

DETERMINATION OF EMOTIONAL INTELLIGENCE, INTELLECTUAL INTELLIGENCE, AND SPIRITUAL INTELLIGENCE ON EMPLOYEE PERFORMANCE THROUGH PROFESSIONALISM IN THE AIRPORT BUSINESS AGENCY HANG NADIM, BATAM CITY

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Abstract: *There are employee performance problems that are determined by emotional intelligence, intellectual intelligence, and spiritual intelligence through professionalism as intervening in the Batam City Hang Nadim Airport Business Entity. Respondents in this study were employees who worked at the Hang Nadim Airport Business Agency in Batam City, totaling 120 people. Validity and reliability were tested using SPSS version 20.0, then the analysis of independent variables, mediator variables and dependent variables using the SEM test using AMOS version 24.0. From the results of the study note that there is a direct influence of emotional intelligence on professionalism, there is no direct influence of intellectual intelligence on professionalism, there is a direct influence of spiritual intelligence on professionalism, there is no direct effect of emotional intelligence on employee performance, there is no direct influence of intellectual intelligence on employee performance, there is no direct influence of spiritual intelligence on employee performance, engraved the direct influence of professionalism on employee performance. Changes in Professionalism are influenced by Emotional Intelligence, Intellectual Intelligence and Spiritual Intelligence by 72.7%, while changes in Employee Performance are influenced by Emotional Intelligence, Intellectual Intelligence and Spiritual Intelligence by 75.5%. With this research the hypotheses of emotional intelligence, intellectual intelligence, and spiritual intelligence on performance through professionalism are answered.*

Keywords: *Emotional Intelligence, Intellectual Intelligence, Spiritual Intelligence, Employee Performance.*

I. PRELIMINARY

a. Background

Company performance is very dependent on the quality of human resources owned because human resources are the most critical assets in a company. In the current era of globalization, companies are required to continue to improve performance to compete in an increasingly competitive industrial environment. Therefore, the company demands that its employees can provide optimal performance because the performance achieved by employees will affect the overall performance and success of the company. Employee performance does not stand alone. Many factors affect employee performance. Employees must have sufficient intellectual abilities so that at work, employees can use their cognitive abilities.

Nowadays, people are starting to realize that to achieve success is not only intellectual intelligence needed at work but also needs another skill. This ability is called by Daniel

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Goleman Emotional Intelligence or emotional intelligence. Goleman, through his research, said that emotional intelligence accounts for 80% of the determinants of someone's success, while the other 20% is determined by IQ (Intelligence Quotient). Someone called smart is not only expressed by having a high IQ and EQ but must also have good spiritual intelligence. We know that at work also requires honesty and high awareness of the responsibilities that we must complete because what we do is something that we must be responsible for each other and God Almighty. Therefore, spiritual intelligence can integrate the two other abilities previously mentioned, namely IQ and EQ.

Employees must also have good emotional intelligence by having empathy for others, controlling emotions, and building good relationships with others so that they can work well together in teams. Furthermore, by carrying out the values of spirituality at work and showing professionalism at work, it will make employees feel alive, and their work is more meaningful and aware of their responsibilities. Based on the description of the phenomenon of the problem above, the researcher is interested in raising this topic in research to find out and examine more deeply about the Determination of Emotional Intelligence, Intellectual Intelligence and Spiritual Intelligence on Performance with Professionalism as Intervening in the Hang Nadim Airport Business in Batam City.

b. Formulation of the problem

Based on the above background, the formulation of the problem in this study are as follows:

- 1 Does emotional intelligence contribute to professionalism?
- 2 Does intellectual intelligence contribute to professionalism?
- 3 Does spiritual intelligence contribute to professionalism?
- 4 Does emotional intelligence contribute to performance employees?
- 5 Does intellectual intelligence contribute to employee performance?
- 6 Does spiritual intelligence contribute to employee performance?
- 7 Does professionalism contribute to performance employees?

