

Research Article

The Influence of Intellectual Intelligence and Emotional Intelligence on Work Ethic and Its Impact on Performance

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Abstract

Kartini Maternal and Child Hospital is one of the specialized hospitals in West Bandung, focusing on maternal and child healthcare services. In addition, it is one of the few private hospitals in West Bandung that has received accreditation, although it is still at the basic level. This condition has motivated the hospital to strive toward achieving excellent service and attaining the highest level of accreditation (paripurna), with the ultimate goal of becoming a leading hospital in the region. This motivation led the author to investigate issues related to the performance of nurses at this hospital, particularly in terms of their intellectual intelligence, emotional intelligence, work ethic, and job performance. The aim of this study is to examine the influence of intellectual intelligence and emotional intelligence on work ethic, as well as the influence of work ethic on nurses' performance. The study involved a total of 45 respondents, selected using the saturated sampling technique. This research is categorized as descriptive and verifacative. The methods of analysis employed in this study include correlation coefficient analysis, validity testing, and reliability testing. Based on the results of the analysis, all research hypotheses were accepted, indicating that all proposed variables — intellectual intelligence and emotional intelligence — have a significant influence on work ethic, and that work ethic contributes positively to nurse performance.

Keywords: Intellectual Intelligence, Emotional Intelligence, Work Ethic and Performance.



INTRODUCTION

In today's era, competition in the industrial sector is increasing across all industries worldwide. One such sector is the healthcare service industry, specifically hospitals. If hospital management is unable to improve the quality of its services, the hospital risks losing its customers. Conversely, if a hospital can deliver high-quality services and provide capabilities that exceed customer expectations, it has the opportunity to attract a large number of patients. The provision of quality healthcare services has become a primary concern for the public as users of healthcare facilities.

In efforts to continuously improve the quality of healthcare services in Indonesia, all hospitals are required to undergo accreditation. Hospitals must conduct accreditation periodically every three (3) years as part of their quality improvement initiatives. This is stipulated in Law Number 44 of 2009 concerning Hospitals, Article 40 paragraph 1, which states that, in order to improve service quality, hospitals must undergo accreditation periodically at least once every three (3) years. Accreditation is mandatory for all hospitals, whether public/government-owned or private/BUMN hospitals.

Data from the Hospital Accreditation Commission (KARS) in 2015 recorded only 284 hospitals accredited nationally out of 2,415 registered hospitals in Indonesia. This means that 2,131 hospitals had yet to be accredited, with only 11.75% of hospitals accredited nationwide. Therefore, the commitment of leadership and the support of all human resources within the hospital play a crucial role in achieving accreditation success. Achieving accreditation targets is not an easy task without the commitment of hospital owners to undergo the process.

For hospitals, the accreditation program is a valid instrument to assess the extent to which their services meet nationally applicable standards. Accreditation status also increases public trust in hospital services and serves as a preventive measure against malpractice, as healthcare staff operate under clear Standard Operating Procedures (SOP). In other words, accreditation is a form of accountability and protection for the community as users of hospital services.

High-quality service can only be delivered by human resources with strong integrity, supported by adequate facilities and infrastructure, as well as effective managerial systems and leadership. The most critical human resource in a hospital is nurses. Nursing staff are the main component in the healthcare system, as they interact

most frequently and directly with patients, providing care 24 hours a day, seven days a week.

Kartini Mother and Child Hospital is a private hospital in West Bandung that has been accredited but only at the basic level. This accreditation status is partly the result of assessing the quality of its human resources. In order to improve its quality and realize the hospital's vision and mission to become the best hospital in West Bandung, it is necessary to manage its human resources in accordance with Ministry of Health Regulation No. 4 of 2019 concerning Technical Standards for Fulfilling Service Quality in the Minimum Service Standards for the Health Sector. This regulation is based on the provisions of Article 6 paragraph (6) of Government Regulation No. 2 of 2018 concerning Minimum Service Standards.

