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Effect of family work conflict, emotional intelligence and spiritual intelligence on police performance river police full

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ABSTRACT

This study aims to see the effect of (1) Family work conflict on the performance of the Sungai Penuh Police. (2) Emotional intelligence on the performance of the Sungai Penuh Police. (3) Spiritual intelligence on the performance of the Sungai Penuh Police. (4) Family work conflict, emotional intelligence and spiritual intelligence together on the performance of the Sungai Penuh Police. The population and sample in this study are all Full River Police as many as 33 people. The technique of determining the number of samples using total sampling. The data analysis technique used multiple regression by fulfilling the requirements of the classical assumption test of normality, and multicollinearity, heteroscedasticity. The results of this study indicate that (1) Work-family conflict has a significant negative effect on the performance of the Sungai Penuh Police. (2) Emotional intelligence has a significant positive effect on the performance of the Sungai Penuh Police. (3) Spiritual intelligence has a significant positive effect on the performance of the Sungai Penuh Police. (4) Work-family conflict, emotional intelligence, spiritual intelligence together have a significant effect on the performance of the Sungai Penuh Police.



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Introduction

Performance (performance) is the quantity and quality of the work of individuals or groups within the organization in carrying out main tasks and functions that are guided by norms, standard operating procedures, criteria and measures that have been established or applicable in the organization (Hasibuan, 2019). Based on this understanding, it can be concluded that police performance is used for the results of a person's work in accordance with predetermined provisions, as well as their role in the organization within a certain period.

Full River Police is a State instrument tasked with maintaining public security and order, enforcing the law, and providing protection, shelter and services to the community. Sungai Full Police Resort is part of the Sungai Penuh Police, whose existence is as set forth in Law Number 2 of 2002 concerning the Indonesian National Police and Presidential Regulation Number 29 of 2014 concerning the Performance Accountability System of Government Agencies (SAKIP). As an element of state administrators to be responsible for the implementation of their duties and functions as well as their role in the management of human resources and policies entrusted to them based on the strategic planning that has been determined, each Section and Unit and

the Sungai Penuh Police TA 2016 which is supported by relevant government institutions and all elements of society must be able to display accountability for their performance in carrying out their main tasks and functions, so that there is a synchronization between the ideal planning that has been proclaimed and the outputs and benefits generated (outcomes). In the context of performance accountability, the Sungai Penuh Police has developed and implemented an accountability reporting system that is expected to be clear, measurable and legitimate so that the implementation of the tasks that have been carried out can be accounted for.

The phenomenon of performance problems also occurs in this Sungai Penuh Police agency. This phenomenon of performance problems can be seen from the initial survey conducted to 20 initial respondents. From the 6 questions given to the 20 respondents, it turned out that many police officers did not agree or did not do what was asked. Like question 1 which says "The results of my work satisfy the leadership", 55 percent of respondents said they did not agree with the question. This means that as many as 55 percent of the police officers from the Sungai Penuh Police are unsatisfactory.

Table 1 <Initial Survey Regarding Police Performance Issues Full River Police>

Question	Agree (%)	Do not agree (%)
The results of my work satisfy the leadership	45	55
I have the initiative to do work without waiting for co-workers to ask for help	30	70
I did the job the result is better than last time	35	65
The quantity of my work exceeds what the organization expects	40	60
I complete the work according to the allotted time	25	75
I finish work on time	40	60

Source: Interview Results 2021

Likewise with the last question or the 6th, it shows that 60% of the police officers from Sungai Penuh Police do not complete their work on time. This phenomenon clearly shows that there are problems related to the performance of the Sungai Penuh Police, many of whom say they do not agree with the questions above. The occurrence of this phenomenon or problem is suspected by the causative factors. The factors that are thought to cause this are work-family conflicts, emotional intelligence and spiritual intelligence. This shows that there is a problem in the performance of the police to achieve the target of activities at the Sungai Penuh Police Station.

Based on the description of the background above, it can be seen that there are studies that say that team work, work family conflicts, and work family conflicts affect performance and some do not, so the researchers are interested in conducting research with the title "The Effect of Family Work Conflict, Emotional Intelligence and Intelligence Spirituality on the Performance of the Sungai Penuh Police Police".

