

## RINGKASAN

### **Pengaruh IQ, EQ, SQ Terhadap Motivasi Berprestasi Pegawai Di Kantor Pelayanan Bea dan Cukai Tipe A Khusus Tanjung Perak Surabaya**

**Iwan Agung Kusuma Pranata**

Secara psikologis, individu yang normal adalah individu yang memiliki integritas yang tinggi antara fungsi psikis (rohani) dan fisiknya (jasmaniah). Dengan adanya integritas yang tinggi antara fungsi psikis dan fisik, maka individu tersebut memiliki konsentrasi diri yang baik. Konsentrasi yang baik ini merupakan modal utama individu manusia agar mampu mengelola dan mendayagunakan potensi dirinya secara optimal, dalam melaksanakan kegiatan atau aktivitas kerja sehari-hari dalam mencapai tujuan organisasi. Konsentrasi individu dalam bekerja sangat dipengaruhi oleh kemampuan potensi (kecerdasan pikiran/ *Inteligensi Quotient/IQ*, kecerdasan emosi/*Emotional Quotient/EQ*) dan peran yang lebih besar dari kecerdasan spiritual (SQ).

Penelitian ini memiliki rumusan masalah, tujuan dan manfaat untuk mengetahui *Inteligensi Quotient/IQ*, kecerdasan emosi/*Emotional Quotient/EQ*) dan kecerdasan spiritual (SQ) memiliki pengaruh simultan dan parsial terhadap motivasi berprestasi pegawai di Kantor Pelayanan Bea dan Cukai Tipe A Khusus Tanjung Perak Surabaya

Faktor-faktor penentu motivasi berprestasi yang berdampak pada prestasi kerja individu dalam organisasi adalah faktor individu dan faktor lingkungan kerja organisasi, sedangkan bagian dari faktor individu adalah faktor kecerdasan. Faktor kecerdasan inteligensi merupakan tingkat kemampuan pengalaman seseorang untuk menyelesaikan masalah-masalah yang langsung dihadapi dan untuk mengantisipasi masalah-masalah yang akan datang. Faktor kecerdasan emosional merupakan faktor kecerdasan yang meliputi kemampuan mengenali emosi diri, kemampuan mengelola emosi, kemampuan memotivasi diri sendiri, kemampuan mengenali emosi orang lain dan kemampuan membina hubungan. Sedangkan faktor kecerdasan spiritual adalah kecerdasan untuk menghadapi persoalan tata nilai atau value, yaitu kecerdasan untuk menempatkan perilaku dan hidup seseorang dalam konteks makna yang lebih luas dan kaya, kecerdasan untuk menilai bahwa tindakan atau jalan hidup seseorang lebih bermakna dibandingkan dengan yang lain.

Rancangan penelitian ini bersifat kuantitatif dengan mengutamakan rancangan penelitian survey yang berdasarkan atas informasi yang dikumpulkan dari responden dengan menggunakan kuisioner, dengan jumlah populasi dalam penelitian ini sebanyak 325 orang pegawai yang bekerja pada Kantor Pelayanan Bea dan Cukai Tipe A Khusus Tanjung Perak Surabaya. Teknik penarikan sampel dilakukan dengan cara sampling *stratified proportional sampling* sebanyak 158 orang sampel dan teknik analisis menggunakan metode statistik regresi linier berganda.

Hasil penelitian menunjukkan bahwa dari 158 responden yang terkumpul dengan baik, secara umum memiliki kecerdasan inteligensi, kecerdasan emosional

dan kecerdasan spritual yang relatif baik. Demikian juga dengan motivasi berprestasi pegawai yang menunjukkan kecenderungan yang relatif baik, meskipun masih banyak yang harus dibenahi berkaitan dengan pelanggaran kedisiplinan dan tanggung jawab pegawai yang dilakukan oleh oknum pegawai yang berdampak pada pencemaran nama baik institusi. Hasil analisis data membuktikan bahwa kecerdasan inteligensi tidak berpengaruh terhadap motivasi berprestasi, kecerdasan emosional berpengaruh dominan terhadap motivasi berprestasi dan kecerdasan spritual berpengaruh terhadap motivasi berprestasi pegawai Kantor Pelayanan Bea dan Cukai Tipe A Khusus Tanjung Perak Surabaya.

Dari hasil penelitian tersebut, diharapkan pihak manajemen Kantor Pelayanan Bea dan Cukai Tipe A Khusus Tanjung Perak Surabaya, meningkatkan peran kecerdasan pegawai, yang terbukti mampu memberikan kontribusi pengaruh secara simultan terhadap Motivasi Berprestasi Pegawai sebesar 59,8%. Peran kecerdasan emosional harus dipertahankan dan ditingkatkan dengan cara memacu kreativitas bawahan dan menstimulasi bawahan untuk lebih inovatif agar selalu berpikir positif. Berkaitan dengan peningkatan kecerdasan spritual pegawai, pimpinan diharapkan memberikan semangat dan membimbing pengembangan tingkah laku bawahannya dalam mengembangkan lingkungan kerja, menyediakan waktu untuk berkonsultasi dengan bawahannya, membimbing dan memberikan nasehat kepada bawahan, menetapkan suatu contoh dalam perilaku, mengkomunikasikan harapan-harapan yang tinggi tentang kinerja serta menunjukkan pada organisasi akan pengorbanan diri yang tinggi.

