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# The Role of Emotional Intelligence, Spiritual Intelligence And Work Motivation In Improving The Performance of Hotel Employees

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**Abstract:** This study aims to analyze and test the effect of emotional intelligence, spiritual intelligence and work motivation on the performance of Aston Jember Hotel employees. The population in this study were employees who worked at the Aston Jember Hotel consisting of permanent and non-permanent employees totaling 50 people. The sampling method uses the census method, thus the number of samples used is as many as 50 employees. Validity and reliability tests are used to test the research measuring instruments in the form of questionnaires. Data analysis uses multiple linear regression analysis. The results of the regression analysis showed that emotional intelligence did not affect employee performance. Spiritual intelligence has a significant effect on employee performance. Work motivation has a significant effect on employee performance.

**Keywords:** emotional intelligence; spiritual intelligence; work motivation; employee performance.

## INTRODUCTION

The development of the service industry in Indonesia still provides opportunities for those who will do business in the service sector. The service sector controls the economy in Indonesia. The industrial sector is still the largest contributor to Indonesia's Gross Domestic Product (GDP) in 2017. From the data, there are contributions from the

industrial sector ranging up to 20.27 percent of Indonesia's GDP (<https://nasional.kontan.co.id/news/lima-sektor-penyumbang-terbesar-pdb-tumbuh-positif-tapi-pertanian-melambat>, 2017).

From the figure of 20.27 percent, there is a contribution from the service industry sector, although the percentage is small, but the service industry sector still has the opportunity to open up employment opportunities with many businesses in the service sector. Several service businesses are developing in Indonesia, including transportation services, hospitality services and so on. At present the business competition in the service sector has increased, therefore the service provider must continue to improve the service and quality of its products. Service businesses that still have big opportunities to increase national income (GNP) hotel service business. The hotel industry is part of the tourism industry which has important significance for the development of the service industry in Indonesia. The growth of the hospitality service industry usually goes hand in hand with the tourism industry. If the tourism service industry in an area increases, hospitality services also increase significantly. The visit of tourists from various countries is an indication of an increase in the domestic tourism industry. Foreign tourist visits to Indonesia in recent years (2007-2015) according to the records of the Central Statistics Agency (BPS) can be seen in table 1.

Table 1: Foreign Tourist Visits in Indonesia 2007-2015

	2007	2008	2009	2010	2011	2012	2013	2014	2015
Foreign tourists (in million)	5.51	6.23	6.32	7.00	7.65	8.04	8.80	9.44	9.73

Increased tourist visits from a country, is an indication that the tourism industry is also increasing so that it also has an impact on the hotel industry in the country (<https://www.indonesia-investments.com/id/bisnis/industri-sektor/pariwisata/item6051>, 2015). The development

of the hotel and tourism business in Indonesia has experienced significant growth, this can be seen with an increase in tourist visits both from abroad and from within the country (<https://jenishotel.info/perkembangan-bisnis-perhotelan-dan-pariwisata-di-indonesia>, 2017). The

increase in the hotel industry can not be separated from the increase in the tourism industry. At present, the growth of hotels in Indonesia is extraordinary, from the data obtained by nearly 290 thousand star hotels and 2,350 hotels. Data from the Central Statistics Agency (BPS) for non-starred rooms is nearly 285,000 with 16 thousand hotels (<https://www.wartaekonomi.co.id/read160908/jumlah-hotel-berbintang-di-indonesia-sentuh-2350>, 2017).

With the increasing number of hotels, automatically the level of competition to get consumers is also higher. The effort that needs to be done by all hoteliers is to continuously improve the best performance so that they can compete positively and transparently. Good hotel performance is usually seen from the ever-increasing occupancy rate or the occupancy rate is always full of guests who come to the hotel. Good hotel performance is also inseparable from the employees owned by the hotel. Hotel employees are the spearhead of all services in the hospitality services industry. If the employee's performance is good, the hotel performance will also be good. With the increasingly high level of competition in the hospitality services industry, hospitality leaders must continue to pay attention to the performance of their employees to be able to provide the best service to their customers so that customers are satisfied.