Method

The population and sample in a study have a central and decisive role (Sekaran, 2016). The population is the whole of the object of study that provides an accurate picture of the research. According to Siregar (2014) population is the total number of objects or subjects that are used as data sources in a study that have the same nature or characteristics. Thus, the population in this study were all 33 police officers from the Sungai Penuh Police.

The research sample is a limited number and part of the population, part of the selected and representative population of the population (Sekaran, 2016). Meanwhile, according to Sugiyono (2016) the sample is part of the number and characteristics possessed by the population and what is learned from the sample, the conclusions will be applicable to the population. However, because the sample used is the entire population, namely the Sungai Penuh Police, the sample in this study is the same as the population, namely all 33 (thirty three) people from the Sungai Penuh Police,

Hypothesis testing in this study used multiple regression analysis. Multiple regression analysis aims to determine the causal relationship between the influencing variables and the affected variables. With multiple regression equation model as follows:

$$Y = a + b_1 X_1 + b_2 X_2 + b_3 X_2 + e \dots\dots\dots (1)$$

Where:

Y	= Performance
a	= Intercept Constant
X1	= Work Family Conflict
X2	= Emotional Intelligence
X2	= Spiritual Intelligence
b1,... bn	= Regression Coefficient
e	= Error Term.

Results and Discussions**Normality test**

This normality test is used by the author to test the normality of the regression model. The test is carried out using the method kolmogorov-smirnov test to each variable. The regression model is normally distributed if the value of the Kolmogorov-Smirnov sign for each variable is greater than = 0.05. The results of the normality test can be seen in table 4.15.

From Table 2 which is a normality test, it can be seen that in the regression model, the confounding or residual variables have a normal distribution. This can be seen from the results of the sig value of the Performance variable (Y) is 0.296 > 0.05 the work-family conflict variable (X1) is 0.314 > 0.05; emotional intelligence variable (X2) is 0.382 > 0.05 ; spiritual intelligence variable (X3) is 0.088 > 0.05. So it can be concluded that for the variables of performance, work-family conflict, work-family conflict, emotional intelligence and emotional intelligence of police officers at Sungai Penuh Police Station, they are normally distributed.

Table 2 <Normality Test Results>

		Performance	Family Work Conflict	Emotional Intelligence	Spiritual Intelligence
N		33	33	33	33
Normal Parameters	mean	45.3061	35.9796	44.2449	44.7551
	Std. Deviation	1.80513	1.73793	2.05680	2.03645
Most Extreme Differences	Absolute	.139	.137	.130	.178
	Positive	.092	.128	.119	.128
	negative	-.139	-.137	-.130	-.178
Kolmogorov-Smirnov Z		.976	.961	.908	1,249
asympt. Sig. (2-tailed)		.296	.314	.382	.088

a. Test distribution is Normal.

Source: SPSS output results, 2021

Multicollinearity Test

Multicollinearity test is useful to test whether the regression model found a correlation between independent variables. A good regression model should not have a correlation between independent variables if the independent variables are correlated then these variables are not orthogonal. Orthogonal variables are independent variables whose correlation value between independent variables = 0 (Ghozali, 2011). Multicollinearity can be seen from tolerance and Variance Inflation Factor (VIF). The way to find out whether there is a deviation from the multicollinearity test is to look at the Tolerance and VIF values of each independent variable, if the Tolerance value > 0.10 and the VIF value < 10 then the data is free from multicollinearity symptoms can be seen in Table 3.

Table 3 <Multicollinearity Test Results>

Coefficients ^a		Collinearity Statistics	
Model		Tolerance	VIF
1	Family Work Conflict	0.970	1.031
	Emotional Intelligence	0.975	1.025
	Spiritual Intelligence	0.958	1.044

a. Dependent Variable: Y

Source: SPSS output results, 2020

Based on the multicollinearity test in the table above, it can be seen that there is no relationship between the independent variables. It can be seen from the table above that the Tolerance value for all independent variables is > 0.10 or the VIF value is < 10.

