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## Effect of the Intelligence on Administrative Staff Performance at General Hospitals in Makassar City

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**Abstract:** *Intelligence is the potential of human resources that support the achievement of employee performance. This study illustrates the influence of employee intelligence on its performance. This research is explanatory research using quantitative approach. Independent variables in this study are intellectual intelligence, emotional intelligence, and spiritual intelligence, while the dependent variable in this study is employee performance. The study population was the administrative staff at several public hospitals in Makassar City. The researcher involved 91 respondents who were selected using the random sampling technique. Data analysis techniques in this research are quantitative and multiple regression analysis. This study found that intelligence influences employee performance. The variable that has the most impact is emotional intelligence. The implications of this research are intellectual, emotional intelligence, and spiritual intelligence have an equally important role, either individually or together in improving employee performance.*

**Keywords:** *Intelligence, employee performance, hospital*

### 1. INTRODUCTION

Human resources are an essential key to the success of a community service unit, therefore its development becomes an ongoing activity. Hospitals as service units or institutions are responsible for providing health services to the community. The quality of hospital services is also influenced by professional administrative services such as recording patient medical records, service room management, and service financial records. The quality of service can be achieved with sustainable human resource development (Goeschel, Wachter, & Pronovost, 2010).

The optimal work performance of human resources is the target of every organization. Achievement of the employee's performance will affect the performance and success of the company as a whole. Various psychological factors that underlie the relationship between a person and his organization (Luthans, Norman, Avolio, & Avey, 2008). Psychological factors affect the ability of a person in the organization of which is the ability to manage themselves, initiative, optimism, ability to coordinate other emotions, as well as a quiet thought without emotion. In intelligence, especially intellectual ability is an apparatus (tool) from the form of mental abilities that are important in carrying out tasks or work (Riggio, 2017). One form of intelligence is spiritual intelligence. Spiritual intelligence allows a person to think creatively, be insightful, make or even change rules, which makes the person work better (Ahmed, Arshad, Mahmood, & Akhtar, 2016).

The organizational structure is an arrangement and relationship between each part and existing positions in an organization or company in operational activities to achieve goals. In general, the organizational structure of hospitals in Indonesia is equipped with exceptional staff who are in charge of administration and finance, as well as in the field of service. This affects the types of medical services and the number of professional staff (medical and paramedic) employed in hospitals (Handayani, Hidayanto, Ayuningtyas, & Budi, 2016). The type of community needs for health services will also determine the increase in the class of a hospital in an area, especially those located in the provincial capital.

Potential human resource needs in the modern work dynamics require employees who can monitor and control their feelings and those of others and use these feelings to guide their thoughts and actions so that emotional intelligence is needed to succeed in work and produce prominent performance in work. Human resource management in hospitals is very important in supporting the achievement of hospitals, namely in maintaining good relations between staff or employees, activating each employee's work effectively, rewarding employees, and ensuring that every employee's development is in accordance with hospital services (Nankervis, Baird, Coffey, & Shields, 2016).

They are improving the performance of human resources in this case employees, namely abilities. The ability of employees is mostly determined by the intelligence they have. In general, humans have some intelligence, namely intellectual intelligence, emotional intelligence, and spiritual intelligence. Emotional intelligence (EQ) dramatically influences a person's performance in achieving the success that is equal to 80%, while the other is determined by intellectual intelligence (IQ) that is equal to 20% (Goleman, 2006).

Based on the description above, the authors want to get a more detailed picture of intellectual intelligence, emotional intelligence and spiritual intelligence on employee performance by analyzing the influence of intellectual intelligence (IQ), emotional intelligence (EQ), and spiritual intelligence (SQ) on employee performance and analyze intellectual, emotional and spiritual intelligence simultaneously on employee performance (Hayward, 2006).

## 2. METHOD

This research is explanatory research using a quantitative approach. The population in this research were all employees of the installation of the Private Care Center Hospital. Dr. Wahidin Sudirohusodo Makassar, which numbered 118 employees. Samples taken were employees who worked for more than five years with 91 people using random sampling techniques. Independent variables in this study are intellectual intelligence, emotional intelligence, and spiritual intelligence. While the dependent variable in this study is employee performance. The variable indicators in this study are as follows.

**Table 1:** Variable Indicators

Variable	Indicators
Performance (Y)	Honesty
	Loyalty
	Leadership
	Cooperation
	Discipline
	Responsibility
Intellectual Intelligence (X1)	Problem Solving
	Decision Making
	Effective Communication
	Problem Understanding
	Curiosity
	Goals Achievement
Emotional Intelligence (X2)	Personal Emotion Control
	Introduction of Self Potential
	Self-Control
	Ability to Understand Others
	Introduction of Other People's Emotions
	Ability to Build Other Relationships
Spiritual Intelligence (X3)	Flexible
	Knowing the Purpose and Vision of Life
	Wise
	Be Sincere and Forgiving
	Careful and Thorough
	Self Development Awareness

The research instrument used was a questionnaire distributed to administrative staff at the installation of the Hospital's Private Care Center. Dr. Wahidin Sudirohusodo Makassar. Instrument analysis using the scoring method according to table 2.