All organizations continuously strive to improve the performance of their employees—in this case, healthcare workers—in order to achieve the organization's established goals. This means that employee performance is essential to the overall success of the organization. Stable and optimal performance is not a matter of chance. Many factors influence performance, such as motivation, compensation, competence, communication, systems, leadership, corporate culture, and commitment (Emron, 2016: 202). Based on this, it is necessary to manage employee performance according to the dominant factors in the organization.

The objectives of this study are to examine the intellectual intelligence, emotional intelligence, work ethic, and performance of nurses at Kartini Mother and Child Hospital (RSIA Kartini). It also aims to analyze the influence of intellectual intelligence on nurses' work ethic, the effect of emotional intelligence on work ethic, and the simultaneous impact of both intellectual and emotional intelligence on work ethic. Furthermore, the study seeks to determine the extent to which work ethic influences the performance of nurses at RSIA Kartini.

LITERATURE REVIEW

Intellectual Intelligence and Work Ethic

Noer Rohmah (2018) stated that intellectual intelligence can be seen from the ability to think logically, while emotional intelligence refers to the ability to recognize one's own feelings and those of others, to self-motivate, and to manage emotions effectively in oneself and in relationships. Emotional intelligence is strongly influenced

by the environment, is not fixed, and can change over time. Spiritual intelligence relates to how a person manages and utilizes the meanings, values, and qualities of spiritual life. The integration of these three types of intelligence is essential to improving work ethic. Without balancing intellectual intelligence with emotional control and spiritual values, a person is unlikely to develop a strong work ethic. Jamaluddin (2011) found that intellectual, emotional, and spiritual intelligence simultaneously have a significant effect on work ethic among accounting students at Tadulako University. Similarly, Pingkan Moniaga (2012) reported that IQ, EQ, and SQ significantly influence work ethic among employees at PT. Bank Sulut, with IQ showing the strongest effect on performance. Based on this, the hypothesis proposed is:

H1: Intellectual intelligence has an effect on work ethic.

Emotional Intelligence and Work Ethic

According to Djajandra (2010), work ethic and emotional intelligence are closely related and inseparable. Organizations striving for the highest quality require emotional awareness from both employees and leaders. Strong technical competence alone, without emotional intelligence to support work ethic, will make it difficult to achieve optimal performance. Emotional intelligence enables employees and leaders to work with empathy, commitment, and a genuine drive for excellence. Astarani Kili (2011) found a significant relationship between emotional intelligence and the work ethic of trainee nurses at Baptis Hospital Kediri. Nurses with high emotional intelligence tend to think before acting, recover quickly from disappointment, adapt easily to their work environment, and serve patients wholeheartedly, resulting in higher job satisfaction for themselves, patients, and the institution. High emotional intelligence fosters a strong work ethic, while low emotional intelligence often leads to poor work commitment. Based on this, the hypothesis is:

H2: Emotional intelligence has an effect on work ethic.

Work Ethic and Performance

Sinamo (2016) emphasizes that an employee's own spirit and strong work ethic play a vital role in achieving high performance and positively influencing their environment. According to Wirawan (2015), performance is influenced by factors such as work ethic, work discipline, and job satisfaction, with work ethic being a key

determinant of individual success and organizational goals. Yuliarti (2016) found that work ethic has a positive and significant effect on employee performance at the Morowali Regional Housing and Spatial Planning Office. Similarly, Andri Hadiansyah (2015) reported a significant impact of work ethic on employee performance at PT. AE, with work ethic contributing 72.4% to performance levels. Mouren and Jantje (2016) also confirmed that work ethic is one of the most influential variables affecting employee performance. Based on these findings, the hypothesis is:

H₃: Work ethic has an effect on performance.

