



Spiritual Intelligence with Work Motivation in Administration Employees at the Regional General Hospital in Makassar City

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ABSTRACT

Background. Spiritual intelligence plays a high role in the success of individuals at work. In essence, a person uses spiritual intelligence as a bridge that dives into the real life as well as work motivation. The purpose of this study was to determine the relationship between spiritual intelligence and the work motivation of administrative employees at the Haji Regional Hospital of Makassar. **Methods.** This research is a quantitative research with analytical observational techniques and cross-sectional design. The population and samples from this study were administrative employees at the Haji Regional Hospital of Makassar who served at the counter and pharmacy section totaling 35 people. The sampling technique used was the census / total sampling technique. The analysis of the data used was the Spearman Rank (Rho) correlation test. This Spearman Rank (Rho) test was used to measure the degree or close relationship between two variables. **Results.** The research results obtained the level of spiritual intelligence of the dominant respondents both with a frequency of 30 respondents (85.7%), the work motivation of the majority respondents had a high level of motivation as many as 29 respondents (82.9%). Based on the results of the cross-tabulation test obtained the value of $p = 0.000$ ($p \leq 0.05$). This shows that there is a meaningful relationship between spiritual intelligence and work motivation in administrative employees at the Haji Regional Hospital of Makassar. **Conclusion.** The suggestion for the agencies is to hold a regular and continuous socialization program about the importance of increasing work motivation for the employees.

Keywords: spiritual intelligence; work motivation; administrative employees

ABSTRAK

Latar Belakang. Kecerdasan spiritual memegang peranan yang tinggi terhadap keberhasilan individu dalam bekerja. Pada hakikatnya seseorang menggunakan kecerdasan spiritual sebagai jembatan yang menyelami kehidupan yang sebenarnya begitu juga dengan motivasi kerja. Tujuan penelitian ini yaitu untuk mengetahui hubungan antara kecerdasan spiritual dengan motivasi kerja pegawai administrasi di RSUD Haji Makassar. **Metode.** Penelitian ini merupakan penelitian kuantitatif dengan teknik observasional analitik dan desain cross sectional. populasi dan sampel dari penelitian ini yaitu pegawai administrasi di RSUD Haji Makassar yang bertugas pada bagian loket dan apotek berjumlah 35 orang. Teknik sampling yang digunakan yaitu teknik sensus/sampling total. Analisis data yang digunakan yaitu uji korelasi Spearman Rank (Rho). Uji Spearman Rank (Rho) ini digunakan untuk mengukur tingkat atau eratnya hubungan antara dua variabel. **Hasil.** Hasil uji diperoleh tingkat kecerdasan spiritual responden dominan baik dengan frekuensi sebesar 30 responden (85,7%), Motivasi kerja responden mayoritas memiliki tingkat motivasi yang tinggi sebanyak 29 responden (82,9%) . Berdasarkan hasil uji tabulasi silang diperoleh nilai $p=0.000$ ($p \leq 0.05$). Hal tersebut menunjukkan bahwa terdapat hubungan yang bermakna antara kecerdasan spiritual dengan motivasi kerja pada pegawai administrasi di RSUD Haji Makassar. **Kesimpulan.** Adapun saran bagi instansi yaitu mengadakan program sosialisasi secara rutin dan berkelanjutan tentang pentingnya peningkatan motivasi kerja bagi pegawai.

Kata Kunci: kecerdasan spiritual; motivasi kerja; pegawai administrasi

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INTRODUCTION

Human resources are vital resources for creating and maintaining the survival of an organization. One of the keys to achieving the success of an organization is employee performance. Hospital as a service organization whose human resources act directly on patients to provide services. The best hospital services certainly cannot be separated from the quality of human resources available. The better the quality of human resources, the more prominent the influence on existing administration. This is really a major problem for the hospital in improving the quality of its human resources (Suaedi, 2017).