II. BASIC THEORY

a) Emotional Intelligence Theory

Emotional intelligence is giving an awareness of one's feelings and the feelings of others. Emotional intelligence means providing empathy, love, motivation, and the ability to respond to sadness or joy properly. Emotional intelligence refers to one's feelings and the feelings of others, the ability to motivate oneself, and the ability to manage one's emotions

properly and in relationships with others. Emotional intelligence includes abilities that are different but complement each other with academic intelligence (Dharmawan, 2013: 846). Emotional intelligence requires a person to learn, acknowledge, and respect the feelings of oneself and others. People who have high emotional intelligence will try to create a balance in themselves, able to work on happiness from within himself, and be able to change something bad into something positive and useful. There is a relationship between reason and emotions. Feelings are usually necessary for rational decisions because feelings show the right direction so that raw logic can be used as well as possible. The world exposes us to an infinite series of choices. Emotional learning that life has given us sends signals that streamline the decision and discard several choices and put emphasis on other choices from the beginning, thus the emotional brain is as involved in thought as the involvement of the brain of the reason (Dharmawan, 2013: 847). The world of work has shared problems that employees must face, such as intense competition, demanding tasks, uncomfortable working atmosphere, and relationship problems with others.

b) Intellectual Intelligence Theory

Intellectual intelligence is intelligence that is used to solve logic and strategy problems (Zohar and Marshall, 2007: 3) Intellectual intelligence or what is often referred to as intelligence, according to the Big Indonesian Dictionary (2002: 438) is a reaction power or an appropriate adjustment, both physically and mentally about new experiences or make the experiences and knowledge that they have ready to be used when faced with new facts or conditions. (Erlinda, 2008: 37) defines intelligence as (1) The ability to adapt and meet the demands of the situation (environment) that is faced quickly and effectively. (2) The ability to use abstract concepts effectively. (3) The ability to understand relationships and learn them appropriately.

Intellectual intelligence is influenced by understanding and reasoning in the field of forms called figure abilities, the language called verbal understanding, and influenced by understanding and reasoning in the numerical field or relating to ordinary numbers (Wiramiharja, 2003). According to the Complete Dictionary of Psychology (Dewi, 2006: 56), there are three kinds of meanings of intelligence or intelligence, namely as the ability to adapt to new situations, the ability to use abstract concepts effectively, and the ability to work quickly. The intellectual intelligence is usually seen with academic achievement obtained, high formal education, or occupation.

(c) Theory of Spiritual Intelligence

Spiritual intelligence is the intelligence to deal with and solve problems of meaning and value that is broader and richer, the intelligence to judge that one's actions or way of life are more meaningful than others (Zohar and Marshall, 2007: 4). Khavari (2006: 28) states

that spiritual intelligence is intelligence on the human soul. Spiritual intelligence is the hidden potential possessed by everyone. Spiritual intelligence gives us an eye to see the positive value in every problem and the wisdom to handle problems and take advantage of them. Spiritual intelligence (SQ) is the ability to respond to and treat others like yourself and the motivation that underlies every action is done not solely for self-interest but rather pay attention to the interests of many people based on equality as fellow creatures of God. Spiritual intelligence is not necessarily related to religion (Zohar and Marshall, 2007: 8). Someone diligent in carrying out certain religious orders may not necessarily have high spiritual intelligence. Someone who does not have high spiritual intelligence will always force the teachings of his religion to adherents of other religions and think narrowly about the freedom to embrace a religion. A person can use his spiritual intelligence to be spiritually smarter in religion (Zohar and Marshall, 2007: 12). Someone who does not have high spiritual intelligence will always force the teachings of his religion to adherents of other religions and think narrowly about the freedom to embrace a religion. A person can use his spiritual intelligence to be spiritually smarter in religion (Zohar and Marshall, 2007: 12). Someone who does not have high spiritual intelligence will always force the teachings of his religion to adherents of other religions and think narrowly about the freedom to embrace a religion. A person can use his spiritual intelligence to be spiritually smarter in religion (Zohar and Marshall, 2007: 12).

Spiritual intelligence takes a person to the heart of everything, the unit behind differences, and the potential behind the real expansion. Spiritual intelligence can connect humans with the meaning and essential spirit behind all major religions. Someone who has high spiritual intelligence may practice a certain religion but not narrowly, exclusively, fanatically, or prejudice. Someone who has high spiritual intelligence can have spiritual qualities without having any religion. Spiritual intelligence can be used when experiencing good and evil problems, life and death, and the origin of suffering. Someone often tries to rationalize this kind of problem or get carried away emotionally. A person can have complete spiritual intelligence, but to get it, sometimes he has to suffer, get sick, lose and remain steadfast to deal with it. Likewise, if there is a good relationship with its creator, a good relationship between fellow humans will go well.

