THE RELATIONSHIP BETWEEN SPIRITUAL INTELLIGENCE AND THE PERFORMANCE OF XYZ BANK EMPLOYEES

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Abstract
Every company expects its employees to work satisfactorily following predetermined targets. This is expected to have an impact on the progress of the company to be able to compete with other companies. An employee who has good performance results is expected to have high spiritual intelligence, whose quality of life is based on values and a reluctance to cause unnecessary loss. This research aims to determine the relationship between spiritual intelligence and employee performance. The subject for this research were 150 employees of XYZ Bank, which was the result of sampling from the simple random sampling method. This research implemented a quantitative approach with the type of correlational research that used a survey method with a questionnaire. This research implemented Spiritual Intelligence Scale in the form of the Spiritual Intelligence Self Report Inventory (SISRI), which was adapted from King (α = 0.876), and the Employee Performance scale which referred to the perception of the Bank's employees XYZ (α = 0.829). Data analysis was performed using the Kolmogorov-Smirnov normality test with p = 0.157 (Sig.p > 0.05 or 5%) for spiritual intelligence variables and employee performance variables were not normally distributed because p = 0.014 (Sig.p > 0.05 or 5%). The correlation test was carried out using Spearman correlation analysis with p = 0.708 (Sig.p > 0.05 or 5%). Hence, it was found that there is no relationship between spiritual intelligence and the performance of XYZ Bank employees.

Keywords: banking, employee performance, spiritual intelligence

INTRODUCTION
The globalization era has opened up people's needs for the importance of banking in the business world. A banking company is a business entity that collects funds from the public in the form of deposits and distributes them to the public in the form of credit and or other forms to improve the people's standard of living (Ramdhani, 2013). With the increasing competition between banks, there is a necessity to create a strategy to prioritize the image aspect and maintain an already good reputation. To create a better banking image, high performance of company employees is also needed. According to Sedarmayanti (2009), increased employee performance will also affect organizational performance, which ultimately can achieve the expected organizational goals. Therefore, it is a must for companies to develop human resources as one of the factors to realize optimal employee performance. This research will discuss the performance of employees who work at Bank XYZ.
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There is a Bank Indonesia policy that requires banks that are under one ownership to be merged into one company. XYZ Bank also requires mergers with other banks resulting in gaps, changes in organizational culture, reduction of employees, and changes in organizational structure. This change affects the level of employee performance, which is supported by the data on the decline in performance in the last three years for Bank XYZ employees. Employees who have high spiritual intelligence are needed, especially in the banking world. In this case, banking employees will encounter a lot of customers who have various behavioral models, have targets to be achieved, and carry out projects that take time, energy, and thought.

According to (Prasetyo, 2012) defined spiritual intelligence as intelligence to deal with issues of meaning or value, to get our behavior and life in the context of a broader and richer meaning, and to judge one's actions or way of life are more meaningful than others. Spiritual intelligence makes a person more adaptable, able to solve problems well and quickly, easier to rise from a fall or suffering, more resistant to stress, easier to see opportunities because they have a positive mental attitude, and are more cheerful, happy, and satisfied in living life.

According to (Malik & Tariq, 2016) concluded their research by finding that spiritual intelligence improves organizational performance with age, gender, education, and organizational culture as moderators. This research motivates managers to increase the spiritual intelligence of their subordinates to increase efficiency, and effectiveness, including XYZ Bank managers. They expect to have subordinates with high spiritual intelligence. Since spiritual intelligence is the highest intelligence in humans, this intelligence must always be improved or developed continuously to be a better human.

Employees who have good performance oftentimes have good spiritual intelligence. Based on that statement, this research aims to prove the relationship between Spiritual Intelligence and XYZ Bank's Employee Performance. Theoretically, this research is expected to be useful for the development of psychology, especially in the fields of industrial psychology and psychology of religion, to increase knowledge and understanding related to spiritual intelligence and its relationship to employee performance. While practically, this research is expected to provide information or discourse to readers regarding the importance of spiritual intelligence concerning employee performance.

Benardin in (Sudarmanto, 2009) stated that performance is a record of the results produced or generated for certain job functions or activities over a certain period of time. From this definition, Benardin emphasizes the notion of performance as a result, not traits or behavior. According to (Anwar Prabu Mangkunegara & Prabu, 2005), performance is the result of work in quality and quantity achieved by an employee in carrying out his duties following the responsibilities assigned to him. Meanwhile, according to (Bangun, 2012), performance is the result of work achieved by a person based on job requirements. A job has certain requirements to be carried out in achieving goals which are also known as job standards.

