

The Effect of Emotional Intelligence and Spiritual Intelligence on Job Satisfaction with Social Interaction is a Moderate Variable in PT Bank Tabungan Negara Medan Branch

Rianitauli Tampubolon¹, Prihatin Lumbanraja², Amlly Syahputra Silalahi³

¹Postgraduate Students, Department of Management, Faculty of Economics & Business, Universitas Sumatera Utara, Medan, Indonesia

^{2,3}Postgraduate Lecturers, Department of Management, Faculty of Economics & Business, Universitas Sumatera Utara, Medan, Indonesia

Corresponding Author: Rianitauli Tampubolon

ABSTRACT

The company is a container for employees to develop their intelligence after their place of formal education. Every bank strives to provide the best services and services. Therefore, human resources in banks must be reliable working partners and have high productivity in work. Human resources are also expected to be able to provide the best results in creating quality services. In the world of banking, employees' emotional and spiritual intelligence is the basis for employees to deal with banking customers. It is also supported by his social capability so that the employee's ultimate goal is to maintain or increase job satisfaction. The purpose of this study is to determine and analyze the influence of emotional intelligence and spiritual intelligence on job satisfaction at PT Bank Tabungan Negara Medan Branch dan to know and explore the effect of social interaction in strengthening the influence of emotional intelligence and spiritual intelligence on job satisfaction at PT Bank Tabungan Negara Medan Branch. The sampling method was performed with proportional justified sampling, from 210 population obtained 138 respondents using Slovin formula with a significance level of 5%. Data analysis technique using Moderated Regression Analyze technique with SPSS statistical. The results of the analysis of emotional intelligence have a positive and significant effect on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office. Spiritual intelligence has a positive and

significant impact on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office. Social interaction does not moderate the emotional intelligence influence on job satisfaction in PT Bank Tabungan Negara Tbk, Medan Branch Office. Social interaction moderates spiritual intelligence's effect on job satisfaction in PT Bank Tabungan Negara Tbk, Medan Branch Office.

Keywords: Emotional Intelligence, Spiritual Intelligence, Job Satisfaction, Social Interaction

1.0 INTRODUCTION

Globalization requires companies to make the right decisions to compete in an increasingly competitive industrial environment. The decision concerns all functional areas, including managing its human resources. The performance estimates the success and implementation of a company that its employees have achieved. Therefore, employees need to display optimal performance because it will affect the company's overall success.

In the banking industry, all bank aims to implement the best service. Therefore, human resources in banks requirement are reliable performance co-workers and have high productivity in work. Human resources are also demanded to be able to afford the best results in performing quality services. However, this era of

competition poses a threat to the bank in losing human resources that have been trained, skilled and reliable. Viewing this condition, it is not surprising that all banking organization continuously attempts to maintain human resources competencies.

The Indonesian banking industry is experiencing significant growth. One of the banks that exist in Indonesia and still survives is Bank Tabungan Negara (BTN). Employees at Bank BTN are a vital component in running the bank's operations. One of the Bank BTN, Medan Branch office has permanent employees of more than 200 people who perform its management functions. Employees of Bank Tabungan Negara are required to meet the company's operational targets, and to support this, employee satisfaction in work will support the achievement of the company's targets.

Job satisfaction is a pleasant emotional attitude and love of work. This attitude is reflected in work ethic, discipline, and work performance. Job satisfaction is enjoyed in career, outside of work, and combining twofold (Hasibuan, 2017). Job satisfaction is a basis of individual requirements. Each individual has a different level of satisfaction according to the value system that applies to him. The higher the achievement of activity's suitability with the individual's desires, the higher the action's satisfaction. In general, job satisfaction can be defined as something pleasant or unpleasant, depending on the individual's perspective.

Job satisfaction is an essential factor in getting optimal job results. When employees feel job satisfaction, employees will try their best to complete their job tasks. An indication of job satisfaction is an individual's positive feelings towards the job, which results from an evaluation of its characteristics (Luthan, 2014). Job satisfaction is a positive emotional state of assessing one's work experience (Mathis & Jackson, 2016) or a positive or pleasant emotional expression resulting from evaluating a job or work experience. The effects of employees' perceptions of how

well their work provides essential things are expressed in five dimensions: the job itself, salary, promotional opportunities, social interaction, and co-workers (Luthan, 2014). If there is a match between the employee's expectations and the workplace's reality, they will obtain job satisfaction. Satisfied employees tend to have a tremendous organizational commitment as research results show that job satisfaction has a significant positive effect on organizational commitment.

Job satisfaction is the evaluation of work results, where the perception of work results that have been done with compensation received meets or exceeds the benefits received by employees. If the perception of performance meets expectations, then employee satisfaction will be formed, but if the perception of work results can not meet expectations, then what happens is dissatisfaction. Employee dissatisfaction will impact the company's work results. Dissatisfaction causes employees' negative attitudes towards the company, such as decreased performance and decreased work ethic, ultimately affecting the company's performance.

Emotional intelligence is one of the critical aspects of a person's personality because of a person's emotional intelligence towards an object or event. Emotional intelligence is often defined as a person's tendency to like or dislike a stimulus or object they encounter.

Emotional and behavioral intelligence is the regularity of an individual's feelings, thoughts, and tendencies to act on their environment's specific aspects. Emotional intelligence is the more remarkable knowledge that a person has in terms of being aware of emotions that occur in oneself, controlling existing emotions, motivating oneself in dealing with emotions, empathizing with others, and relating to others (Goleman, 2017).

