

The Influence Of Emotional Intelligence, Work Ethic And Motivation On The Performance Of Health Control Service Employees Population And Family Planning Sidenreng Rappang District

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Abstrak

The results of the research show that 1) The emotional intelligence variable has no effect on the performance of employees of the Population Control and Family Planning Health Service of Sidenreng Rappang Regency with a value of $t\text{-count} > t\text{-table}$ ($1.427 < 2.002$) work ethic has a positive and significant effect on the performance of employees of the Health Control Service Population and Family Planning of Sidenreng Rappang Regency with $t\text{-count} > t\text{-table}$ ($4.173 > 2.002$) on the third variable, namely 3) motivation has a positive and significant effect on the performance of employees of the Population Control and Family Planning Health Service of Sidenreng Rappang Regency. because $t\text{-count} > t\text{-table}$ ($6.002 < 2.002$), 4) In the simultaneous test, the variables emotional intelligence, work ethic and motivation simultaneously had a positive and significant effect on the performance of the Sidenreng Rappang District Population Control and Family Planning Health Service. because $F\text{-count} > F\text{-table}$ ($36.094 > 2.77$), while the determination test contributed 65.9% to employee performance, while the rest was influenced by other variables not included in the research.

Keywords: Emotional intelligence, work ethic, motivation, employee performance.

INTRODUCTION

In the current era of globalization, health development is sought by the government to improve the level of public health which is carried out by increasing the convenience of health services to the public starting from health promotion, disease prevention, treatment and sustainable recovery. Carrying out government tasks needs to be supported by quality human resources (HR). One thing that supports the creation of good governance is that Human Resources (HR) must have emotional intelligence for hospital employees at work and provide quality services to complete the work provided by government agencies.

Human resources are people who have development power and are able to empower other resources available in the organization. The resources owned will not provide optimum results if they are not supported by human resources who have optimum emotional intelligence. Organizations need employees who have high emotional intelligence. Emotional intelligence (EQ) is the basic capital of national development, especially human resource development, therefore the potential of human resources must always be developed and directed so that they can achieve the expected goals.

One of the assessments that must be carried out in organizations is the mastery of emotional intelligence. With emotional intelligence, an employee will be able to recognize himself, so that from this awareness of identity and trust a strong motivational impulse will emerge for him to build an emotional condition. stable, which stability can of course make it easier for someone to continue

working and develop their abilities. As stated by Goleman (2016), emotional intelligence is the ability to monitor and control one's own and other people's feelings.

Viewed from a prospective perspective, emotional intelligence (EQ) is a form of intelligence that complements and complements each other because emotional intelligence is an important factor that is very influential in work success. The results of contemporary psychological research show that work and achievement are largely determined by Emotional Intelligence (EQ). Emotional intelligence also greatly determines our potential to learn practical skills which are based on the five elements of emotional intelligence consisting of self-awareness, self-regulation, motivation, empathy, and skills in building relationships with other people.

Emotional intelligence must be functioned and improved among employees by carrying out work activities by prioritizing emotional intelligence in teaching, but the facts in the field are that employees at the Sidenreng District Population Control and Family Planning Health Service office from the results of observations in initial research where it was found that there are still employees who are not aware of what work activities must be carried out, are still always waiting for instructions on the work to be carried out, have a low level of work emotional intelligence, and do not have high work empathy. As a result of this lack of emotional intelligence, many employee work programs and activities are neglected, not completed or even never carried out, which results in the work process not developing and this shows that employee performance achievements have decreased.

Apart from emotional intelligence which is much needed, a factor that is no less important is work ethic which is one of the great gifts from the creator to humans and makes it one of human strengths. According to Ngalim Purwanto (2017) work ethic is the ability needed to carry out mental activities, think, reason and solve problems. Intelligence is designed to ascertain a person's general intellectual abilities. and the ability to adapt to new knowledge needs by using thinking tools that suit the purpose. It was also explained that work ethic is a global ability possessed by individuals to be able to act purposefully and think meaningfully and to interact with the environment efficiently.

he work ethic possessed by humans can continuously maintain and improve the increasingly complex quality of their lives, through the process of thinking and working continuously in the field of work they are engaged in. Stenberg (2018) suggests that work ethic ability is needed to achieve success because work ethic is a person's ability to solve problems, with work ethic needed to carry out activities or work related to thinking activities. For an employee who has a good work ethic, no information will be difficult for him, because the work ethic will support an employee's performance in carrying out his main duties in teaching.