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established standards, but in that performance must have several criteria in order to increase productivity so that what is expected to run according to what is desired (Martoyo, 2007). Improving good performance must be self-introspection in order to achieve better performance in the future, work according to the position, portion, and job respectively (Siagian, 2015).

Many factors can improve the performance of a hotel employee. Several factors can improve employee performance including emotional intelligence, spiritual intelligence and work motivation possessed by employees. Emotional intelligence is said to be the capacity to recognize feelings of oneself and others, in motivating oneself and managing emotions well in ourselves and our relationships (Goleman, 2007). Mood coordination is the essence of good social relationships. If a person is good at adjusting to the mood of other individuals or can empathize, that person will have a good emotional level and will be easier to adjust in social relationships and the environment. Emotional intelligence is the more ability a person has in motivating himself, resilience in the face of failure, controlling emotions and delaying satisfaction, and regulating the soul. With emotional intelligence, a person can place his emotions in the right portion, have satisfaction and set the mood.

Several studies linking emotional intelligence and spiritual intelligence with employee performance have been carried out. Research (Hidayati et al., 2011) states that emotional intelligence has no significant effect on job satisfaction and employee performance in the West Nusa Tenggara Educational Quality Assurance Institute (LPMP), while spiritual intelligence has a significant influence on job satisfaction and performance. Research (Fitriastuti, 2013) states that emotional intelligence, intellectual intelligence, and spiritual intelligence can improve the performance of Civil Servants of the Industry and Trade Organization of the East Kutai Regency. Research (Rahmasari, 2006) states that intellectual intelligence and emotional intelligence and spiritual intelligence have a positive effect on employee performance. Research (Akimas & Bachri, 2016) results in emotional intelligence not having a significant effect on performance while spiritual intelligence has a significant effect on the performance of Inspectorate employees in South Kalimantan Province. Research (Sholiha et al., 2017) states that emotional intelligence and spiritual intelligence can improve the performance of An-Nur Bululawang Middle School teachers.

The next factor that can improve employee performance is work motivation. Work motivation is an encouragement that makes someone work even harder (Azhad et al., 2015). The urge to work is usually based on the needs of a person's life. Needs can be defined as a gap or middle experienced

between one reality with the impulse that is within. According to this theory, the needs and satisfaction of workers are identical to biological and psychological needs, namely material and non-material. The basis of this theory is that humans are creatures whose desires are unlimited and endless, motivational tools are unfulfilled satisfaction and tiered needs. (Hasibuan, 2013). Motivation theory from Maslow, states that human needs arise in different hierarchies. Maslow's theory shows self-realization as the fulfillment of needs characterized by individual growth and development. The resulting behavior can be motivated by managers and directed as subjects that play a role. Stimulation that is stimulated or not, must grow as a subject that meets their individual needs that must be achieved and at the same time as a subject that achieves results for organizational goals. Research on work motivation with performance has been done a lot. Research (Koesmono, 2005), (Harin, 2014), (Hermawan, 2015), (Lumentut & Dotulong, 2015), (Lopes, 2016), (Solikah et al., 2016), (Komaling et al., 2016), (Ahmad et al., 2014), (Syafi, 2017), (Firdaus et al., 2017), (Bentar et al., 2017),

(Sumowo, 2017), are studies that connect work motivation with employee performance.

The hotel is a commercial business that provides a form of accommodation where people who use it will get lodging facilities along with eating and drinking. The hotel business is a type of business in the service industry and is a business that is currently growing rapidly. With the increasing competition in the hotel industry, the management must be carried out properly to continue to compete in an increasingly competitive industrial environment. Hotels in Jember are currently more and more growing. This is because of the location of the city of Jember which is a tourist destination and a variety of businesses. The emergence of various new hotels in Jember will add to the increasingly fierce competition in the hotel industry. The hospitality industry is closely related in dealing directly with consumers because it is an industry that is engaged in services, thus, the performance of employees especially those relating to the performance of their services must receive further attention. Several star hotels operate in the city of Jember.

