason for taking total sampling is because according to (Sugiyono, 2017) the total population is less than 100, the entire population is used as a research sample.

Hypothesis testing in this study used multiple regression analysis. Multiple regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple regression equation.

Research result

Classic assumption test

Normality test

This normality test is used by the author to test the normality of the regression model. The test is carried out using the method Kolmogorov-Smirnov test to each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign for each variable is greater than ≥ 0.05 . The results of the normality test can be seen in table 2.

Table 2 <Normality Test Results>

		Performance	Self efficacy	Emotional Intelligence	Spiritual Intelligence
N		49	49	49	49
Normal Parameters	mean	45.3061	35.9796	44.2449	44.7551
	Std. Deviation	1.80513	1.73793	2.05680	2.03645
Most Extreme Differences	Absolute	.139	.137	.130	.178
	Positive	.092	.128	.119	.128
	negative	-.139	-.137	-.130	-.178
Kolmogorov-Smirnov Z		.976	.961	.908	1.249
asympt. Sig. (2-tailed)		.296	.314	.382	.088
a. Test distribution is Normal.					

From Table 2 which is a normality test, it can be seen that in the regression model, the confounding or residual variables have a normal distribution. This can be seen from the results of the sig value of the performance variable (Y) is $0.296 > 0.05$ self-efficacy variable (X1) is $0.314 > 0.05$; emotional intelligence variable (X2) is $0.382 > 0.05$; spiritual intelligence variable (X3) is $0.088 > 0.05$. So it can be concluded that the variables of performance, self-efficacy, emotional intelligence and emotional intelligence of employees at the Department of Education and Culture of Merangin Regency are normally distributed.

Multicollinearity Test

Multicollinearity test is useful for testing whether there is a correlation between the independent variables in the regression model. A good regression model should not have a correlation between the independent variables if the independent variables are correlated then these variables are not orthogonal. Orthogonal variables are independent variables whose correlation value between independent variables = 0 (Ghozali, 2011). Multicollinearity can be seen from tolerance and Variance Inflation Factor (VIF). The way to find out whether there is a deviation in the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value is > 0.10 and the VIF value is < 10 then the data is free from multicollinearity symptoms can be seen in Table 3.

Table 3 <Multicollinearity Test Results>

Coefficients ^a		Collinearity Statistics	
Model		Tolerance	VIF
1	Self efficacy	0.970	1.031
	Emotional Intelligence	0.975	1.025
	Spiritual Intelligence	0.958	1.044

a. Dependent Variable: Y

Source: SPSS output results, 2022

Based on the multicollinearity test in the table above, it can be seen that there is no relationship between the independent variables. It can be seen from the table above that the Tolerance value > 0.10 and the VIF value < 10 .

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another. If the variance of the residual from one observation to another observation is constant, it is called homoscedasticity and if it is different it is called heteroscedasticity. Detect the presence of heterosThis research uses a Plott Graph test (Scatter Plot). This test, if there is no clear pattern, such as points spread above and below the number 0 (zero) on the Y axis, then there is no heteroscedasticity. The test results can be seen in Figure 2.

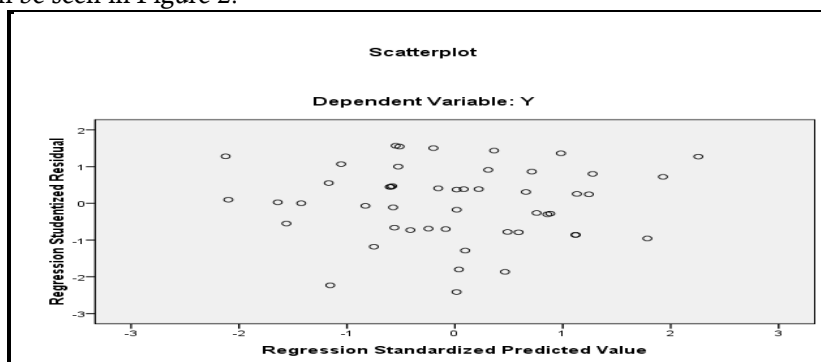


Figure 2 <Heteroscedasticity Test Results>

In Figure 2 it can be seen that there is no clear pattern and the points spread above and below the number 0 on the Y axis. The spread of data points does not form a wavy pattern that widens then narrows and widens again. The spread of data points is also not patterned, so this shows that the data in this study does not occur heteroscedasticity.

Research Hypothesis Test**Multiple Linear Regression Analysis**

In testing the hypothesis of this study, multiple linear regression was used, which aims to determine how much influence several independent variables have on the dependent variable. Multiple regression analysis was performed by comparing tcountwith ttable and sig value with = 0.05. In detail the results of multiple regression testing can be seen in Table 4.