Heteroscedasticity Test

The heteroscedasticity test aims to test whether in a regression model there is an inequality of variance from the residuals from one observation to another observation. If the variance from the residual of one observation to another observation is constant, then it is called a homokedastability and if different it is called heteroscedasticity. Detecting the presence of heteroscedasticity in this study used the Plott Graph (Scatter Plot) test. This test, if there is no clear pattern, such as points spread above and below the number 0 (zero) on the Y axis, then there is no heteroscedasticity. The test results can be seen in Figure 1.

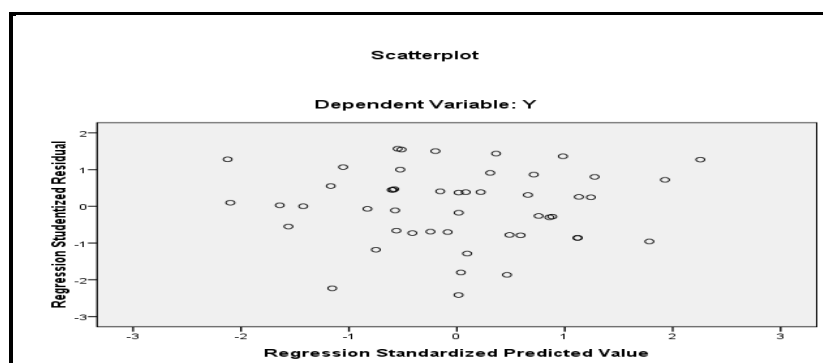


Figure 1 <Heteroscedasticity Test Results>

Source: SPSS output results, 2020

In Figure 1 it can be seen that there is no clear pattern and the points spread above and below the number 0 on the Y axis. The spread of data points does not form a wavy pattern that widens then narrows and widens again. The spread of data points is also not patterned, so this shows that the data in this study does not occur heteroscedasticity.

Multiple Linear Regression Analysis

In testing the hypothesis of this study, multiple linear regression was used, which aims to determine how much influence several independent variables have on the dependent variable. Multiple regression analysis was performed by comparing tcountwith ttable and sig value with = 0.05. In detail the results of multiple regression testing can be seen in Table 4. Based on Table 4, the estimation model can be analyzed as follows:

$$Y = 39,859 - 0.507 (X1) + 0.278 (X2) + 0.105 (X3)$$

Based on the above equation it can be explained that:

1. From the above equation it can be seen that there is a constant value of 39,859 which means that if work-family conflict, work-family conflict, emotional intelligence and emotional intelligence are zero,

then the value of the performance variable is at 39,859. this means that the variables of work-family conflict, work-family conflict, emotional intelligence and emotional intelligence contribute to improving the performance of the police at Sungai Penuh Police.

Table 4 <Multiple Regression Equation>

		Coefficients^a				
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	39,859	10,648		3,743	.001
	X1	-.507	.134	.010	-3.766	.001
	X2	.278	.060	.089	4,590	.000
	X3	.105	.034	.006	3.037	.008

a. Dependent Variable: Y

Source: SPSS Output Results (in 2020)

2. The value of the work-family conflict regression coefficient is negative 0.507. This means that if the work-family conflict increases by one unit, it will result in a decrease in performance of 0.507 unit.
3. The value of the work family conflict regression coefficient is negative, namely 0.456. This means that if the work-family conflict increases by one unit, it will result in an increase in police performance by 0.456 unit.
4. The value of the emotional intelligence regression coefficient is positive, namely 0.278. This means that if emotional intelligence increases by one unit, it will result in an increase in police performance by 0.278 unit.
5. The spiritual intelligence regression coefficient value is positive, namely 0.105. This means that if spiritual intelligence increases by one unit, it will result in an increase in police performance by 0.105 unit

Regression Coefficient Test (t Test)

Hypothesis Testing 1

The first hypothesis put forward, that work-family conflict partially has a negative effect on police performance. Based on the results of the analysis of the t test, it is known that the significance level of the family work conflict variable is $0,001 < \text{of the significance value } (0.05)$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant negative influence between work-family conflict on police performance at the Sungai Penuh Police Station.

Hypothesis Testing 2

The second hypothesis proposed is that work-family conflict partially has a negative effect on police performance. Based on the results of the analysis of the t test, it is known that the significance level of the work family conflict variable is $0,002 < \text{of the significance value } (0.05)$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant negative effect between work-family conflict on police performance at the Sungai Penuh Police Station.