**Table 2:** Score and category

Category	Score
Very High	4,01 – 5,00
High	3,01 – 4,00
Low	2,01 – 3,00
Very Low	1,00 – 2,00

Inferential statistical analysis to determine the influence between variables using the F-test (Simultaneous test), and T-test (Partial).

### 3. RESULT AND DISCUSSION

#### 3.1 Overview of Employee Performance

This study discusses employee performance which includes five indicators, namely honesty, loyalty, leadership, cooperation, discipline, and responsibility. The score analysis results for each indicator are described in the following figure:



Fig 1: Performance

In Fig 1. The indicators for the performance variables are Responsibility and Discipline with scores in the very high category, while the indicators of Honesty, Loyalty, Leadership, and Cooperation with a high category score. It shows that employees have a sense of responsibility for the implementation of tasks. Employee performance is the responsibility of each working in the organization, a reflection of individual performance, where individual performance is influenced by several factors such as knowledge, skills, abilities, motivation, and roles.

Employees work in groups or teams, where team performance is influenced by several factors including team cohesiveness, team leadership, team cohesiveness, team structure, how significant the team's role is, and the team's norms.

The main responsibilities that must be fulfilled by individuals in the organization to achieve desired performance include: 1) giving commitment to achieving goals; 2) asking for feedback (feedback) on the performance he has done; 3) communicate openly and regularly with their managers; 4) obtain performance data and share that data with other parties; and 5) prepare ourselves for evaluation of the performance that they have achieved.

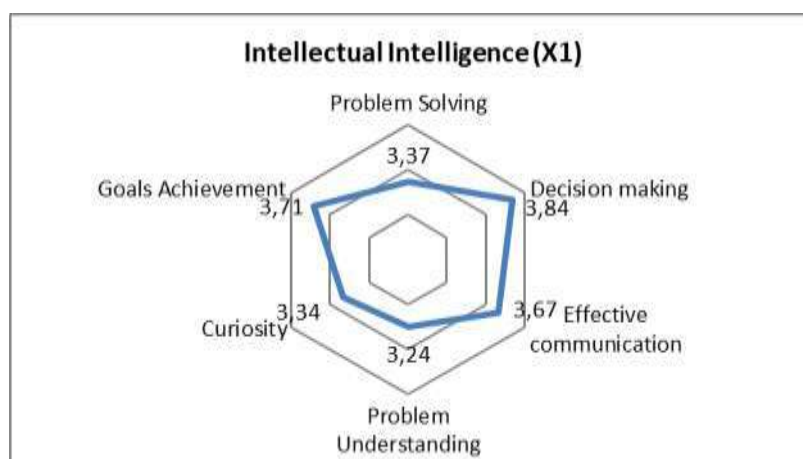
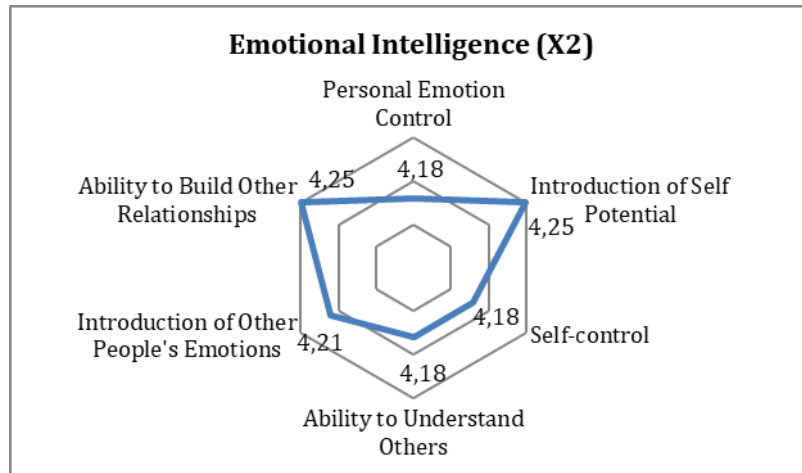


Fig 2: Intellectual Intelligence

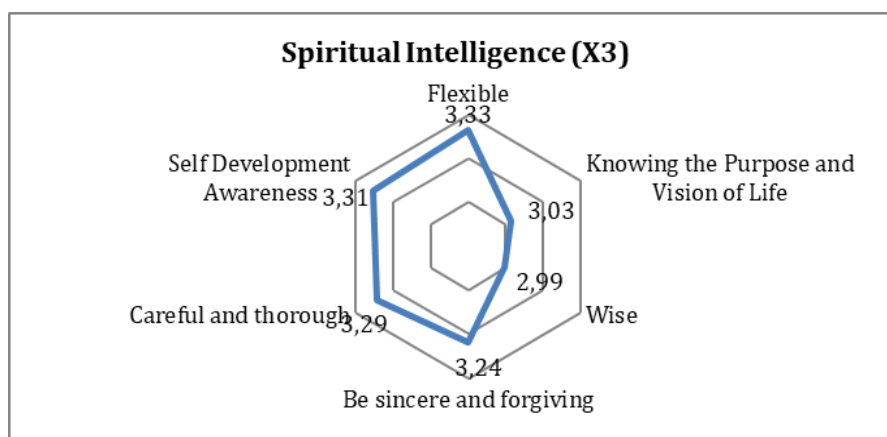
In Fig. 2, all indicators on intellectual intelligence variables, namely Decision Making, Goals Achievement, Effective Communication, Problem Solving, Curiosity, and Understanding Problems showed scores in the high category. This shows that in carrying out the duties of the employee must be able to make decisions from several choices faced. This means that decision making is to choose two or more alternatives to do a specific action both personally and in groups.