Furthermore, (A. A. Anwar Prabu Mangkunegara, 2011) added several characteristics of people who have high performance, which are having high personal responsibility, daring to take risks, having realistic goals, having a comprehensive work plan and struggling to realize its goals, taking advantage of concrete feedback in all the work he does, and looking for opportunities to realize the plans that have been programmed. From the definition of employee performance above,
it can be concluded that employee performance is the result or output obtained by employees in the form of quality and quantity of work based on the workload obtained following a certain predetermined period of time.

The factors that affect employee performance are individual factors and organizational environmental factors (Anwar Prabu Mangkunegara & Prabu, 2005). Meanwhile, Bernadin (in (Sudarmanto, 2009) said that there are six indicators to measure performance as follows:
1. Quality
   The process or result is near perfect or ideal in fulfilling the intent or purpose.
2. Quantity
   Unit of quantity or quantity produced.
3. Timeliness
   Time to complete an activity or produce a product.
4. Cost-effectiveness
   The level of use of organizational resources (people, money, materials, and technology) in obtaining results or reducing waste in using organizational resources.
5. Need for supervision
   The individual's ability to complete work or job functions without leadership assistance or supervisory intervention.
6. Interpersonal impact
   The individual's ability to increase feelings of self-worth, goodwill, and cooperation among coworkers and subordinates.

According to (Prasetyo, 2012) defined spiritual intelligence as intelligence to deal with issues of meaning or value, to get our behavior and life in the context of a broader and richer meaning, and to judge one's actions or way of life are more meaningful than others. Spiritual intelligence is a necessary foundation for enabling IQ and EQ effectively. In fact, spiritual intelligence is the highest intelligence in humans.

According to Sinetar (Prasetyo, 2012) spiritual intelligence is a mind that has inspiration, encouragement, inspired effectiveness, and divine appreciation. (Agustian, 2005) stated that spiritual intelligence is the ability to give spiritual meaning to thoughts, behaviors, and activities, and is able to synergize IQ, EQ, and SQ comprehensively. Based on those definitions, it can be concluded that spiritual intelligence is the highest intelligence possessed by humans to determine the meaning and value of one's life to achieve what is desired.

King identified four dimensions of spiritual intelligence (Khotimah, 2014), each of which represents a measurement of spiritual intelligence as a whole, namely:
1. Critical Existential Thinking (CET)
   Ability to critically reflect on meaning, purpose, and other existential or metaphysical issues (e.g. reality, the universe, space, time, and death).
2. Personal Meaning Production (PMP)
   The ability to establish personal meaning and purpose in all physical and mental experiences, including the ability to create and grasp life goals.

3. Transcendental Awareness (TA)
   The ability to see transcendent dimensions of self, other people, and the physical world (e.g., nonmaterial and relatedness) in normal as well as in constructing areas of consciousness.

   Ability to include areas of spiritual awareness (e.g. pure consciousness and oneness) at one's discretion.

   In his thesis, King formulated these components into elements, which are entering the area of consciousness, controlling the area of consciousness, moving in the area of consciousness, seeing problems in the area of consciousness, and developing techniques for the area of consciousness.

   According to (Prasetyo, 2012) described 9 aspects of spiritual intelligence in their book, namely: (1) ability to be flexible, (2) high level of self-awareness, (3) ability to face and take advantage of suffering, (4) ability to face and transcend pain, (5) quality of life inspired by vision and values, (6) reluctance to cause unnecessary harm, (7) think holistically, (8) tendency to ask why and what-ifs to seek basic answers, and (9) be self-reliant.

   According to (Prasetyo, 2012) and Ian Marshall in (Rochmah, 2014) stated that indicators that can be used to measure spiritual intelligence are self-awareness, vision, flexibility, holistic view, making changes, sources of inspiration, and self-reflection. According to Ari Ginanjar Agustian in (Rochmah, 2014), the factors that influence spiritual intelligence are inner values and drives.

   Based on the explanation above, it can be concluded that there is a relationship between spiritual intelligence and employee work results or employee performance. This can be seen in the quality of employees in achieving their goals and values and how they solve problems in the organizational environment.