Intellectual Intelligence, Emotional Intelligence and Work Ethic

Initially, intelligence was understood only in relation to the cognitive structure of the mind in perceiving phenomena. Over time, however, it has come to include aspects of the heart that nurture affective dimensions such as moral, emotional, spiritual, and religious life. Thus, a person's intelligence can take various forms, including IQ (intellectual intelligence), EQ (emotional intelligence), and SQ (spiritual intelligence), which together form a hierarchy of human capabilities. Noer Rohmah (2018) defines intellectual intelligence as the ability to think logically, emotional intelligence as the ability to recognize and manage one's own and others' emotions, and spiritual intelligence as the ability to manage and apply the meanings, values, and qualities of spiritual life. Integrating these three forms of intelligence is essential to improving work ethic; relying solely on intellectual intelligence without emotional control and spiritual guidance often results in poor work ethic. Based on this, the hypothesis is:

H₄: Intellectual intelligence and emotional intelligence simultaneously affect work ethic.

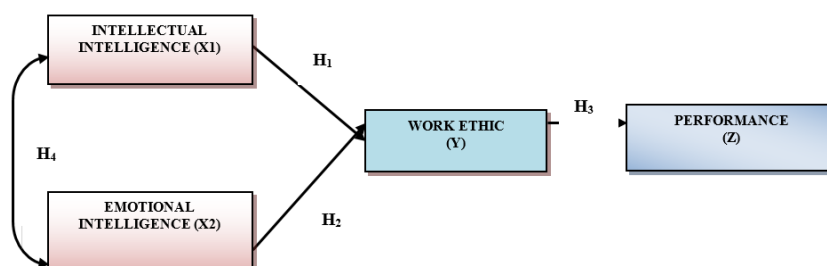


Figure 1. Hypothesis Model

METHOD

This study employed a quantitative survey research method. The unit of observation was nurses at Kartini Mother and Child Hospital, located at Jalan G.A. Manulang No. 46, Padalarang, West Bandung Regency. The sampling method used was probability sampling with a saturated sampling technique, in which all members of the population are included as the sample. According to Sugiyono (2016), probability sampling gives each member of the population an equal chance of being selected, while saturated sampling—also known as a census—is applied when the population is relatively small (fewer than 30 people) or when the researcher seeks to minimize sampling error. Based on Arikunto's (2010) guideline that when a population is fewer than 100 individuals it is preferable to include the entire population, the study took all 45 nurses at the hospital as the research sample.

Data Collection Technique

The data in this study were collected by distributing questionnaires to the 45 nurses who constituted the research sample.

Research Variables and Indicators

1. Intellectual Intelligence

The dimensions measured for the intellectual intelligence variable are:

- a. Problem-solving ability
- b. Verbal intelligence
- c. Practical intelligence

2. Emotional Intelligence

The dimensions measured for the emotional intelligence variable are:

- a. Self-awareness
- b. Self-regulation
- c. Motivation
- d. Recognizing others' emotions (empathy)
- e. Social skills

3. Work Ethic

The dimensions measured for the work ethic variable are:

- a. Working smart
 - b. Working hard
 - c. Working sincerely
4. Performance

The dimensions measured for the performance variable are:

- a. Quality of work
- b. Knowledge
- c. Skills
- d. Attitude
- e. Patient safety

Data Analysis Technique

The data were analyzed using descriptive statistics and inferential statistics through path analysis. Path coefficients were calculated based on regression coefficients with the aid of SPSS software. If the significance probability value (Sig) is greater than or equal to 0.05 ($0.05 \leq \text{Sig}$), the null hypothesis (H_0) is accepted and the alternative hypothesis (H_a) is rejected, indicating no significant effect. Conversely, if the Sig value is less than or equal to 0.05 ($0.05 \geq \text{Sig}$), H_0 is rejected and H_a is accepted.

Path Analysis

Path analysis is useful for identifying causal relationships and determining both direct and indirect effects of several independent variables on a dependent variable.