**Fig 3: Emotional Intelligence**

In Fig. 3, there are indicators on the Emotional Intelligence variable, namely Introduction of Self-Potential, Ability to Build Other Relationships, Introduction of Other Peoples Emotions, Personal Emotion Control, Ability to Understand Others, and Self-control, showing very high categories. This shows that all indicators are very influential on the variable Emotional Intelligence of administrative staff at the installation of the Hospital's Private Care Center. Dr. Wahidin Sudirohusodo Makassar.

The success of employees is determined by their ability to master various skills related to emotional intelligence. There is an expression that states that a person will not succeed in any field unless he is happy with what he is doing. The essence of emotional intelligence is an awareness of one's potential. This means that the more we recognize ourselves, the more our emotional intelligence increases, self-management can develop the ability of employees to recognize and manage ourselves (including our emotions) so that finally employees can improve emotional intelligence which is a supporter of success in carrying out the tasks assigned.



**Fig 4: Spiritual Intelligence**

In Fig. 4. The Spiritual Intelligence variable in the indicators of Flexible, Self Development Awareness, Careful and Thorough, Be Sincere and Forgiving is seen in the high category, while the Wise indicator is in a low category. This shows that spiritual intelligence as a moral sense, the ability to adjust rigid rules coupled with understanding and love and the similar ability to see when love and understanding reach its limits, also allows us to grapple with the

good and evil, imagine what has not happened and lift us from modesty. This intelligence places our behavior and life in the context of broader and richer meanings, intelligence to judge that a person's actions or way of life are more valuable and meaningful.

### 3.2 F-Test (Simultaneous Test)

The test results of the influence of independent variables on the dependent variable using SPSS are presented in table 3 and table 4.

**Table 3:** *F-Test (Simultaneous Test)*

	<i>Model</i>	<i>Sum of Squares</i>	<i>Df</i>	<i>Mean Square</i>	<i>F</i>	<i>Sig.</i>
1	<i>Regression</i>	321,756	3	1,077,252	12,795	.000b
	<i>Residual</i>	729,277	87	8,382		
	<i>Total</i>	1,051,033	90			

In table 3 it appears that the significance value of F is 0,000. Based on the testing criteria, if the probability value is <0.05, then  $H_a$  is accepted. From the table, it can be found that the variables of intellectual intelligence, emotional intelligence, and spiritual intelligence simultaneously influence the performance of employees of the RSR. Private Care Center Installation at Dr. Wahidin Sudirohusodo Makassar. If intellectual intelligence, emotional intelligence, and spiritual intelligence simultaneously increase, the performance of employees at the Private Care Center Hospital. Dr. Wahidin Sudirohusodo Makassar will also increase.

### 3.3 T-test (Partial)

**Table 4:** *T-test (Partial)*

	<i>Model</i>	<i>Unstandardized Coefficients</i>		<i>Standardized Coefficients</i>	<i>t</i>	<i>Sig.</i>
		<i>B</i>	<i>Std. Error</i>	<i>Beta</i>		
1	<i>(Constant)</i>	8.551	2.562		3.337	0,001
	Intellectual Intelligence (IQ)	0.141	0.092	0.170	1,526	0,131
	Kecerdasan Emosional	0.344	0.098	0.329	3,528	0,001
	Kecerdasan Spirtual	0.152	0.072	0.235	2,128	0,036

Table 4 above illustrates that emotional intelligence and spiritual intelligence have a positive and significant effect on employee performance. This is based on the Sig value <0.05. While intellectual intelligence does not significantly influence employee performance or sig value > 0.05. The amount of influence based on the coefficient value is emotional intelligence which gives the most significant influence on the performance of employees with a value of 0.344.

Therefore, the installation of the Private Care Center in Dr. Wahidin Sudirohusodo Hospital of Makassar considers developing the emotional intelligence of employees in maintaining organizational performance. If referring to the indicators of these variables, the introduction of self-potential and relationship as the focus of the development of human resources.

## 4. CONCLUSIONS

The results showed that partially, emotional intelligence and spiritual intelligence had a positive and significant effect on employee performance. While simultaneously, intellectual intelligence, emotional intelligence, and spiritual intelligence simultaneously influence employee performance. This organizational unit should consider developing the emotional intelligence of employees in maintaining organizational performance.

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