Hypothesis Testing 3

The third hypothesis proposed is that emotional intelligence partially has a negative effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the emotional intelligence variable is $0,000 < \text{of the significance value } (0.05)$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a significant positive influence between emotional intelligence on police performance at the Sungai Penuh Police Station.

Hypothesis Testing 4

The third hypothesis proposed is that spiritual intelligence partially has a negative effect on performance. Based on the results of the analysis of the t test, it is known that the significance level of the Spiritual Intelligence variable is $0,008 < \text{of the significance value } (0.05)$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a

significant positive influence between spiritual intelligence on police performance at the Sungai Penuh Police Station.

Hypothesis Testing 5

The fourth hypothesis proposed, that work-family conflict, work-family conflict, emotional intelligence and emotional intelligence collectively have a positive effect on police performance. Based on the results of the analysis of the F test, it is known that the significance level of the variables of family work conflict, work family conflict, emotional intelligence and emotional intelligence from the F ANOVA test is $0.000 < 0.05$. Thus H_0 is rejected and H_a is accepted. So that the alternative hypothesis proposed in this study is accepted, meaning that there is a jointly significant influence between work-family conflict, work-family conflict, emotional intelligence and emotional intelligence on the performance of the police at Sungai Penuh Police. As can be seen in table 5.

Table 5 <F . Test Results>

ANOVA ^b						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	141.291	4	47,097	6,647	.000a
	Residual	425,147	44	7.086		
	Total	566,438	48			

a. Predictors: (Constant), X3, X1, X2

b. Dependent Variable: Y

Source: SPSS Output Results (in 2020)

Coefficient of Determination (Adjusted R Square)

The Coefficient of Determination aims to see or measure how far the model's ability to explain the variation of the independent variable, where the value of R square used for research with 2 variables and the value of Adjusted R Square is used for research with more than 3 variables. The value of the coefficient of determination in this study is taken from the value of Adjusted R Square which can be seen in table 4.19.

Based on the analysis results Adjusted R square is 0,652 This means that 65.2% of police performance is influenced by the independent variables of work family conflict, work family conflict, emotional intelligence and emotional intelligence. While the remaining 34.8% is influenced by other variables outside the model.

Table 6 <Test results R Square>

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.821a	.674	.652	1.87164

a. Predictors: (Constant), X3, X2, X1, X2

b. Dependent Variable: Y

Source: SPSS Data Processing Results (Year 2020)

Influence Family Work Conflict on Police Performance at Sungai Penuh Police Station

The results of this study indicate that work-family conflict has a significant negative effect on police performance at the Sungai Penuh Police Station. This indicates that the work-family conflict determines the performance of the police at the Sungai Penuh Police Station. This means that the higher the work conflict of a policeman's family, the lower the performance of the police.

From the results of this study, it can be seen that the work-family conflict variable has a coefficient of -0.507 which means that work-family conflict has a greater influence than other variables. This indicates that work-family conflict can play a role in improving police performance. If the Sungai Penuh Police wants to improve the performance of the police, it must reduce the work-family conflict for each police officer.

This is in line with the opinion according to According to Bagger and Andrew (2012), work-family conflict is a conflict that comes from work that interferes with family responsibilities. Work-family conflict means that one's work role interferes with roles and responsibilities in the family (Karimi, et al. 2012). Work-family conflict is a consequence of conflicts that occur especially at work (Li, et al. 2013). From this understanding, it can be concluded that work-family conflict is a conflict experienced by a person because of demands at work that interfere with the family

The results of this study are in line with research Namasi vayam, (2014) which shows that work-family conflict has a negative and significant effect on police performance. Carr et al. (2018) The results of his research also show work-family conflict significant effect on police performance.

Influence Emotional Intelligence on Police Performance at Sungai Penuh Police

The results of this study indicate that emotional intelligence has a significant influence on the performance of the police at the Sungai Penuh Police Station. This indicates that emotional intelligence determines the performance of the police at the Sungai Penuh Police Station. This means that the higher the emotional intelligence of the police in an agency, the higher the performance of the police.

From the results of this study, it can be seen that the emotional intelligence variable has a coefficient of 0.278 which means emotional intelligence has a big influence. This indicates that Emotional Intelligence can play a role in improving police performance. If the Sungai Penuh Police wants to improve the performance of the police, it must increase the emotional intelligence of the work of the police in the agency.