(d) Theory of Professionalism

The definition of professionalism (professionalism), according to Dictionary (2003) that professionalism is a noun that means the special skills of a professional (the expertness characteristic of a professional person). With the following categories: state (status), skillfulness (skills), expertness, expertise (experience, expertise), professionalism (professionalism) (Dewi, 2010: 74). According to the Big Indonesian Dictionary, Professionalism is quality, quality, and behavior that are characteristic of a profession or a professional person. According to Gunz (1994), proving that to be a true professional, a person must have a high professional commitment to using his time and energy in learning and applying his professional knowledge and skills.

In view (Tjokrowinoto 1996: 191), it is explained that what is meant by professionalism is the ability to plan, coordinate, and carry out its functions efficiently, innovatively, flexibly, and has a high work ethic (Toha, 2017: 23). Professionalism is a professional attitude, so it can be formulated that a person can be called a professional if it meets the following requirements or factors (Zainal, 2014: 288): (1) Having the "Knowledge" required by profession. An employee of a company must have comprehensive knowledge. (2) Having the required "Skill." An employee must also have the expertise, both in terms of computers, management, accounting, communication, and other skills, so there is a plus point, which makes it easy for a company to place the employee in a job. (3) Always be professional. Proficient, intelligent, have knowledge and knowledge, always responsible for what is charged, dare to take risks, and others.

(e) Employee Performance Theory

Performance is an organizational behavior directly related to the production of goods or the delivery of services. Information about organizational performance is an essential thing used to evaluate whether the performance process carried out by the organization has been in line with the expected goals or not. However, in reality, many organizations that actually lack or even rarely have information about performance in their organizations. Employee performance is defined as the ability of employees to perform certain skills. Employee performance is essential because with this performance, how far the employees' ability to carry out the tasks assigned to them will be known. Hence, it is necessary to determine clear and measurable criteria and establish them together as a reference (Sinambela, 2012: 136). Bernardin and Russel suggest that performance is a record of outcomes that result from certain employee functions or activities carried out over a certain period.

The factors that influence the achievement of performance are the ability and motivation factors. Psychologically, abilities consist of potential abilities (IQ) and ability abilities (skills). This means that an employee who has an IQ above the average with adequate education for his position and skilled in doing daily work will more easily achieve the expected performance. Therefore, the workforce needs to be placed in jobs that are by their expertise. While motivation is formed from the attitude of an employee in dealing with work situations. Motivation is a condition that drives employees who are directed to achieve organizational goals (work goals). A mental attitude also pushes employees to try to achieve maximum performance. (Bernardin and Russel, 2013: 213). Performance is the result of the quality and quantity of work achieved by an employee in carrying out their duties by the responsibilities given to him. which is a benchmark of performance, namely Quantity, Quality, and Timeliness (Mangkunegara, 2012: 67).

f) Framework for Thinking

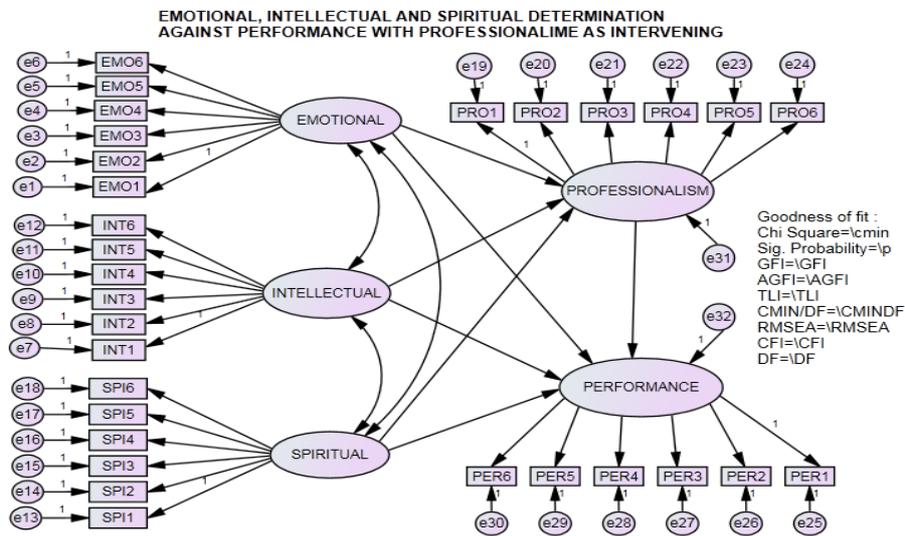


Figure.1. Research Model

g) Hypothesis

Conditional statements (provisional) which are allegations or conjectures about what researchers observe to understand them. The thesis must show a clear structure so that it is easy to know the types of variables, and the direction of the relationship between variables, whether positive or negative. The short answer to the research problem is as follows:

- 1 Emotional intelligence influences professionalism.
- 2 Intellectual intelligence affects professionalism.
- 3 Spiritual intelligence influences professionalism.
- 4 Emotional intelligence affects employee performance.
- 5 Intellectual intelligence affects employee performance.
- 6 Spiritual intelligence affects employee performance.
- 7 Professionalism directly affects employee performance.