METHOD

This research was conducted using a quantitative approach with the type of correlational research. The independent variable in this research was spiritual intelligence, and the dependent variable was employee performance. Spiritual intelligence is intelligence to deal with issues of meaning or value, to get our behavior and life in the context of a broader and richer meaning, and to judge one's actions or way of life are more meaningful than others. Spiritual intelligence is a necessary foundation for enabling IQ and EQ effectively. In fact, spiritual intelligence is the highest intelligence in humans.

Employee performance is the result or output obtained by employees in the form of quality and quantity of work based on the workload obtained following a certain predetermined period of
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time. Performance is a result, not traits or behavior. Bernadin (in Sudarmanto, 2009) said that the six indicators to measure performance are quality, quantity, timeliness, cost-effectiveness, need for supervision, and interpersonal impact.

The population in this research was 300 XYZ Bank employees. The sampling technique implemented in this research was the simple random sampling method. Furthermore, a random selection was utilized to obtain the subject. Out of the 300 employees of XYZ Bank, only 150 employees met the characteristics of the sample. Hence, those employees were determined as subjects in the study.

The data collection method applied in this research was utilizing a questionnaire. There were two measuring instruments (instruments) used in this study. They were spiritual intelligence scales in the form of the Spiritual Intelligence Self Report Inventory (SISRI), which was adapted from King and the employee performance scale. The scale that was utilized in this study was the Likert Scale. For data analysis, the normality test and Spearman correlation test were carried out.

RESULT AND DISCUSSION

The value of the Spearman correlation coefficient obtained is 0.031 with a significance of 0.708 which is greater than the set significance level of 0.05 (5%). Thus, it can be concluded that there is no relationship between spiritual intelligence and employee performance. With these results, the null hypothesis is accepted and the alternative hypothesis is rejected.

The results of this research contradict the research conducted by (Biberman & Whitty, 1997). They argued that there is a relationship between spiritual intelligence and work. Spiritual intelligence turns out to influence one's behavior at work.

The results of this research indicated that male employees have higher spiritual intelligence compared to female employees. Subsequent surveys showed that male employees were more likely to join religious discussions or lectures for enlightenment. With these results, it can be assumed that the frequency of someone who often participates in religious activities trains one's spiritual intelligence. (King, 2009) stated that to increase spiritual intelligence, one needs to develop a Conscious Expansion State (CES) which is one of the abilities for the area of consciousness.

In terms of performance, the result proved that male employees had higher performance than female employees. The mean value obtained for male employees is 53.37, which is greater than 51.34 the mean value for female employees. This indicated that the biggest contributor to the progress of XYZ bank for finance employees are male employees.

There was an indirect relationship between spiritual intelligence and the performance of XYZ bank employees. It was confirmed by the results that the highest dimension of spiritual intelligence possessed by the subject is Transcendental Awareness (TA).

According to (King, 2009) mentioned transcendental awareness as the quality of one's personality/emotions in dealing with humans. The individual at this point is more concerned with the welfare of his family and society than himself. This is the indirect relationship between spiritual intelligence and employee performance.
The lowest mean value of the spiritual intelligence dimension is in the Personal Meaning Production (PMP) dimension with a value of 16.13. This dimension explains that a person is required to have the ability to establish personal meaning, including creating and grasping life goals. Employees must have work plans/goals so that the resulting performance gets good grades.

In addition to the results obtained through statistical calculations, the researcher also conducted interviews with one of the respondents. The result of the interview is that other factors affect employee performance. Among them are authority or authority, career development, and religiosity.

One of the factors that affect employee performance is the authority (Prawirosentono, 1999). Authority itself means an order in an organization to other members to do a job following their contribution. The order states what can be done and what can't be done in the organization.

From the interview, it can be concluded that there are factors that affect employee performance other than spiritual intelligence. A leader or superior has the authority to provide value to his employees. These are organizational rules. When an employee feels he is capable of becoming a leader or promotion but the organization does not support it, the employee's performance also decreases. Organizations or supervisors who do not support can occur because the employee needs career development and or the boss's desire is at a high enough level to judge his employees compared to others.

CONCLUSION
It was found that there is no relationship between spiritual intelligence and the performance of XYZ Bank employees.

The results of the research indicate that other factors influence the relationship between spiritual intelligence and the performance of Bank XYZ employees, including the existence of authority from superiors, individuals who have good religiosity so that their work results will be good, and the existence of career development for employees that must be carried out by the organization.
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**REFERENCE**