Employee performance in its implementation is usually influenced by everyone with the level of intelligence possessed. There are three measures of intelligence, namely intellectual quotient (IQ), emotional quotient (EQ), and spiritual quotient (SQ). Among the three intelligence models, spiritual quotient is the highest basic intelligence possessed by each individual in performing actions (Agustina, 2001). The success and success of individuals in living life is definitely supported by the emotional quotient (emotional intelligence) which is around 80%, while the role of intellectual quotient (intellectual intelligence) is only 20%. And it turns out that the core of EQ and IQ is SQ, so it is believed that the spiritual quotient is the intelligence that determines the success and success of individuals. Employees with high levels of spiritual intelligence are happier in life than employees with low spiritual intelligence (Iyus, 2005)

Another study states that employees who have high spiritual intelligence and are assisted by a work environment that is also spiritual then of course someone will have high job satisfaction, be more creative, have a high commitment to the organization and be able to work well as a team. Spiritual intelligence plays a high role in individual success at work (Rusan, 2013). Spiritual intelligence also has a real influence on employee performance (Supriadi Ucup, 2015).

As for SQ according to Zohar & Marshall (2001) in (Pramita, 2010) that spiritual quotient is intelligence in finding things of value or meaning and is intelligence that puts individual life and behavior in a more meaningful scope in a wide range, as well as intelligence in assessing that an individual's lifestyle or behavior will be more meaningful than other individuals.

Spiritual intelligence is able to guide individuals to the pinnacle of deep intelligence by being straightforward, lenient, open, honest, compassionate and sympathetic to others. Thus, the existence of spiritual intelligence in employees can guide them to be proportional, namely maintaining their affection and love for others and realizing that we are actually all creations of Allah SWT (Abdul, 2004).

Every human being has different characteristics both personality, ability and intelligence. Someone whose spiritual intelligence is good is characterized by high hard work, someone who loves what is done, and someone who does a very good job. An organization can experience improved performance if the spiritual intelligence of employees can contribute (Matwaya & Zahro, 2020).

Motivation is the internal drive that leads an individual to behave or work in a conscious state. Individual performance depends not only on his ability but also on his motivation to work. Individuals who have low work determination cannot perform their obligations well as expected on the contrary, people who have high work determination can do their best to complete their work (Darmadi, 2008).

The definition of motivation is an energy that directs a person to wake up to complete a work mandate in order to fulfill a predetermined goal. Work motivation is a condition that influences creativity, directs and follows behavior related to the workplace (Mukminin, 2019). Hasibuan Malayu (2012) suggests that work motivation is a driver to drive the desire to achieve something so that individuals need to participate, work successfully and be coordinated with every effort to achieve fulfillment.

One of the hospitals operating in Makassar City is RSUD Haji Makassar which is supported by doctors, nurses and administration who have a great responsibility to implement good governance, motivated by the performance of their employees and organizations. The strength of an organization lies in its human resources so that an organization needs to improve performance to increase public confidence in the services provided.

The research conducted by (Yulistia, 2017) at RSUD Haji Makassar which shows the indifference behavior of employees when the service delivery process starts with registration at the counter to the examination process or taking drug prescriptions. The patient also said that the employee also broke promises to comply with the schedule that had been set, such as delaying examinations, employees who were slow to respond to patient wishes and there were employees who provided services regardless of the patient's status. Cases like this often occur due to the level of attention of the employees themselves. The role of an employee who dedicates himself will give satisfaction to patients in the hospital.

Another study also conducted by (Dani & Mas, 2020) at RSUD Haji Makassar shows that employee performance still has not reached the standards set by hospital management, this can be seen from the

hospital staff performance appraisal data, namely the highest assessment score from 2015 to 2018 reached 80% even though the standard determined by hospital management was 90%. This shows that employee performance has not achieved the goals set by the hospital management. Based on research findings, there are still some employees whose participation rates are low so that they actually require efforts to improve and increase awareness consistently and continuously.

Based on an initial survey conducted by researchers at RSUD Haji Makassar, it was found that there are still employees who provide unpleasant services to patients or hospital visitors. It was found that employees in charge of serving visitors showed a less friendly attitude towards visitors. The employee does not show responsiveness, courtesy and gentleness when serving, even though when employees provide service to visitors should pay attention to communication ethics. The employee also showed no empathy towards visitors. Hospital employees must understand whatever the patient's condition is, for that it is expected that all employees have an attitude of caring for others and also give their attention sincerely so that the hospital gets trust by patients.