III. RESEARCH METHODS

a) Population

A population is a group of people, an event, something that has specific characteristics. If the researcher uses all elements of the population in the research data, it is called a census, if only a part is called a sample. The population represents the characteristics that will be obtained by the study. In this study, a total of 120 populations in the Batam City Hang Nadim Airport Business Entity are the number of employees.

b) Samples

Withdrawing sample members using a sampling technique, the results are expected to represent the characteristics of the study population (representative). Researchers used data processed using SEM with AMOS software version 24, which states that for optimal data collection, using samples from 100-200 samples. In this study, the researchers used the census method so that respondents who numbered 120 respondents had to fill out a questionnaire that had been distributed.

c) Research Variables

In this study, the variables are divided into independent variables, namely influencing variables, consisting of (X1) Emotional Intelligence, (X2) Intellectual Intelligence, (X3) Spiritual Intelligence. The other variable is the dependent variable, which is the variable that is affected, or which is due to the independent variables. In this study, there are two dependent variables, namely, mediating variables (moderating variable) is (Y) Professionalism, and the dependent variable (intervening variable) is (Z) Employee Performance.

d) Data Analysis Techniques

Data analysis was performed using the Structural Equation Modeling (SEM) method, and the software used for structural analysis was Amos version 24.0 of Arbuckle and descriptive using SPSS 20.0. In this step, the suitability of the model is evaluated by examining various Goodness of Fit criteria. For this reason, the first step taken is to assess whether the data used can meet the SEM assumptions. If these assumptions are met, the model can be tested.

IV. DISCUSSION

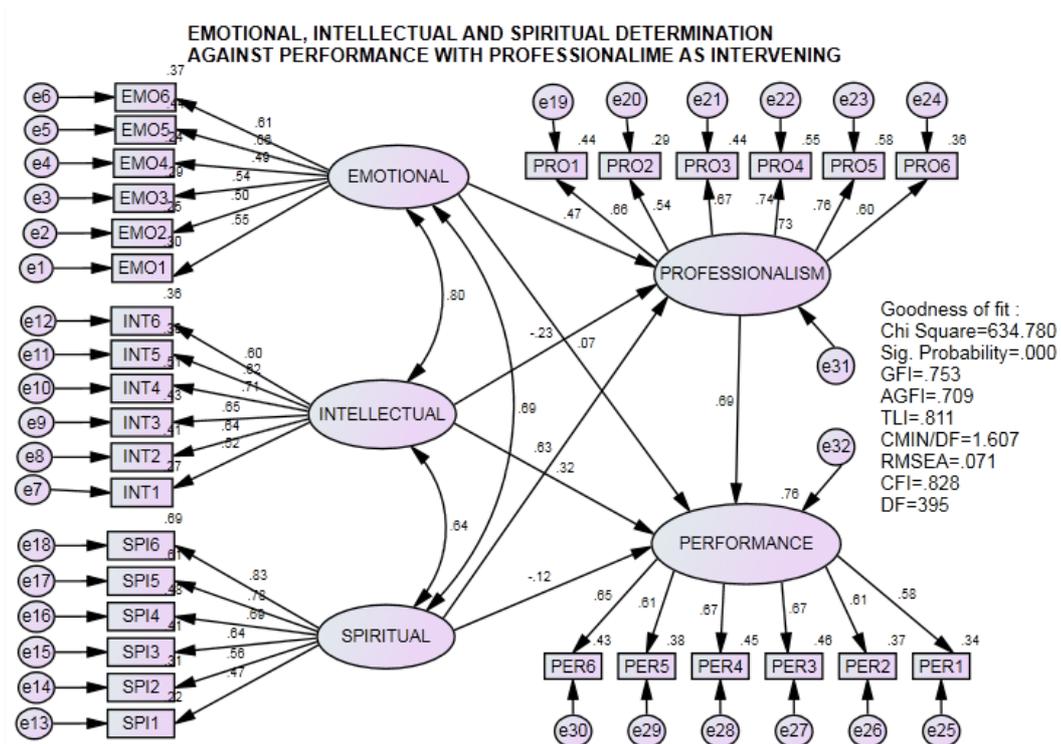


Figure.2. Full Model

Table.1. Maximum Likelihood Estimates
 Regression Weights: (Group number 1 - Default model)