The phenomenon found during initial observations at the Sidenreng District Population Control and Family Planning Health Service office was that there were still some employees in carrying out their duties at work who had not used a work ethic to improve the quality of work, employees were still found working with old methods from time to time just working. with routines using old conventional methods. only a small number of employees provide views or methods about various things that have been thought about into a work program or activity that can be actualized from the intellectual intelligence of an employee.

Apart from emotional intelligence and work ethic, another factor that influences employee performance at the Sidenreng District Population Control and Family Planning Health Service is the motivation factor, because motivation can influence employee performance according to the opinion of Mathis & Jackson in Bangun (2017) who say that motivation is a desire within a person that causes that person to perform an action. A person will carry out an action for one thing to achieve a goal, it will always not be in vain and this is reinforced by the opinion of Mangkunegara (2019) who states that the meaning of motivation is to raise the enthusiasm of subordinates to be willing to work hard by providing all the abilities and skills to achieve the goal. agency.

To achieve the performance objectives of the Sidenreng Regency Population Control and Family Planning Health Service employees, it is necessary to pay attention to employee motivation in order to create encouragement so as to encourage the performance spirit of employees who are more enthusiastic, have a high willingness to carry out work activities in order to achieve the agency's goals. This was stated by J. Winardi (2018), that motivation is the task of superiors to carry out actions in the same direction that can directly influence their members or employees to be more enthusiastic about working, internally and externally, both positive and negative, because motivation can positive and negative, depending on the direction and resilience of the agency leadership According to Hasibuan (2018), to influence motivation, motivational principles are needed, namely attention, recognizing the contribution of subordinates, authority, work participation and communication. Judging from the type of motivation, there are two types of motivation, namely positive motivation and negative motivation. The use of positive and negative motivation must be appropriate and balanced in accordance with agency conditions so that it can increase the work spirit of subordinates or members. Positive motivation is giving awards, for those who achieve above standard performance and negative motivation, leaders motivating subordinates with standards will give punitive sanctions, this will increase short-term performance because of fear of punishment, but in the long term this is not good.

Work motivation is a process where needs encourage a person to carry out a series of activities that lead to achieving certain goals. Goals that, if successfully achieved, will satisfy or fulfill these needs Ira Rahmadita, (2018). The more precise the efforts to provide motivation, the higher the employee will be, as a result it will benefit both parties, both the employee and the agency. Ayu Permatasary (2018), suggests that high motivation will have a positive impact on the agency and will influence the work results of the employees, so that people will without motivation, you will not have high work results. In general, every government agency has high hopes that its employees can improve their performance and be effective in carrying out their work responsibilities.

Based on observations at the Sidenreng District Population Control and Family Planning Health Service office, researchers found that a phenomenon was a lack of attention from superiors to encourage the performance of their employees, in order to build directed and unidirectional relationships that were able to improve the performance of their employees. Another problem related to employee motivation is that there are still some employees who do not have clear goals for what they do. Researchers also saw that there were still employees who just relaxed during working hours, there were still employees who arrived late and went home before work was over. This happens because the apparatus lacks motivation in long-term work planning so they tend to work based on the tasks given at that time. Here leaders play an important role in motivating employees to work better.