RESULT AND DISCUSSION

Descriptive Analysis

1. Intellectual Intelligence (X_1)

Intellectual intelligence was measured through the dimensions of problem-solving ability, verbal intelligence, and practical intelligence using a questionnaire consisting of 17 statements, each with five possible responses. The average score for the intellectual intelligence variable was 3.10, within the interval range of 2.61–3.40, with 62%, indicating that the nurses' intellectual intelligence at RSIA Kartini is generally considered fairly good. Among the dimensions, problem-solving scored the highest, while practical intelligence scored the lowest. The highest indicator was

the ability to understand patient medical records (mean score 3.38), while the lowest were awareness and acceptance of the consequences of decisions during patient care (2.69), concern and sensitivity toward the work environment and patient families (2.84), and attention to newly admitted patients (2.96).

2. Emotional Intelligence (X₂)

Emotional intelligence was measured through the dimensions of self-awareness, self-regulation, motivation, empathy, and social skills using a questionnaire of 15 statements, each with five possible responses. The average score for emotional intelligence was 3.04, within the interval range of 2.61–3.40, with 61%, indicating that nurses' emotional intelligence at RSIA Kartini is generally considered fairly good. Among the dimensions, self-regulation scored the highest (3.17), while self-awareness scored the lowest (2.82). The highest indicator was the ability to remain friendly toward patients even when their families act unpleasantly (3.36). The lowest were the inability to control personal emotions without disrupting work and difficulty managing feelings while performing nursing duties (2.58), difficulty regulating emotions during work (2.73), limited ability to cheer oneself up in unpleasant situations (2.87), and ability to care for patients effectively and productively (2.91).

3. Work ethic (Y)

Work ethic was measured through the dimensions of working smart, working hard, and working sincerely using a questionnaire of 16 statements, each with five possible responses. The average score for work ethic was 3.14, within the interval range of 2.61–3.40, with 61%, indicating that nurses' work ethic at RSIA Kartini is generally considered fairly good. Among the dimensions, working smart scored the highest (3.23), while working hard scored the lowest (3.10). The highest indicator was viewing nursing and patient care as a form of worship and always taking responsibility from patient admission to discharge (3.40). The lowest were disliking the job as a reflection of personal interest and sometimes not performing patient care according to nursing standards (2.91), ability to perform care according to nursing standards (2.93), and viewing nursing as a blessing (2.93).

4. Performance (Z)

Nurse performance was measured through the dimensions of quality, knowledge, skills, attitude, and patient safety using a questionnaire of 32 statements,

each with five possible responses. The average performance score was 3.10, within the interval range of 2.61–3.40, with 62%, indicating that nurse performance at RSIA Kartini is generally considered fairly good. Among the dimensions, patient safety scored the highest (3.47), while knowledge scored the lowest (2.77). The highest indicator was consistently identifying each patient (3.98), while the lowest were writing complete medical records (2.56) and loyalty to the job (2.67).

Verification Analysis

1. Relationship between Intellectual Intelligence and Emotional Intelligence

Based on the SPSS v.25 analysis of 45 respondents, the correlation coefficients between the independent variables were obtained, as shown in the following table.

Table 1. Correlation Coefficient Between Variables X_1 and X_2

	X_1	X_2
X_1	1.000	0.772
X_2	0.772	1.000

Based on the table, the correlation coefficient between intellectual intelligence (X_1) and emotional intelligence (X_2) is 0.772, indicating a positive and moderately high correlation. In a path diagram, this relationship would appear as follows:

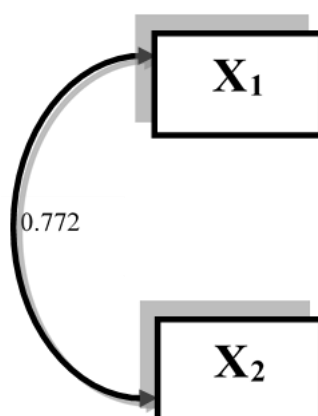


Figure 2. Relationship between Intellectual Intelligence and Emotional Intelligence