**Table 2: List of Starred Hotels in Jember City**

Name	Star	Address
Hotel Aston	****	Jl. Sentot Prawirodirjo No. 88 Jember
Hotel Royal	****	Jl. Karimata No. 50 Kav. 2, Jember
Hotel Panorama	***	Jl. KH. Agus Salim No. 28 Jember
Hotel Bandung Permai	***	Jl. Hayam Wuruk No. 38 Jember
Hotel Ebizz	***	Jl. Kalimantan no. 4 Jember

Aston Hotel is officially present in the city of Jember when the Jember Regency Government is initiating the implementation of the Jember Multi Event such as the Jember Fashion Carnival. The existence of this tourism sector is one of the activities that can support the economic growth of the community which has an impact on increasing regional income. In addition, business in the city of Jember is also growing, as evidenced by the large number of people from out of town coming to stop for business interests and many agencies that travel for business in Jember. From table 2 it can be seen that there are several star hotels in the city of Jember, one of which is the Aston Hotel. With the existence of a number of these starred hotels, it is proper for hoteliers in Jember city to be able to improve good services, by improving the performance of their employees. From the explanation based on the theory and previous research, the purpose of this study is to find out and analyze the influence of emotional intelligence, spiritual intelligence and work motivation on the performance of Aston Jember Hotel employees.

**RESEARCH METHODOLOGY**

The variables in this study consisted of two kinds of variables namely the independent variable and the dependent variable. The independent variable is a variable that affects the dependent variable (Sugiyono, 2011). The independent variables in this study consisted of the variables of emotional intelligence, spiritual intelligence, and motivation, while the dependent variable was employee performance. Indicators of the variable emotional intelligence (X1) include self-awareness, self-regulation, self-motivation, empathy, social skills. Indicators for the variable spiritual intelligence (X2) include: absolute honesty, openness, self-knowledge, focus on contribution, spiritual non-dogmatic. Indicators of work motivation variables (X3) include physiological needs, needs for security, social needs, appreciation needs, self-actualization needs. While indicators for employee performance variables include: quality of work, promptness, initiative, capability, communication. The population is a generalization area that consists of objects and



subjects that have certain qualities and characteristics that are applied by researchers to be studied and conclusions drawn (Ferdinand, 2006). The population in this study were all Aston Jember Hotel employees, totaling 111 operational employees. The sampling technique in this study uses the calculation of the Slovin formula, namely  $n = \frac{N}{N(d) + 1}$  and with a simple random sampling technique (Ghozali, 2005). The number of samples is known to be 50 employees after being calculated in the Slovin formula

To test the measuring instrument in the form of a questionnaire, the validity and reliability tests were used. A validity test is used to determine the extent of the validity of the data obtained from the distribution of questionnaires. Test the validity as a measuring tool in this study, using Pearson's product-moment correlation. The reliability test is used to test the ability of a measurement result to be relatively consistent if the measurement is repeated twice or more. Testing the constraints of measuring instruments in research tools using the alpha method reliability ( $\alpha$ ) used was the Cronbach method (Ferdinand, 2006). Descriptive statistical analysis is used to describe a summary of research data such as mean, standard deviation, variance, mode, etc. To determine the effect of independent variables on the dependent variable used Multiple Linear Regression analysis (Sugiyono, 2011). Hypothesis testing is used

to determine the significance of each independent variable on the dependent variable contained in the model. Hypothesis testing is done by using the F test and t-test. The coefficient of determination test is used to find out how much the percentage of the direct influence of independent variables on the dependent variable (Arikunto, 2010).

## RESULTS AND DISCUSSION

### Descriptive Statistical Analysis

The statistical calculation results of respondents' characteristics based on age show that respondents between the ages of 17-27 years were 15 people or 27. percent. Respondents with an age level of 28-37 years amounted to 30 people or 56. percent, and respondents with an age level above 38 years amounted to 5 people or 17 percent. The results of the calculation of respondents based on gender showed that the number of respondents with female sex numbered 16 people or 23 percent while respondents with male sex numbered 34 people or 77 percent.