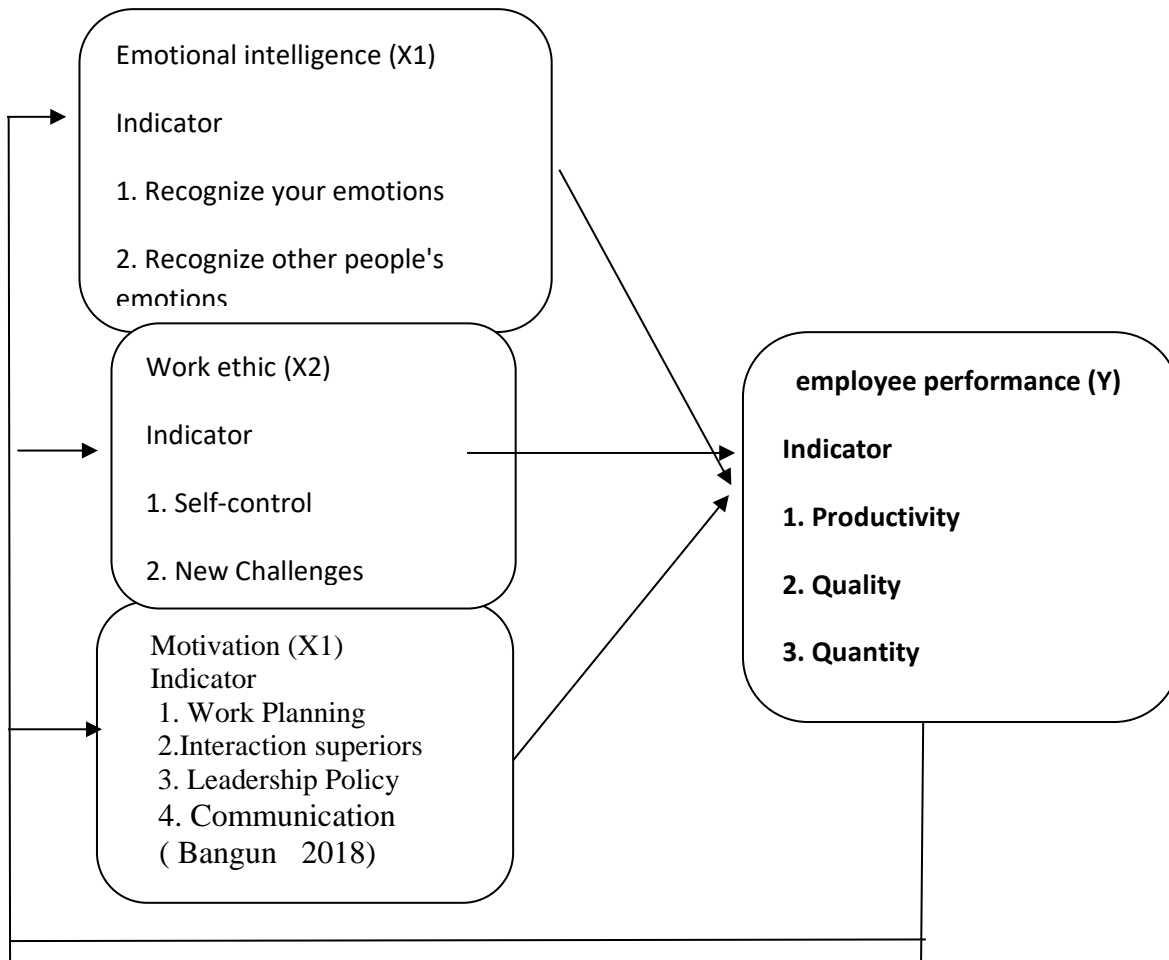
The three variables mentioned above, namely emotional intelligence, work ethic and motivation, will influence the performance of employees of the Sidenreng District Population Control and Family Planning Health Service in order to realize goals, both individual performance and group performance, because it is known that performance is influenced by many internal and external factors. . Simanjuntak, (2017). Factors that influence performance are individual factors: abilities, skills, family background, work experience, a person's social level and demographics. Then psychological factors: perception, role, work attitude, personality, motivation and job satisfaction.

Civil servants who are also public servants are always ready to carry out their duties well and are ready to serve the community well. A civil servant is always required to work enthusiastically in providing services to the community so that he does not appear slow. Work enthusiasm for civil servants is very necessary to improve the quality of work provided to the community. Based on the description above and several theories that support the research, the author adopted the title of the research, namely: "The influence of emotional intelligence, work ethic and motivation on the performance of Health Service Employees for Population Control and Family

Planning in Sidenreng Regency."

Based on the description above, this research was structured through a conceptual framework which can be described as follows

Gambar 3.1. Kerangka Konsep Penelitian



Based on the problem formulation that has been stated previously, a hypothesis can be presented as an answer or temporary assumption of the main problem that has been stated, namely as follows:

1. It is suspected that emotional intelligence has a partially positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.
2. It is suspected that e3work ethic has a partially positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.
3. It is suspected that motivation has a partially positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.
4. It is suspected that emotional intelligence, work ethic and motivation simultaneously have a positive and significant influence on the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.