			Estimate	S.E.	C.R.	P	Label
PROFESSIONALISM	<---	INTELLECTUAL	-0.233	0.204	-1.139	0.255	par_27
PROFESSIONALISM	<---	EMOTIONAL	0.574	0.286	2.006	0.045	par_28
PROFESSIONALISM	<---	SPIRITUAL	0.72	0.214	3.361	***	par_31
PERFORMANCE	<---	PROFESSIONALISM	0.617	0.221	2.796	0.005	par_26
PERFORMANCE	<---	EMOTIONAL	0.073	0.279	0.261	0.794	par_29
PERFORMANCE	<---	SPIRITUAL	-0.119	0.2	-0.594	0.552	par_30
PERFORMANCE	<---	INTELLECTUAL	0.291	0.194	1.498	0.134	par_32

Table.2. Standardized Regression Weights: (Group number 1 - Default model)

			Estimate
PROFESSIONALISM	<---	INTELLECTUAL	-0.227
PROFESSIONALISM	<---	EMOTIONAL	0.47
PROFESSIONALISM	<---	SPIRITUAL	0.632
PERFORMANCE	<---	PROFESSIONALISM	0.693
PERFORMANCE	<---	EMOTIONAL	0.067
PERFORMANCE	<---	SPIRITUAL	-0.117
PERFORMANCE	<---	INTELLECTUAL	0.319

Table.3. Squared Multiple Correlations: (Group number 1 - Default model)

	Estimate
PROFESSIONALISM	0.727
PERFORMANCE	0.755

Square Multiple Correlation the value of each for Professionalism (PROFESSIONALISM) = 0.727 for Employee Performance (PERFORMANCE) = 0.755, as shown in Table 4.22 above. According to Ferdinand, 2002: 114 Square Multiple Correlation values for the Professionalism variable (PROFESSIONALISM) $R^2 = 0.727$ is identical to R^2 in SPSS of 0.727, then the amount of Determination is the Squared Multiple Correlation value for the variable Professionalism times 100% = $0.727 \times 100\% = 72.7\%$. Thus, it can be stated that the change in professionalism is influenced by Emotional Intelligence, Intellectual Intelligence, and Spiritual Intelligence by 72.7%. The rest is influenced by other factors not examined by 27.3%. For Employee Performance (Performance) $R^2 = 0.755$, the amount of Determination = $0.755 \times 100\% = 75.5\%$.

The goodness of Fit Analysis

Based on test criteria, Chi-square (χ^2), Relative Chi-square (χ^2/ df), RMSEA, GFI, AGFI, TLI, and CFI above and the Goodness of Fit value of AMOS for windows processing version 24.0 as shown in the picture above. With due regard to cut-of-value and goodness of fit, the results model in the Table above shows seven criteria that have been met; eight tests were used. Requirements are met by Chi-square (χ^2), Relative Chi-square (χ^2/ df) RMSEA, GFI, TLI, AGFI, and CFI. The model can be expressed as a good model because seven of the eight criteria meet the required standards (Solimun, 2002: 80 and Solimun, 2004: 71).

After the discussion of theory and research, the results of this study can be described as follows:

1. The influence of the variable Emotional Intelligence on the Professionalism variable has a standardized estimate (regression weight) of 0.233 with Cr (Critical ratio = - 1,139 identical to the t-value) of 2.006 at Probability = 0.045. CR value $2.006 > 2.00$ and Probability = $0.045 < 0.05$ show that the variable Emotional Intelligence on the Professionalism variable is positive and significant. Based on the results of research conducted that the Determination of the variable Emotional Intelligence of the Professionalism variable is positive and significant. Thus, the first hypothesis is proven or accepted.