### Validity Test Results

Validity test as a measuring tool uses Pearson's product-moment correlation, that is by correlating each question with a total score, then the correlation results are compared with a critical level of 5% significance level (Sugiyono, 2013).

Table 3. Validity Test Results

Indicator	Product Moment Pearson's	Sig.	Alpha	Information
X <sub>1.1</sub>	0,521	0,000 <	0,05	Valid
X <sub>1.2</sub>	0,484	0,000 <	0,05	Valid
X <sub>1.3</sub>	0,370	0,000 <	0,05	Valid
X <sub>1.4</sub>	0,582	0,000 <	0,05	Valid
X <sub>1.5</sub>	0,578	0,000 <	0,05	Valid
X <sub>2.1</sub>	0,482	0,000 <	0,05	Valid
X <sub>2.2</sub>	0,696	0,000 <	0,05	Valid
X <sub>2.3</sub>	0,487	0,000 <	0,05	Valid
X <sub>2.4</sub>	0,444	0,000 <	0,05	Valid
X <sub>2.5</sub>	0,411	0,002 <	0,05	Valid
X <sub>3.1</sub>	0,543	0,000 <	0,05	Valid
X <sub>3.2</sub>	0,598	0,000 <	0,05	Valid
X <sub>3.3</sub>	0,591	0,000 <	0,05	Valid
X <sub>3.4</sub>	0,718	0,000 <	0,05	Valid
X <sub>3.5</sub>	0,538	0,000 <	0,05	Valid
Y <sub>1.1</sub>	0,646	0,000 <	0,05	Valid
Y <sub>1.2</sub>	0,705	0,000 <	0,05	Valid
Y <sub>1.3</sub>	0,600	0,000 <	0,05	Valid
Y <sub>1.4</sub>	0,369	0,000 <	0,05	Valid
Y <sub>1.5</sub>	0,490	0,000 <	0,05	Valid

Based on table 3, it is known that each indicator (item) in the variable used has the result of Pearson's product-moment with a significance of 0,000 - 0.002 < 0.05, so that the indicator used in this research variable can be declared appropriate or relevant and can be used as an item in data collection.

### Reliability Test Results

This test is carried out to show the extent to which a measurement result is relatively consistent. A good question or statement is a question or statement that is easy to understand and has the same interpretation even though it is submitted to different respondents and at different times. Reliability testing

uses Cronbach’s alpha. An instrument is said to be reliable if Cronbach's alpha is greater than 0.60 (Sugiyono, 2013).

**Table 4. Reliability Test Results**

Variable	Cronbach's Alpha	Cutt off	N of Item	Information
X <sub>1</sub>	0,679	> 0,6	5	Reliable
X <sub>2</sub>	0,656	> 0,6	5	Reliable
X <sub>3</sub>	0,730	> 0,6	5	Reliable
Y	0,707	> 0,6	5	Reliable

**Table 5. Results of Statistical Descriptive Analysis**

Information	N	Minimum	Maximum	Mean	Std. Deviation
Emotional intelligence (X <sub>1</sub> )	50	2	5	3,72	0,51
Spiritual intelligence (X <sub>2</sub> )	50	3	4	3,62	0,48
Motivation (X <sub>3</sub> )	50	2	4	3,46	0,56
Employee performance (Y)	50	3	5	3,67	0,56
Valid N	50				

**Table 6. Multiple Linear Regression Results**

Independent Variable	Unstandardized Coefficients B	t	t <sub>table</sub>	Sig.	a	Information
(Constant)	8.924	-	-	-	-	-
Emotional intelligence (X <sub>1</sub> )	-.155	-731	< 1,676	0,469	< 0,05	Not Significant
Spiritual intelligence (X <sub>2</sub> )	.109	684	> 1,676	0,497	< 0,05	Significant
Motivation (X <sub>3</sub> )	.562	4,128	> 1,676	0,000	< 0,05	Significant
Adjusted R Square = 0,251			F. count = 24,146 Sig. F = 0,000			

**Descriptive Statistics of Variables**

Statistical descriptive analysis is a description of the summary of research data such as mean, standard deviation, variance, mode, etc. This descriptive analysis can be used to provide explanations in further research to give better results to the regression analysis. Descriptive analysis is a statistical explanation by describing the data about the amount of data, minimum, maximum, mean, and standard deviation (Ghozali, 2005).