Based on the description above, the researcher assumes that the problem found at the Makassar Haji Hospital is the low level of spiritual intelligence of employees so that it affects employee work motivation. According to (Cucum Novianti, 2016) an employee who has high spiritual intelligence will have a sense of responsibility for his work, not mixing individual problems with work matters so that it is very possible to refer to his work motivation. In addition, employees with good spiritual intelligence will have a tendency to be employees who are full of devotion in improving their performance to inspire others with greater vision and quality. This study aims to determine the relationship between spiritual intelligence and work motivation in administrative employees at RSUD Haji Makassar.

METHODS

This research uses a type of quantitative research, namely research that uses numbers to answer certain research questions and hypotheses. The data is in the form of ratings, values, scores or frequencies and is analyzed with statistics to answer research questions and hypotheses to predict that one variable affects another variable (Asmadi 2010). The research design used is correlation with the cross sectional approach. The location of the study was conducted at RSUD Haji Makassar on Jalan Daeng Ngeppe No. 14 Jongaya Village, Tamalate District, Makassar City. The research time starts from making proposals starting from April 2021, then continues with initial data collection in August 2021, until data processing in December 2021.

The population of this study is administrative employees at RSUD Haji Makassar who are on duty at the counter and pharmacy amounting to 35 people. The census/total sampling technique is the sampling technique used. The total sampling technique is a sampling which means the entire population is sampled. This technique should be used in a population of <100 people so that all members of the population are sampled as subjects or informers (Sugiyono, 2018: 136). So the total sample in this study was 35 respondents. The instruments used in this study were questionnaires in the form of questionnaires and observations in the field. In addition, as a supporting tool is a mobile phone camera to document research activities.

The analysis used in this study is to see the relationship between the independent variable (spiritual intelligence) and the dependent variable (work motivation of administrative employees). The bivariate analysis to be used is the Spearman Rank (Rho) correlation test. The Spearman Rank (Rho) test is used to measure the level or closeness of the relationship between two variables. In this test if $p < 0.05$ means a significant result and vice versa. The magnitude of the spearman rank correlation coefficient value is between +1 to -1. If the value is +1 then there is a positive relationship in both variables while if the value is -1 then there is a negative relationship in both variables. This means that the + and - signs indicate the direction of the relationship between the two variables.

RESULTS

Based on table 1 shows the characteristics of respondents that from 35 respondents, the majority of employees were women, namely 29 respondents (82.9%), the largest age group of respondents was those aged 31-40 years as many as 15 respondents (43%). Furthermore, the majority of S1 employee education is 23 respondents (65.7%). The majority of employees were in the service period of 1-10 years as many as 26 respondents (74.5%).

Table 1.
Characteristics of Respondents

Variable	Total	Percentage
Gender		
Man	6	17,1
Woman	29	82,9
Age		
21-30	13	36,8
31-40	15	43
41-51	7	20,2
Recent Education		
D3	12	34,3
S1	23	65,7
Periodh of Work		
1-10	26	74,5
11-20	6	17
21-30	3	8,5

Based on table 2 shows that of the 35 respondents who have high spiritual intelligence as many as 30 respondents (100%) and those who have low spiritual intelligence as many as 5 respondents (100%). A total of 29 respondents (82.9%) had high spiritual intelligence and work motivation, as many as 1 respondent (2.9%) had high spiritual intelligence but had low work motivation, and as many as 5 respondents (14.2%) who had low spiritual intelligence and work motivation. Based on the results of cross-tabulation with the Spearman Rank (Rho) test, a value of $p = 0.000$ ($p \leq 0.05$ was obtained. This shows a meaningful relationship between spiritual intelligence and work motivation in administrative employees at Makassar Haji Hospital, obtained a correlation coefficient value of $r = 0.869$ so it shows that the level of closeness between the two variables has a strong relationship.