The fact found in the field states that Hang Nadim Airport employees who have excellent emotional intelligence/stability will have the ability to work and functional relationships between colleagues and leaders so that high work professionalism is achieved and vice versa. This is in line with the opinion of Robbins and Judge (2010: 335). It states that emotional intelligence is the ability of a person to respond to instructions and emotional information detected by that person. People who

understand their emotions and can understand the emotions of others can work more effectively in their work or, in other words, emotional intelligence is the ability of humans to recognize their feelings and the feelings of those around them and manage their emotions properly to connect with the surrounding environment.

2. The influence of Intellectual Intelligence variables on the Professionalism variable has a standardized estimate (regression weight) of -0.233, with Cr (Critical ratio = identical to the t-value) of -1.139 at probability = 0.255. The value of $CR = -1.139 < 2,000$ and $Probability = 0.255 > 0.05$ indicates that the Intellectual Intelligence variable's influence on the Professionalism variable is harmful and insignificant. Based on the results of research conducted that the Intellectual Intelligence variable Determination of the Professionalism variable is negative and not significant. Thus, the second hypothesis is neither proven nor rejected.

The fact found in the field states that Hang Nadim Airport employees who have good intellectual intelligence (can work well) do not necessarily have professionalism that works far more significantly than colleagues who have lower intellectual intelligence, due to the rewards received (salary and benefits) by these employees is relatively the same based on class and level of education.

This research contradicts research conducted by Nyoman Ari Surya Dharmawan (2013) concludes that an auditor who has intellectual intelligence, emotional intelligence, and spiritual intelligence is an indicator to create work professionalism in adhering to the fundamental principles of accountant ethics or accountant's code of ethics. At IAPI (Indonesian Institute of Certified Public Accountants). On the other hand, this research also contradicts what was stated by Istiqomah (2016) that intellectual intelligence has a significant positive effect on professionalism (Empirical Study of PT. JNE Service Center Utara 1).

3. The influence of Spiritual Intelligence variables on the Professionalism (PROFESSIONALISM) variable has a standardized estimate (regression weight) of 0.72 with Cr (Critical ratio = identical to the t-count value) of 3.361 at Probability = ***. $CR \text{ value} = 3.361 > 2,000$ and $Probability = *** < 0.05$ shows that the influence of the Spiritual Intelligence variable on the Professionalism variable is positive and significant.

Based on the results of research conducted that the Spiritual Intelligence variable Determination of the Professionalism variable is positive and significant. Thus, the third hypothesis is proven or accepted. This research supports research Previous research conducted by Nyoman Ari Surya Dharmawan (2013) concluded that an auditor who has intellectual intelligence, emotional intelligence, and spiritual intelligence is an indicator to create work professionalism in adhering to the fundamental principles of accountant ethics or established ethical codes of accountants at IAPI (Indonesian Institute of Certified Public Accountants), Diyantoro (2019) that spiritual intelligence influences the professionalism of Madrasah Tsanawiyah teachers in Central Lampung Regency.

4. The influence of the Emotional Intelligence variable on the Employee Performance variable has a standardized estimate (regression weight) of 0.073 with Cr (Critical ratio = identical to the t-count value) of 0.261 at probability = 0.794. CR value of $0.261 < 2.00$ and Probability = $0.794 > 0.05$ indicates that the influence of the variable Emotional Intelligence on Employee Performance variables is Positive and not significant. Based on the results of research conducted that the Determination of the variable Emotional Intelligence of Employee Performance variables is positive and not significant. Thus, the fourth hypothesis is accepted but not significant.

This study supports Nugroho's (2016) research that Emotional Intelligence (EQ) has no significant effect on the performance of South Kalimantan Provincial Inspectorate staff, Elpista (2015) states that emotional intelligence has a significant effect on managerial performance in 3-Star Hotels in Pekanbaru, Ardana et al. (2013) emotional intelligence failed to predict Academic Achievement of accounting students

5. The influence of Intellectual Intelligence variables on Employee Performance variables has a standardized estimate (regression weight) of 0.291, with Cr (Critical ratio = identical to the t-value) of 1.498 at probability = 0.134. CR value $1.498 < 2,000$ and Probability = $0.134 > 0.05$ shows that the influence of the variable Intellectual Intelligence on the Employee Performance variable is Positive and not significant. Based on the results of research conducted that the Intellectual Intelligence variable Determination of Employee Performance variables is Positive and not significant. Thus, the fifth hypothesis is accepted but not significant.

This study supports Nugroho's (2016) research that intellectual intelligence (IQ) has no significant effect on the performance of South Kalimantan Province Inspectorate employees, Made (2016) that intellectual intelligence has a positive effect on auditor performance, Tenaya (2017) intellectual intelligence has a positive effect on auditor performance.