This is in line with the opinion according to (Goleman, 2015) Emotional intelligence is an ability that includes self-control, enthusiasm, and perseverance, as well as the ability to motivate oneself. Meanwhile, according to Patton (2017) emotional intelligence means knowing emotions effectively to achieve goals, build productive relationships and achieve success in the workplace. Emotional intelligence is the formation of emotions that includes self-control skills and readiness to face uncertainty.

The results of this study are in line with research Asiamah (2017) which shows that There is a significant positive effect between emotional intelligence on police performance.

Influence Spiritual Intelligence on Police Performance at Sungai Penuh Police Station.

The results of this study indicate that spiritual intelligence has a significant positive effect on the performance of the police at the Sungai Penuh Police Station. This indicates that spiritual intelligence determines the performance of the police at the Sungai Penuh Police Station. This means that the better the spiritual intelligence of an agency, the better the performance of the police.

From the results of this study, it can be seen that the emotional intelligence variable has a coefficient of 0.105 which means spiritual intelligence has a big influence. This indicates that spiritual intelligence can play a role in improving police performance. If the Sungai Penuh Police wants to improve the performance of the police, it must create good spiritual intelligence in the agency. This is in line with the opinion according to Wexley (2013) who defines spiritual intelligence as intelligence that is based on the inside of a person, which is related to wisdom outside the ego or conscious soul.

Spiritual intelligence is the intelligence to deal with and solve problems of meaning and value, namely placing human behavior and life in the context of a wider and richer meaning, and assessing that one's actions or way of life are more meaningful than others (Armenio et al., 2007). Based on the description above, it can be concluded that spiritual intelligence is intelligence to give a more valuable, broad and rich meaning to one's behavior or way of life. The results of this study are in line with the research of Noppy (2015) Armenio, et al (2007) who showed that There is a significant positive effect between spiritual intelligence on police performance.

The Effect of Family Work Conflict, Emotional Intelligence and Emotional Intelligence on Police Performance at Sungai Penuh Police

The results of this study indicate that work-family conflict, work-family conflict, emotional intelligence and emotional intelligence together have a significant influence on the performance of the police at the Sungai Penuh Police Station. From the F ANOVA test, a significant value of $0.000 < 0.05$ was obtained, this indicates that work-family conflict, work-family conflict, emotional intelligence and emotional intelligence determine the performance of the police at the Sungai Penuh Police Station. This means that work-family conflict, work-family conflict, emotional intelligence and emotional intelligence will improve police performance.

This is in line with research Armenio, et al (2007) Asiamah (2017) Zhao and Haulin (2019) Carr et al. (2018), which shows that The results show that there is a positive and significant influence between spiritual intelligence, work family conflict, emotional intelligence and spiritual intelligence on police performance.

Conclusions

Based on the results of testing and discussing the hypotheses described in the previous chapter, some conclusions can be drawn as: 1) Work-family conflict has a negative influence on the performance of the police at the Sungai Penuh Police Station. This means that the performance of the police will increase if the work-

family conflict in the agency is low, then it is able to provide encouragement to the police in improving their performance, thus the first hypothesis (H1) is accepted. 2) Emotional intelligence has a positive influence on the performance of the police at the Sungai Penuh Police Station. This means that police performance will increase if the police's emotional intelligence is high towards the agency, thus making the police enthusiastic and able to carry out their work well. Good emotional intelligence will encourage high performance, thus the first hypothesis (H3) is accepted. 3) Spiritual intelligence has a positive influence on the performance of the police at the Sungai Penuh Police Station. This means that the performance of the police will increase if the spiritual intelligence in the agency is good, thus making the police enthusiastic and able to carry out their work well. Good spiritual intelligence will encourage high performance, so the first hypothesis (H4) is accepted

Work-family conflict, work-family conflict, emotional intelligence and emotional intelligence together have a positive effect on police performance at the Sungai Penuh Police Station. With the F ANOVA test number of 0.000, police performance is influenced by the independent variables of work family conflict, work family conflict, emotional intelligence, and spiritual intelligence, thus the first hypothesis (H5) is accepted.

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