Table 2.
Result of Analysis Between the Relationship of Spiritual Intelligence and Work Motivation

Spiritual Intelligence	Work Motivation						P Value
	High		Low		Total		
	N	%	n	%	N	%	
High	29	82,9	1	2,9	30	100	0.000
Low	0	0	5	14,2	5	100	

DISCUSSION

From the moment a person is born, gender is the biological difference between a woman and a man. Men and women have biological differences and biological functions that are not interchangeable, have fixed functions between men and women who are on the face of the earth. The results of research obtained at the Makassar Haji Hospital on administrative employees were from 35 respondents, as many as 29 respondents (82.9%) were female or more dominant answering questionnaires related to spiritual intelligence on work motivation compared to men who only amounted to 6 respondents (17.1%).

The social life that is lived daily makes gender one of the basic categories. The first thing we do when we meet new people is to make an effort to identify gender. The occurrence of sex categories automatically without thinking more broadly.

Age is the length of time a person lives from birth to birthday. A person's thinking and working maturity will increase with age. Based on public trust, a person's maturity makes himself given more trust. It is as experience and maturity of the soul. One of the influential factors on the spiritual intelligence and work motivation of an individual is age.

The results showed that most respondents were in the age group of 31-40 years as many as 15 respondents (43%), where the age range allows someone to work productively compared to the age of >40

years and more experienced than the age of <25-30 years, while the productive age of 21-30 years as many as 13 respondents (36.8%) are more sensitive to things that smell of education and research and understand more in the field of technology, one of which can be used in the process administration and for ages 41-51 years as many as 7 respondents (20.2%).

The definition of education according to Law No. 12 of 2012 concerning higher education, is an effort made consciously based on a plan to create an active learning process as an effort to explore one's potential with spiritual strength possessed, self that is able to hold, personality, intelligence, noble character, and creativity needed personally, community groups, nation and state.

The results showed that from 35 respondents, the majority of S1 administrative employees were 23 respondents (65.7%) and the D3-educated minority were 12 respondents (34.3%). Education based on Pancasila and the 1945 Indonesian State Constitution is formal education that upholds religious values, culture adopted and a quick response if there are demands on changing times. The formal education system covers all aspects of education in cooperation with the goal of achieving national education. Formal education has a function in order to educate the life of the nation, with the developed abilities and the formation of the character and dignity of the nation's civilization, with the intention that the potential of students can be developed into human beings who believe and fear God Almighty, always do good, healthy, intelligent, capable, creative, and independent, and become democratically responsible citizens.

Quoted in Fikriyana research (2020) which provides opinions on formal education whose implementation is carried out regularly, structured, systematic and tiered and regulated by very strict regulations. Workers get different job demands from each work organization. Workers are required to meet these demands in order to prevent problems such as decreased work productivity (Administration et al., 2020).

KBBI defines tenure which refers to the time a person spends doing work at an institution or organization. Termination of employment rights, recruitment of workers, or attendance have no relation to length of service. But work productivity is affected by working period (Nuriana, 2019). The definition of working time according to Robbins and Judge (2017: 32) is work experience that is seen as a predictor that can affect work productivity. Working period can be used as a variable that can provide an explanation of worker turnover. Someone who has been working for a long time tends to have a small dropout.

The working period category proposed by Handoko (2002) is the old category if > 4 years, the medium category if working 1-4 years and the new category if working 0-1 years. There is a conformity with the theory stated by Adinugroho, Kurniawan and Wahyuni (2014) in Elyanti's research (2017) revealing the good and bad influences arising from working period that may be felt by workers. Increased experience and skills are positive effects that may be obtained if workers have spent a long time in an organization so that there is an increase in spiritual intelligence in line with the high work motivation they have (Elyanti, 2017).

The results of research on the variable of spiritual intelligence, showed that there was a relationship with work motivation in administrative employees at Makassar Haji Hospital, where from the results of statistical tests using tests based on cross-tabulation results with the Spearman Rank (Rho) test, a value of $p = 0.000$ ($p \leq 0.05$) was obtained. This shows that there is a significant relationship between spiritual intelligence and work motivation in administrative employees at RSUD Haji Makassar. This can happen because spiritual intelligence will shape a person to have a better quality of life where if an employee or health worker who has high spiritual intelligence will have a high sense of responsibility for his work, and does not mix personal affairs with work matters so as to spur work motivation, this is supported by respondents' answers based on cross-tabulations of which there are 30 Respondents who have high spiritual intelligence and 100% of them claim full responsibility for their work.