Table 4 <Multiple Regression Equation>

		Coefficients ^a		Standardized Coefficients		
Model		Unstandardized Coefficients		Beta	t	Sig.
1	(Constant)	39,859	10,648		3,743	.001
	X1	.507	.134	.010	3.766	.001
	X2	.278	.060	.089	4,590	.000
	X3	.105	.034	.006	3.037	.008

a. Dependent Variable: Y

Source: SPSS Output Results (year 2022)

Based on Table 4, the estimation model can be analyzed as follows:

$$Y = 39,859 + 0.507(X1) + 0.278(X2) + 0.105(X3)$$

Based on the above equation it can be explained that:

1. From the above equation it can be seen that there is a constant value of 39,859 which means that if self-efficacy, emotional intelligence and emotional intelligence are zero, then the value of the performance variable is at 39,859. This means that the variables of self-efficacy, emotional intelligence and emotional intelligence contribute to improving employee performance at the Education and Culture Office of Merangin Regency.
2. Self-efficacy regression coefficient value is negative 0.507. This means that if self-efficacy increases by one unit, it will result in a decrease in performance of 0.507 unit.
3. The emotional intelligence regression coefficient value is positive, namely 0.278. This means that if emotional intelligence increases by one unit, it will result in an increase in employee performance by 0.278 unit.
4. The spiritual intelligence regression coefficient value is positive, namely 0.105. This means that if spiritual intelligence increases by one unit, it will result in an increase in employee performance by 0.105 unit.

Regression Coefficient Test (t Test)**Hypothesis Testing 1**

The first hypothesis proposed is that self-efficacy partially has a positive effect on employee performance. Based on the results of the analysis of the t test, it is known that the significance level of the self-efficacy variable is $0.001 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive effect between self-efficacy on employee performance at the Merangin Regency Education and Culture Office.

Hypothesis Testing 2

The second hypothesis proposed is that emotional intelligence partially has a positive effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the emotional intelligence variable is $0.000 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between emotional intelligence on employee performance at the Merangin Regency Education and Culture Office.

Hypothesis Testing 3

The third hypothesis proposed is that spiritual intelligence partially has a positive effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the spiritual intelligence variable is $0.008 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the

alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between spiritual intelligence on employee performance at the Merangin Regency Education and Culture Office.

The fourth hypothesis proposed is that self-efficacy, emotional intelligence and spiritual intelligence together have a positive effect on employee performance. Based on the results of the analysis of the F test, it is known that the significance level of the variables of self-efficacy, emotional intelligence and emotional intelligence from the F ANOVA test is $0.000 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a jointly significant influence between self-efficacy, emotional intelligence and emotional intelligence on employee performance at the Merangin Regency Education and Culture Office. As can be seen in table 5.

Table 5 <F. Test Results>

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	141.291	4	47,097	6,647	.000a
	Residual	425,147	44	7.086		
	Total	566,438	48			

a. Predictors: (Constant), X1, X2, X3

b. Dependent Variable: Y

Source: SPSS Output Results (year 2022)

Coefficient of Determination (R Square)

The Coefficient of Determination aims to see or measure how far the model's ability to explain the variation of the independent variable, where the value of R square used for research with 2 variables and the value of Adjusted R Square is used for research with more than 3 variables. The value of the coefficient of determination in this study was taken from the value of Adjusted R Square which can be seen in table 6.

Table 6 <R Square Test Results>

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.821a	.674	.652	1.87164

a. Predictors: (Constant), X4, X2, X1, X3

b. Dependent Variable: Y

Source: SPSS Data Processing Results (Year 2022)

Based on the results of the analysis R square is 0,674 this means that 67.4% of employee performance is influenced by the independent variables of self-efficacy, emotional intelligence and spiritual intelligence. while the remaining 32.6% is influenced by other variables outside the model.

Discussion

The discussion of the research results is intended to explain and interpret the research results.

Influence Self-efficacy on employee performance at the Department of Education and Culture of Merangin Regency.

The results of this study indicate that self-efficacy has a significant negative effect on employee performance at the Merangin Regency Education and Culture Office. This indicates that self-efficacy determines employee performance at the Merangin Regency Education and Culture Office. This means that the higher the self-efficacy of an employee, the lower the employee's performance.

From the results of this study, it appears that the self-efficacy variable has a coefficient of -0.507 which means that self-efficacy has a greater influence than other variables. This indicates that self-efficacy can play a role in improving employee performance. If the Merangin Regency Education and Culture Office wants to improve employee performance, it must reduce the self-efficacy of each employee.

The results of this study are in line with research by Namasi Vayam, (2014) which shows that self-efficacy has a positive and significant effect on employee performance. Carr et al. (2018) the results of his research also show that self-efficacy has a significant effect on employee performance.

Influence Emotional Intelligence on Employee Performance in the Department of Education and Culture of Merangin Regency.