RESEARCH METHODOLOGY

The approach used in this research is a quantitative approach. According to Hermawan (2018) Quantitative research is a research approach that is objective, includes collecting and analyzing quantitative data and using statistical testing methods, using correlation analysis techniques to determine the relationship between the independent variable and dependent variable. Therefore, quantitative research uses figures obtained from questionnaires distributed to respondents and managed statistically

The research was carried out at the Sidenreng Rappang Population Control and Family Planning Health Service office located at Jalan Harapan Baru, SKPD Complex, Sidenreng Rappang Regency. The research was carried out in November and December 2024.

RESEARCH RESULTS AND DISCUSSION.

Testing the Validity and Reliability of Research Instruments

Before testing the hypothesis, first test the instrument used to see whether the instrument is appropriate or not. To measure whether the questionnaire being circulated is valid, you can use the Validity test. To find out reliability or can be accounted for, use a reliability test. The instrument test can be said to be reliable if the instrument, even though it is moved to a different time or place, produces the same results, then it can be said that the questionnaire that is distributed can be relied on for reliability.

1. Validity Test

To find out whether the questionnaire used is correct, a validation test is carried out to determine the validity of the instrument used, While research has a goal, namely truth, validity is a very important aspect. Truth can only be obtained with valid instruments. produces the same results, then it can be said that the questionnaire that is distributed can be relied on for reliability. So it is said that validity is the essence of the truth of the results of research. Therefore, creating a valid instrument must receive the attention of every researcher. To find out whether the questionnaire used is correct, a validation test is carried out to determine the validity of the instrument, as in the table;

Tabel .1. Uji Validasi

Variable	Item	R count	R _{table}	Sig	Information

Employee performance (Y)	1	0,750	0,2542	0.000	"Valid
	2	0.748	0,2542	0.000	"Valid
	3	0,709	0,2542	0.000	"Valid
	4	0,769	0,2542	0.000	"Valid
	5	0,831	0,2542	0.000	Valid
Emotional Intelligence (X1)					"
	1	0,742	0,2542	0.000	"Valid
	2	0,679	0,2542	0.000	"Valid
	3	0,784	0,2542	0.000	"Valid
	4	0,791	0,2542	0.000	"Valid
Work Ethic (X2)					
	1	0,649	0,2542	0.000	"Valid
	2	0,830	0,2542	0.000	"Valid
	3	0,774	0,2542	0.000	"Valid
	4	0,752	0,2542	0.000	"Valid
Motivation (X3)					
	1	0,625	0,2542	0.002	"Valid
	2	0,813	0,2542	0.000	"Valid
	3	0,679	0,2542	0.000	"Valid
	4	0,725	0,2542	0.000	"Valid

Data source; 2024 data processing results

Based on the results of data processing for validity testing, it can be said that the three variables (X), namely the emotional intelligence variable (X1), then the work ethic variable as (X2) and the motivation variable as (X3) can be said to be valid, because the r-table is greater than r-count. Likewise, the variable (Y) is valid because according to Ancok Singarimbun (2018) explains that validity shows that it is valid if the r-calculated value is greater than the r-table. Meanwhile, in the validity test table, the data processed using SPSS shows that it is valid.

2. Reliability Test

To find out the results of the reliability test by testing the instrument, then the data obtained was analyzed using Cronbach's Alpha comparison with a number > 60% (Sugiono 2012). The results of the reliability test provide a Cronbach's Alpha coefficient value where the three variables (X) that have been measured give results above 60, so it is said that the results of the reliability test are reliable and can be continued in further research. To see the results of the reliability test, see the table below. ;

Tabel 2.Uji Reliabilitas

Name riabel	Koefisien Alpha	Information
<i>Employee Performance (Y)</i>	0,801	Reliabel
<i>Emotional intelligence (X1)</i>	0,741	Reliabel
<i>Work ethic(X2)</i>	0,740	Reliabel
<i>Motivation(X3)</i>	0.677	Reliabel

Source: Processed Data, 2020

In the table above it is clear that the reliability test that has been tested can be said that all variables, both the independent variable (X), namely the emotional intelligence variable (X1), work ethic (X2) and the motivation variable (X3) and the dependent variable are the performance of Service employees. Health Population Control and Family Planning in Sidenreng Rappang Regency has results above >0.60% so it can be said that the instrument used is reliable and reliable.

Discussion of Research Results.