**Results of Multiple Linear Regression Analysis**

Multiple regression analysis relates to the study of the dependence of an independent variable on one or more dependent variables to find out how much influence the independent variable has on the dependent variable.

**Discussion**

**Effect of Emotional Intelligence on Employee Performance**

The results showed that the coefficient value of the emotional intelligence variable was -0.155 in a

negative direction. From these results the hypothesis that emotional intelligence influences employee performance is not accepted. Emotional intelligence as the ability to use emotions effectively in managing oneself and positively influencing relationships with others is good. Thus, the self-awareness or nature of an employee in accepting criticism with an open mind, the employee's ability to know and control his emotions. With the attitude of self-introspection towards self-deprivation has committed to employees that employees have responsibility for their work. Such attitudes are employees' attitudes in controlling themselves or attitudes in controlling emotions themselves in circumstances or conditions that exist. Emotional intelligence (EQ) has an important role in the work environment because various problems must be faced by employees. Problems that must be faced are task demands, uncomfortable working atmosphere, and relationship problems with other people. The problems that exist in the world of work can not only be solved by intellectual abilities but solving these problems also requires emotional ability or emotional intelligence in its solution. Also,

if a company or organization is engaged in services, such as hospitality, of course, what is needed is a professional performance by its employees because the performance of services performed by employees is related or in direct contact with its customers, so emotional intelligence is very important to note.

### Effect of Spiritual Intelligence on Employee Performance

The results showed that the coefficient value of the spiritual intelligence variable was 0.109 in a positive direction. Thus the hypothesis which states that spiritual intelligence influences employee performance is accepted. Spiritual intelligence as the ability to give meaning to worship for every behavior and activity through steps and thoughts that are natural. With high spiritual intelligence, human beings will usually have intergalactic thinking patterns and positive principles, with other means that there is honesty or honesty in work, and the courage to stand in the truth or honesty has given or shaped the existence of values or morals that are valuable to the company.

### Effect of Motivation on Employee Performance

The results showed that the coefficient value of the motivation variable was 0.562 in a positive direction. Thus the hypothesis which states that motivation affects employee performance can be accepted. Motivation as a desire in someone who causes the person to act, usually people act for a reason to achieve the goal is good. According to (Hasibuan, 2013), these human needs appear in a different hierarchy. Maslow's theory shows self-realization as the fulfillment of needs characterized by individual growth and development. The resulting behavior can be motivated by managers and directed as subjects that play a role. Stimulation that is stimulated or not, must grow as a subject that meets their individual needs that must be achieved and at the same time as a subject that achieves results for organizational goals.

## CONCLUSIONS AND RECOMMENDATIONS

### Conclusion

Emotional intelligence partially influences the performance of Aston Jember Hotel employees in a positive direction. This supports the finding that good emotional intelligence will improve employee performance. Spiritual intelligence partially influences the performance of Aston Jember Hotel employees in a positive direction. This supports the finding that good Spiritual Intelligence will further enhance employee performance. Work motivation partially influences the performance of Aston Jember Hotel employees in a positive direction. This supports the finding that good work motivation will further improve employee performance. Emotional intelligence, spiritual intelligence, and motivation simultaneously influence the performance of Aston

Jember Hotel employees in a positive direction. This supports the finding that emotional intelligence, spiritual intelligence, and work motivation will further enhance employee performance;

### Suggestion

Aston Jember Hotel management is expected to be more able to maintain and maintain knowledge about the emotional intelligence possessed by its employees so that with this, it is expected to continue to provide an increase in the responsibilities and work obligations that have been given by the company. The management of Aston Jember Hotel is expected to further develop and provide knowledge about the spiritual intelligence possessed by its employees so that with this, it is expected to continue to provide an increase in employee performance at the Aston Jember Hotel. The management of Aston Jember Hotel is expected to increase the motivation of its employees so that with this, the company is expected to still be able to have employees who have a passion and drive in working.

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