2. The Simultaneous Influence of Intellectual Intelligence and Emotional Intelligence

on Work Ethic

Tabel Coefficients^a

	Model	Unstandardized Coefficients		Standardized Coefficients		Sig.
		B	Std. Error	Beta	t	
1	(Constant)	3225.903	1083.088		2.978	.005
	Intellectual intelligence	.200	.052	.549	3.816	.000
	Emotional intelligence	.117	.056	.302	2.101	.002

a. Dependent Variable: Work ethic

Based on the table above, the path coefficients of the independent variables—intellectual intelligence (X_1) and emotional intelligence (X_2)—on the dependent variable, work ethic (Y), are shown in the following table:

The magnitude of the path coefficients X_1 and X_2 against Y

Path coefficient of X_1 to Y_1	ρ_{YX_1}	0.549
Path coefficient of X_2 against Y_1	ρ_{YX_2}	0.302

Source: Results of SPSS Statistical Processing. 25

Based on the calculated correlation and path coefficients, the direct and indirect effects of intellectual intelligence (X_1) and emotional intelligence (X_2) on work ethic (Y) are as follows:

Table 3. Direct and Indirect Effects of Intellectual Intelligence (X_1) and Emotional Intelligence (X_2) on Work Ethic (Y)

Var	Direct Influence	Indirect influence		Subtotal indirect influence	Total Influence
		X_1	X_2		
X_1	30.14	-	12.80	12.80	42.94
X_2	9.12	12.80	-	12.80	21.92
Overall impact					64.86
Influence of other factors/residual factors					35.14

Based on the table above, the path equation can be obtained, namely as

follows:

$$Y = 0.549 X_1 + 0.302 X_2 + \varepsilon_1$$

Where:

Y = Work ethic

X₁ = Intellectual intelligence

X₂ = Emotional intelligence

ε₁ = Influence of other variables outside of variables X₁ and X₂

From the equation above, it can be interpreted that:

- a. There is an associative relationship between intellectual intelligence and work ethic with a value of 0.549.
- b. There is an associative relationship between emotional intelligence and work ethic with a value of 0.302.

The details of the combined (simultaneous) direct and indirect effects of intellectual intelligence (X₁) and emotional intelligence (X₂) on work ethic (Y) are as follows:

- a. Direct effects
 - 1) The intellectual intelligence variable (X₁) has a direct effect on work ethic (Y) of 30.14%.
 - 2) The emotional intelligence variable (X₂) has a direct effect on work ethic (Y) of 9.12%.
- b. Indirect effects
 - 1) The indirect effect of intellectual intelligence (X₁) through emotional intelligence (X₂) on work ethic (Y) is 12.80%.
 - 2) The indirect effect of emotional intelligence (X₂) through intellectual intelligence (X₁) on work ethic (Y) is 12.80%.

Thus, the total or combined (simultaneous) effect of intellectual intelligence (X₁) and emotional intelligence (X₂) on work ethic (Y) is 64.86%, while other variables not examined in this study account for 35.14% of the influence on work ethic.

3. Partial Influence of Intellectual Intelligence and Emotional Intelligence on Work Ethic

Based on the table above:

- a. The partial effect of intellectual intelligence (X₁) on work ethic (Y), including

both direct and indirect effects, is 42.94%.

- b. The partial effect of emotional intelligence (X_2) on work ethic (Y), including both direct and indirect effects, is 21.92%.