The results of one study can be discussed as a whole through a discussion of the research results based on the results of hypothesis testing which includes hypothesis testing regarding variables that have a positive and significant effect on performance. The discussion will compare with previous research, and its relation to the theory underlying this research, namely as discussed below;

1. The Effect of Emotional Intelligence on Employee Performance.

The results of the processed data obtained from the t test on the emotional intelligence variable show that the free/independent variable, namely the emotional intelligence variable (X1), has no effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency, as a variable (Y), in the t test on the variable emotional intelligence (X1) produces a t-count < t-table value, namely the table value ($1,427 < 2.002$) and a sig.t value ($0.159 > 0.05$), so it can be concluded that the emotional intelligence variable (X1) has no effect on the performance of Service employees Health Control of Population and Family Planning in Sidenreng Rappang Regency

Emotional intelligence has no effect on the performance of employees of the Sidenreng Rappang District Population and Family Planning Health Service, this is because emotional intelligence is not able to recognize feelings and control their own feelings and the feelings of others, is not able to manage emotions well in oneself and in relationships with other people, where employees realize that emotional intelligence is something that every employee must have, because it is known that emotional intelligence aims to produce better performance and is the basic basis for individual employee characteristics which can indicate how to behave, which means that the better the emotional intelligence employees will be realized with a form of professional mastery in carrying out their duties.

The results of the research above are not in line with previous research examined by Badia Hadjri (2021) regarding the influence of emotional intelligence on the performance of health workers at the West Prabumulih Community Health Center. Based on the results of the analysis, it was concluded that emotional intelligence had a positive and significant effect on the performance of health workers at the West Prabumulih Community Health Center. The Prabumulih Community Health Center should hold activities or training that can increase the

emotional intelligence of health workers at the West Prabumulih Community Health Center.

The results of the research above compare with the theory put forward by Khavari (2018) that emotional intelligence can be interpreted as a person's ability to recognize, manage their own and other people's feelings, and be able to motivate themselves so that it leads to success. A person who has self-awareness can easily recognize feelings and monitor emotions that arise at certain times and their effects, know their strengths and have confidence about their own self-worth and abilities. There are three indicators in this aspect of recognizing one's own emotions, such as knowing and feeling one's own emotions, understanding the causes of feelings that arise, knowing the influence of feelings on actions so that a person is able to work with feelings of joy.

2. The influence of work ethic on employee performance

The results of the processed data obtained from the t test for the work ethic variable showed that the free/independent variable, namely the work ethic variable, had a positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency, ($4.173 > 2.002$) and the sig.t value was $0.000 < 0.05$, it can be concluded that the work ethic variable has a positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.

The work ethic variable has a positive and significant effect on the performance of employees of the Sidenreng Rappang District Population and Family Planning Health Service, this is because work ethic can adapt to an employee's personality to achieve optimal work results and the employee's performance will increase. This is because the work ethic (work spirit) of employees is reflected by the employee's willingness to carry out and complete the work assigned to them, then the significant value of the work ethic variable is because the work ethic variable is able to make a real contribution to employee performance such as the totality of his personality and a way of expressing, viewing, believing and giving meaning to work,

The results of the research above are in line with the results of previous research examined by Suwardi in 2023, The Influence of Work Ethic and Motivation on the Performance of State Civil Servants at the Konawe District Health Service Office. Based on the results of the research conducted, it can be concluded that work ethic has a positive and significant influence on employee performance at the Konawe District Health Service, work motivation has a positive and significant influence on the performance of civil servants at Konawe, Konawe District Health Service.

The results of the research above are linked to the theory of work ethic in accordance with the theory put forward by Yousef (Istijanto in Mubarak, 2017), work ethic is a concept that views devotion or dedication to a job as a very valuable value. Therefore, an organization or agency expects its employees to have a high work ethic so that they can contribute to achieving the goals and development of the organization or agency as a whole. Sinamo (2017) also formulated a way to form a work ethic in the form of a causal statement (which, if embraced with full confidence) will transform into positive work attitudes and behavior. There are eight work ethics according to Sinamo (2017), among others.

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3. The influence of motivation on employee performance

The results of the data processing showed that motivation had a positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency, with the value obtained, namely t-count $>$ t-table, amounting to ($6.002 > 2.002$) and the value stated in sig .t ($0.000 < 0.05$), it can be concluded that the motivation variable has a positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency.