In addition, of the 30 respondents who have high spiritual intelligence, 86.7% said they can control all feelings that can interfere with work and 89.7% of them have high motivation. The nature of high responsibility and high work motivation can occur with high spiritual intelligence cannot be separated from our attitude that always remembers and needs Allah SWT, this statement is supported by the results of cross-tabulations of respondents' answers where from 29 respondents who have high work motivation there are 100% of them who always remember Allah SWT under any circumstances.

Based on the results of the study, there were 29 respondents (82.9%) with a high level of spiritual intelligence and high work motivation. This can be seen from the answers to respondents' questionnaires that are in accordance with aspects or components that play an important role in measuring spiritual intelligence starting from awareness (Consciousness) namely increasing self-knowledge, practicing in daily life with the surrounding environment and always thinking openly to accept the truth in life, including mutual forgiveness, high curiosity and wisdom traditions that are respected in the world of work.

This is supported by Sri Habilla Samzaera's research (2019) which states that there is a positive influence between educational variables on work motivation with a calculated value of 0.972 and a beta value of 0.136 and a significant effect of 0.042 ($\text{sig } 0.042 < \alpha 0.05$), this can happen because the higher the level of education possessed by an employee or health worker, the higher their motivation to provide quality performance results To companies and hospitals and if the motivation possessed by each worker is balanced by the motivation provided by the company or hospital, it can make a positive contribution to the performance they will produce for the company or hospital.

There are respondents who have high spiritual intelligence and have low work motivation only 1 which means that the higher the spiritual intelligence of the individual, the higher the work motivation, and for a low level of spiritual intelligence and high work motivation as many as 0 respondents while respondents with a low level of spiritual intelligence and have low work motivation are also as many as 5 respondents (14.2%). A similar study conducted by Mas Asep Sunandar, et al, 2018 entitled spiritual intelligence and motivation on job satisfaction and the performance of implementing nurses in inpatient Jakarta Cempaka Putih Islamic Hospital that spiritual intelligence directly affects work motivation. The magnitude of the influence is 0.550, the probability value of 0.000 means that there is a significant influence of spiritual intelligence on work motivation at the value of $\alpha=0.05$.

Similar research by Fani Alifah Robbil, 2017 also explains that the form of one of the other intelligences is spiritual intelligence that allows a person to have a creative mind, broad insight, provide changes to the rules, so that everyone does the best job possible. Zohar and Marshall (2001: 23) suggest that the formation of a complete human being intellectually, emotionally and spiritually is triggered by spiritual intelligence. Mudali (2002: 3) has written that being intelligent is not just about having a high IQ, but spiritual intelligence (SQ) is very necessary in order to become a truly intelligent person.

Based on the calculation value, the analysis of spiritual intelligence variables has a direct effect on employee work motivation. This shows that good intelligence can influence employees to be motivated to complete work. Conversely, low intelligence can trigger decreased work motivation. Spiritual intelligence makes it easy to complete all work as well as possible. The support provided through the assessment of respondents is an indicator of spiritual intelligence which shows that most respondents have a good perception of intelligence (Robbil Alifah, 2017).

CONCLUSION

The conclusion of the research that has been conducted on 35 respondents to administrative employees at the Makassar Haji Hospital in 2021 is that there are 30 respondents (85.7%) who have a good level of spiritual intelligence and as many as 5 respondents (14.3%) who have a low level of spiritual intelligence, then 29 respondents (82.9%) have a high level of motivation and as many as 6 respondents (17.1%) who have a low level of work motivation. And there is a significant relationship between spiritual intelligence and work motivation in administrative employees at RSUD Haji Makassar. As for some suggestions offered by researchers, most administrative employees have high category motivation, but there are still employees who have low work motivation. So that the Makassar Haji Regional General Hospital is advised to conduct socialization as a form of effort to increase motivation through continuous control and the Hospital management provides socialization about the motivation applied by employees through training and workshop activities.

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