## SUMMARY

# **The Effect of Intelligent Quotient, Emotional Quotient and Spiritual Quotient to Achievement Motivation In The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya**

**Iwan Agung Kusuma Pranata**

Psychologically, normal individual is individual that has high integrity between it psychological function (spiritual) and physical (bodily). With the existence of high integrity between psychological and physical functions, so an individual has good self-concentration. These good concentrations constitute the especial capital of human individual which able to manage and to benefit of self-potential optimally in executing the daily activities or work in order to achieve the organization goals. Individual concentration in work is very affected by potential ability of *Intelligence Quotient (IQ)*, *Emotional Quotient (EQ)*, and the greater role of *Spiritual Quotient (SQ)*.

This research has problem formulation, objective and purpose to find out whether *Intelligence Quotient/IQ*, *Emotional Quotient/EQ*, and spiritual quotient (SQ) have the simultaneous effect and partial about the motivation of achievement motivation in The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya.

Determinant factors of achievement motivation that affected on individual work achievement in the organization are individual factor and the factor of organizational work environmental, while part of individual factor is intelligent factor. Intelligent quotient factor represent one's the level of experience ability to finish the problems that directly faced and to anticipate the future problems. Emotional quotient factor represent intelligent factor include the ability to recognize self-emotional, emotional-manage ability, ability to motivate his or herself, ability to recognize the others emotional and ability to develop the relationship. While spiritual quotient factor is quotient to facing the problems of value, that is quotient to place one's the behavior and life in widely and rich of meaning context, quotient to assess that one's action or destiny more meaningful compare with the others.

This research design has quantitative character by give priority to the design of survey research based on the information that collected from respondents with using questioners, with number of population in this research of 325 employees who work in The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya and sampling technique conduct by stratified proportional sampling manner about 158 samples and the data analysis technique using the statistical method of double linear regression.

From the result of research indicate that from 158 respondents collected well, generally have intelligent quotient, emotional quotient and spiritual quotient that relatively well. And so the achievement motivation which indicate relatively

well tendency, even still many that must to be corrected related to disciplinary violation and employee responsibility which conduct by the employee which affected to the institution credibility. The result of data analysis proved that intelligent quotient was not affected to achievement motivation, emotional quotient has dominant effect to achievement motivation and spiritual quotient has effect to the employee's achievement motivation in The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya.

From the research result, expectation of the management party of The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya, increased the role of employee quotient, which proved able to give the affected contribution in simultaneously to Employee's achievement motivation of 59,8%, the role of emotional quotient must be hold-out and improved by spurred the creativity of subordinates and stimulate of subordinate to more innovative and to be always thinking positively. Related to the improvement of employee's spiritual quotient, the management expected to give spirit and guidance the development of employee behavior who support the work environmental, provide time to consultant with subordinates, established an model in behavior, communicating the high expectation about performance and show-up to the organization about the high of self-sacrifice.



## ABSTRACT

### **The Effect of Intelligent Quotient, Emotional Quotient and Spiritual Quotient to Achievement Motivation In The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya**

**Iwan Agung Kusuma Pranata**

The purpose of this research is to find out whether Intelligent Quotient /IQ, Emotional *Quotient*/EQ) and spiritual *Quotient* (SQ) have the simultaneous and partial effects about the employee's achievement motivation in The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya.

This research is using questionnaire as data collection tool, with number of population in this research are 325 employee who work in The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya and sampling technique have done with accidental sampling manner which constitute a part of Non Probability Sampling on 179 sample and data analysis technique using the statistic method of double linear regression.

The research result have indicated that 152 employee of The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya which collected, generally have intelligent quotient, emotional quotient and spiritual quotient also the employee's achievement motivation are relatively well. Although still a lot that have to be corrected in related to the disciplinary violation and employee responsibility that has conduct by the employee which affected to the institution credibility. The result of data analysis proved that Intelligent Quotient/IQ, *Emotional Quotient*/EQ, and Spiritual Quotient (SQ) have simultaneously effect ( $p = 0.000$ ), while partially, intelligent quotient has no effect to the achievement motivation ( $p = 0.188$ ), emotional quotient has dominant effect to achievement motivation ( $p = 0.000$ ) with the highest  $t_{count}$  value ( $t_{count} = 5.884$ ) and spiritual quotient has affected to employee's achievement motivation of The Office of Custom and Excise Services Special Type-A Tanjung Perak Surabaya ( $p = 0.000$ ).

**Keywords:** Intelligent Quotient, Emotional Quotient, Spiritual Quotient, Achievement Motivation