The results of the research above are in line with previous research researched by Ahmad Saleh 2021, with the title the influence of motivation on employee performance at the Health Service for Population Control and Family Planning in Pesisir Selatan Regency. This research aims to determine the influence of motivation and work culture on the performance of employees of the Pesisir Selatan Regency Health and Population Control and Family Planning Service. The respondents used were 57 employees. The research results found that: work motivation and work culture have a positive and significant effect on employee performance.

The results of motivation have a positive and significant effect on employee performance. This can be interpreted as motivation for employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency. Based on the results

of research where motivation has a positive and significant effect on the performance of employees of the Sidenreng Rappang Regency Population and Family Planning Health Service, this is because motivation provides encouragement to employees. This drive causes individuals to behave in certain ways that provide enthusiasm to carry out a certain series of actions. Another thing that makes motivation have a positive effect is because the leader provides motivation for employees to work so that there is a harmonious, one-way relationship between the leader and employees and good communication between leaders and subordinates makes employees motivated at work.

The results of the research above are in accordance with the theory underlying this research, namely the theory put forward by Sedarmayanti (2018) Motivation is anything that can create encouragement and enthusiasm for work, internally and externally, whether positive or negative. Direction is needed in managing this motivation, because motivation can be positive and negative, depending on the direction and resilience of the agency leadership. In this understanding, it can be concluded that work motivation is encouragement to carry out tasks that are in accordance with one's responsibilities, both internally and externally to a person so as to encourage the spirit of his performance so that he is enthusiastic and has a high willingness to carry out work activities in order to achieve the agency's goals.

4. The Influence of Emotional Intelligence, Work Ethic, and Motivation on Performance

Based on the test results that have been carried out based on the F test, the results obtained are $F\text{-count} > F\text{-table}$, namely the results of the processed data show that $F\text{-count}$ shows a number of $(36,094 > 2.77)$ which is significant, F is $0.000 < 0.05$. This provides a conclusion to show that the independent variables, namely, emotional intelligence, work ethic and motivation influence simultaneously. Regarding the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency

Based on the results of the research above, it is in line with previous research, namely; Doni Satria (2020) The influence of motivation, work ethic, and emotional intelligence on the work of employees of the health service for population control and family planning in the city of Tanjung Pinang. The sample for this research was all employees of the Tanjung Pinang City Population Control and Family Planning Health Service, totaling 78 employees with Civil Servant status. The results of this research show that simultaneously motivation, work ethic, emotional intelligence have a positive and significant effect on performance with a determination value of 78.5% and the rest was not examined in this research.

From the results of simultaneous research, it can be said to be in line with the theory used in the research above, namely the Emotional Intelligence Variable. Goleman (2018) explains that emotional intelligence is an individual's ability to understand or recognize the feelings of oneself and others, while Mubarak's Work Ethic, (2017), is a concept that views devotion or dedication to a job as a very valuable value. Meanwhile, according to Bangun (2018), motivation is the desire within a person that causes that person to take action. A person will take action to achieve one thing.

Based on the theory that supports the research above, it can be interpreted that in general, if work is done together, both emotional intelligence, good work ethic and motivation are done together and regularly and maintained at all times. then it will produce joint performance to achieve the goal

Conclusion

1. Emotional intelligence has no effect on the performance of employees of the Sidenreng Rappang Hall District Population and Family Planning Health Service. This is because

emotional intelligence for employees is unable to recognize feelings and control their own feelings and the feelings of others, as well as employees not being able to manage their emotions. well with oneself and in relationships with others.

2. Work ethic has a positive and significant effect on the performance of employees of the Health Service for Population Control and Family Planning in Sidenreng Rappang Regency. This is because employee work ethic is reflected by the employee's willingness to carry out and complete the work assigned to them, then the work ethic variable is caused by the work ethic variable being able to make a real contribution to employee performance.

3. Motivation has a positive and significant effect on the performance of employees of the Sidenreng Rappang District Population and Family Planning Health Service, this is because employees have high motivation, and employees obey all the rules set by the leadership and all employees can accept and carry out them,

4. The variables emotional intelligence, work ethic and motivation have a simultaneous influence on the performance of employees of the Sidenreng Rappang District Population Control and Family Planning Health Service, this is because the calculated F value is greater than the F table.

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