The results of this study indicate that emotional intelligence has a significant influence on employee performance at the Merangin Regency Education and Culture Office. This indicates that Emotional Intelligence determines the performance of employees in the Education and Culture Office of Merangin Regency. This means that the higher the emotional intelligence of an agency's employees, the higher the employee's performance.

From the results of this study, it can be seen that the work emotional intelligence variable has a coefficient of 0.278 which means emotional intelligence has a big influence. This indicates that emotional intelligence can play a role in improving employee performance. If the Department of Education and Culture of Merangin Regency wants to improve employee performance, it must increase the emotional intelligence of work on employees at the agency.

This is in line with the opinion according to (Goleman, 2015) Emotional intelligence is an ability that includes self-control, enthusiasm, and perseverance, as well as the ability to motivate oneself. Meanwhile, according to Patton (2017) emotional intelligence means knowing emotions effectively to achieve goals, build productive relationships and achieve success in the workplace. Emotional intelligence is the formation of emotions that includes self-control skills and readiness to face uncertainty.

The results of this study are in line with Asiamah's research (2017) which shows that there is a significant positive effect between emotional intelligence on employee performance.

Influence Spiritual Intelligence on Employee Performance at the Education and Culture Office of Merangin Regency.

The results of this study indicate that spiritual intelligence has a significant positive effect on employee performance at the Education and Culture Office of Merangin Regency. This indicates that spiritual intelligence determines the performance of employees at the Merangin Regency Education and Culture Office. This means that the better the spiritual intelligence of an agency, it will improve employee performance.

From the results of this study, it can be seen that the work emotional intelligence variable has a coefficient of 0.105 which means Spiritual Intelligence has a great influence. This indicates that spiritual intelligence can play a role in improving employee performance. If the Merangin Regency Education and Culture Office wants to improve employee performance, it must create good spiritual intelligence in the agency.

This is in line with the opinion according to Wexley (2013) who defines spiritual intelligence as intelligence that is based on the inside of a person, which is related to wisdom outside the ego or conscious soul.

Spiritual intelligence is the intelligence to face and solve problems of meaning and value, namely placing human behavior and life in the context of a wider and richer meaning, and assessing that one's actions or way of life are more meaningful than others (Armenio et al., 2007). Based on the description above, it can be concluded that spiritual intelligence is intelligence to give a more valuable, broad and rich meaning to one's behavior or way of life.

The results of this study are in line with the research of Noppy (2015) Armenio, et al (2007) which shows that there is a significant positive influence between spiritual intelligence on employee performance.

Effect of Self-Efficacy, Emotional Intelligence and Spiritual Intelligence on Employee Performance at the Merangin Regency Education and Culture Office.

The results of this study indicate that self-efficacy, emotional intelligence and spiritual intelligence together have a significant influence on employee performance at the Merangin Regency Education and Culture Office. From the F ANOVA test, a significant value of 0.000 was obtained < from 0.05, this indicates that self-efficacy, emotional intelligence and spiritual intelligence determine employee performance at the Merangin Regency Education and Culture Office. This means that self-efficacy, emotional intelligence and spiritual intelligence will improve employee performance.

This is in line with the research of Armenio, et al (2007) Asiamah (2017) Zhao and Haulin (2019) Carr et al. (2018), which shows that the results show that there is a positive and significant influence between spiritual intelligence, emotional intelligence and spiritual intelligence on employee performance.

Conclusion

Based on the results of testing and discussing the hypotheses described in the previous chapter, some conclusions can be drawn as follows:

1. Self-efficacy has a positive influence on employee performance at the Merangin Regency Education and Culture Office. This means that employee performance will increase if self-efficacy in the agency is low, so it is able to provide encouragement to employees in improving their performance, thus the first hypothesis (H1) is accepted.
2. Emotional intelligence has a positive influence on the performance of employees at the Merangin Regency Education and Culture Office. This means that employee performance will increase if the employee's emotional intelligence is high towards the agency, thus making employees enthusiastic and able to carry out their work well. And good emotional intelligence will encourage high performance, thus the first hypothesis (H2) is accepted.
3. Spiritual intelligence has a positive influence on the performance of employees at the Merangin Regency Education and Culture Office. This means that employee performance will increase if the spiritual intelligence in the agency is good, thus making employees enthusiastic and able to carry out their work well. And good spiritual intelligence will encourage high performance, so the first hypothesis (H3) is accepted.
4. Self-efficacy, emotional intelligence and emotional intelligence together have a positive effect on employee performance at the Merangin Regency Education and Culture Office. With the F ANOVA test number of 0.000, employee performance is influenced by the independent variables of self-efficacy, work-family conflict, emotional intelligence, and spiritual intelligence, thus the first hypothesis (H4) is accepted.

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