4. Partial Influence of Intellectual Intelligence and Emotional Intelligence on Work Ethic

The path analysis of the work ethic variable (Y) on the nurse performance variable (Z) can be depicted in the image below:

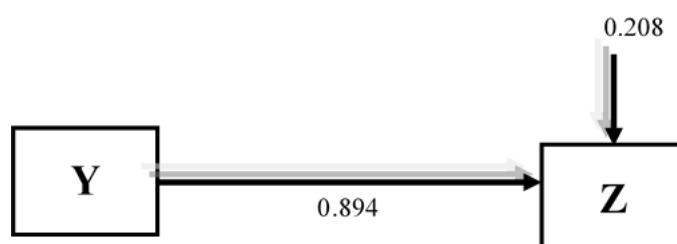


Figure 2. The Influence of Work Ethic on Nurse Performance

Based on the figure above, the path coefficient from work ethic to nurse performance is 0.894. The path equation is as follows:

$$Z = 0.894 Y + \varepsilon_2$$

Where:

Y = Work ethic

Z = Nurse performance

ε_2 = Influence of variables other than work ethic

To determine the effect of work ethic (Y) on nurse performance (Z), the coefficient of determination is used, calculated as the square of the correlation value (r) multiplied by 100%.

$$KD = (r^2) \times 100\%$$

$$KD = 0.8942 \times 100\% = 79.92\%$$

The work ethic variable (Y) affects nurse performance (Z) at RSIA Kartini by 79.92%, while the remaining 20.08% is explained by other variables not examined in this study.

CONCLUSION

The results of this study on “The Influence of Intellectual Intelligence and

Emotional Intelligence on Work Ethic and Its Impact on the Performance of Nurses at RSIA Kartini” indicate that nurses’ intellectual intelligence, measured through problem-solving ability, verbal intelligence, and practical intelligence, falls into the fairly good category, with problem-solving scoring the highest and practical intelligence the lowest. Areas needing improvement include awareness and acceptance of the consequences of decisions in patient care and greater concern for patients under treatment. Emotional intelligence, assessed through self-awareness, self-regulation, motivation, empathy, and social skills, is also in the fairly good category, with self-regulation scoring highest and self-awareness lowest. Improvements are needed in controlling emotions to avoid work disruption and maintaining emotional stability in nursing duties.

Work ethic, measured through working smart, hard, and sincerely, is likewise fairly good, with working smart ranking highest and working hard lowest. Suggested improvements include fostering greater job satisfaction and adherence to nursing care standards. Nurse performance, evaluated through quality, knowledge, skills, attitude, and patient safety, is fairly good, with patient safety scoring highest and knowledge lowest. Key improvement areas include complete medical record documentation and job loyalty.

Statistical analysis shows that intellectual intelligence has a positive and significant effect on work ethic by 30.14% directly and 12.80% indirectly, totaling 42.94%, while emotional intelligence influences work ethic by 9.12% directly and 12.80% indirectly, totaling 21.92%. Together, intellectual and emotional intelligence have a simultaneous effect of 64.86% on work ethic, and work ethic itself positively and significantly affects nurse performance by 79.92%.

Recommendations

Based on the study findings, several suggestions are proposed for RSIA Kartini.

1. For intellectual intelligence, the HR department and head nurses should guide nurses in understanding the consequences of care decisions during briefings and involve them more in patient-related policy-making to foster a stronger sense of ownership and care.
2. For emotional intelligence, the hospital should provide self-management and professionalism training, while head nurses should regularly remind staff of professional ethics.

3. For work ethic, recognition should be given for achievements to boost motivation and job satisfaction, and stricter control of SOP implementation should be enforced in all units.
4. For nurse performance, recording patient medical notes should be included in nurses' KPIs, and clear career paths should be communicated to improve loyalty and retention.
5. Since intellectual intelligence significantly affects work ethic and performance, the hospital should improve it through targeted training, practical guidance, and professional seminars. Similarly, as emotional intelligence also has a significant effect, emotional intelligence and service excellence training, along with regular ethics reviews, should be implemented.
6. Given that both intellectual and emotional intelligence together significantly influence work ethic and performance, ESQ (emotional and spiritual quotient) training, combined with regular guidance and service quality evaluations, is recommended.
7. Finally, because work ethic strongly impacts performance, regular education and training, motivational rewards, and advanced education opportunities for high-performing nurses should be provided to strengthen both work ethic and professional output.

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