On the other hand, research conducted by Elpista (2015) that intellectual intelligence has a significant effect on managerial performance, Istiqomah (2016) that intellectual intelligence has a significant positive effect on employee performance, Firdaus (2019) intellectual intelligence has a positive and significant effect on employee performance.

Conformity with the theory that intellectual intelligence is used to solve logic and strategy problems (Zohar and Marshall, 2007: 3). The intellectual intelligence of a person is usually seen with academic achievement obtained, high formal education, or occupation.

6. The effect of Spiritual Intelligence variables on Employee Performance variables has a standardized estimate (regression weight) of -0.119, with Cr (Critical ratio = identical to the t-value) of -0.594 at probability = 0.552. CR $-0.594 < 2,000$ and Probability = $0.552 > 0.05$ indicate that the Spiritual Intelligence variable's influence

on the Employee Performance variable is negative and not significant. Based on the results of research conducted that the Spiritual Intelligence variable Determination of Employee Performance variables is negative and not significant. Thus, the sixth hypothesis is neither proven nor rejected.

Most of the results of previous studies contradict the results of this study, Elpista (2015) concluded that spiritual intelligence has a significant effect on managerial performance, Nugroho (2016) concluded that spiritual intelligence (SQ) has a significant effect on the performance of South Kalimantan Provincial Inspectorate employees, Made (2016) concluded that spiritual intelligence had a positive effect on auditor performance, Tenaya (2017) concluded that spiritual intelligence had a positive effect on auditor performance, Gorda (2017) concluded that spiritual intelligence had a significant effect on employee performance, Mandala (2018) concluded that there was a significant influence between spiritual intelligence on employee performance, Firdaus (2019) concluded that spiritual intelligence had a positive and significant effect on employee performance.

7. The effect of Professionalism on Employee Performance has a standardized estimate (regression weight) of 0.617, with Cr (Critical ratio = identical to the t-count value) of 2.796 at probability = 0.005. CR value of $2.796 > 2,000$ and Probability = $0.005 < 0.05$ indicates that the Determination of the Professionalism variable on the Employee Performance variable is positive and significant. Based on the results of research conducted that the Determination of the variable Professionalism on Employee Performance variables is positive and significant. Thus, the seventh hypothesis is proven or accepted. This study supports the research of Munir (2016) concluded that professionalism has a positive and partially significant effect on employee performance at the Revenue Service, Financial Management and Regional Assets of Soppeng Regency, Istiariani (2017) concluded that auditor professionalism had a positive and significant effect on auditor performance (Case Study on BPKP Central Java Auditor), Mintardjo (2017) concluded that professionalism had a significant effect on employee performance (PT. Bank Rakyat Indonesia (Persero) Manado Branch). On the other hand, research conducted by Unggullaga (2016) concluded that there was no significant influence between professionalism on performance (PT. BPD JATIM Surabaya Branch Office). Mintardjo (2017) concludes that professionalism has a significant effect on employee performance (PT. Bank Rakyat Indonesia (Persero) Manado Branch). On the other hand, research conducted by Unggullaga (2016) concluded that there was no significant influence between professionalism on performance (PT. BPD JATIM Surabaya Branch Office). Mintardjo (2017) concludes that professionalism has a significant effect on employee performance (PT. Bank Rakyat Indonesia (Persero) Manado Branch). On the other hand, research conducted by Unggullaga (2016) concluded that there was no significant influence between professionalism on performance (PT. BPD JATIM Surabaya Branch Office).

Conformity with the theory that professionalism is quality, quality, and behavior that is characteristic of a profession or a professional person. Proving that to be a true professional, a person must have a high professional commitment to using his time and energy in learning and applying knowledge and professional skills. Therefore, knowledge and skills are the foundation of professionalism that can increase professional competence. What is meant by professionalism is the ability to plan, coordinate, and carry out its functions efficiently, innovatively, flexibly, and has a high work ethic (Toha, 2017: 23).

8. Emotional Intelligence influences changes in professionalism, Intellectual Intelligence, and Spiritual Intelligence by 72.7%, and the rest are influenced by other factors not examined by 27.3%. Emotional Intelligence influences changes in Employee Performance, Intellectual Intelligence, and Spiritual Intelligence by 75.5%, and the rest are influenced by other factors not examined by 24.5%.

REFRENSION

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