Emotional intelligence is the capability to understand oneself and others' emotions, and know-how one's feelings are

expressed to increase maximum ethics as a personal strength (Steiner & Miner, 2017). Consistent with the definition of emotional intelligence as the capability to monitor and control one's feelings and those of others and use those feelings to combine thoughts and actions (Goleman, 2017)

Employees who are technically superior and have high emotional intelligence can cope with conflict, considerate, more prepared, agile, and faster than others (Sutrisno, 2017). The benefits generated by emotional intelligence, which is a factor of corporate success, are motivation, building loyalty, open and honest communication, cooperation and mutual trust, creativity, and innovation.

Emotional intelligence is the capability to understand oneself, empathize with others' feelings, and regulate emotions, which collectively play a role in improving one's standard of living (Greenberg & Baron, 2016). Technical capability and emotional intelligence that are not accompanied by spiritual intelligence will eventually cause an imbalance in employees.

A study by Raza et al. (2014) and (Sapta et al., 2013) showed that emotional intelligence has a positive and significant effect on job satisfaction. The emotional intelligence needed in various fields of work will produce different results as well. A job that requires a lot of energy and mind will require employees who can control themselves well. Similarly, jobs that require employees always to show a friendly face will vary, but in the end, the emotional intelligence of employees is highly demanded in all areas. Different research results are displayed by research (Hidayati, Setiawan, & Solimun, 2013) which states that emotional intelligence has a negative and insignificant effect on job satisfaction.

Spiritual intelligence is the intelligence to face and solve problems of meaning and value, that is, the intelligence to place our behavior and life in the context of a broader and richer sense, the intelligence to judge that one's actions or

way of life are more meaningful from another. Intelligence is needed to integrate all human intelligence. Spirituality in the workplace is now becoming necessary for several reasons. Employees try to find ways to escape the stress and tension that comes with today's fast-paced life. Spiritual firms realize that everyone has a mind and soul, seeks meaning and purpose from their work, and desires to form relationships with other human beings (Robbins & Coulter, 2017).

Based on previous research results, spiritual intelligence has a positive and significant effect on job satisfaction. Employees who have high spiritual intelligence tend to release stress into positive things more efficiently and will ultimately be easier to achieve job satisfaction (Hidayati, Setiawan, & Solimun, 2013).

According to Homans (Ali, 2016), social interaction is a person's activity towards another individual who is rewarded or punished by another individual's actions is his partner. This case is also in line with what is proposed by Bonner (Ali, 2016). Social interaction is a relationship between two or more individuals, where individual behavior affects and changes or affects other individuals or vice versa. Social interaction is the capital in social relationships with others.

Such social relationships involve relationships between individuals, individuals (someone) with groups, and groups with groups. Without social interaction, there will be no life together. Therefore, the higher the level of social interaction the person will be better in creating a harmonious and dynamic life; when social interaction decreases are the beginning of division and division. The social interactions of a company are undoubtedly different from the social interaction of society in general. In companies operating in the field of banking that prioritize services are different from companies operating in manufacturing. Following its duty to raise funds from the community and channel them back to the

community, the bank requires its employees to communicate and interact well with its customers. Employees are not only necessary to work hard, be loyal, and be committed to the company. Social interaction skills or soft skills must also be possessed and developed by every employee. Soft skill is the character of someone who can interact socially. Among them is the capability to express themselves, work in a team, think critically, and more.

Human beings' role in an organization is vital, especially in its position as one of the resources. If there are no human beings, then there will not be any events that occur, and there will be no change even though other resources are available. Therefore, a company's success in achieving its goals is determined by how much capital the company has and sophisticated and adequate equipment but is also highly determined by its employees' performance. Indirectly, the effort to achieve a company's goals requires good cooperation between humans and the environment.

The success or failure of employee performance that the organization has achieved is influenced by employee performance individually or in groups. The auditor's performance results from the auditor's work in carrying out his duties following the auditor's responsibilities. The measure of work performance through specific measurements (standards), where quality is related to the quality of work produced, while quantity is the amount of work produced in a given period, and punctuality is the appropriateness of time that has been planned (Trisnaningsih, 2017). Auditors who have good performance can be judged from the improvement in audit quality seen from the accuracy of strategies and policies taken by company managers (Rangkuty, 2018).

Several previous studies have shown a positive and significant influence between social interactions on job satisfaction. This case is evidenced by previous research (Aslam, Riani, & Pamudji, 2013) where

social interactions affect employee job satisfaction. The better the social interaction that the employee has, it will make the employee satisfied. The role of social interaction as a moderation variable is evidenced by Novaritpraja (2012) and Fadhilah (2010), who stated that social interaction moderates independent variables' influence on job satisfaction.

2.0 LITERATURE REVIEW

Emotional Intelligence

Simply put, emotional intelligence is defined as the intelligent use of emotions. Emotional intelligence is defined as an instrument for resolving problems with co-workers, making deals with fussy customers, criticizing superiors, completing tasks to completion, and in a variety of other challenges that can undermine success (Weisinger, 2006). Emotional intelligence is the capability to "listen" to passionate whispers and make it a vital source of information to understand yourself and others to achieve a goal (Agustian, 2013). Its expression through self-awareness skills, self-control, empathy, and social skills (Goleman, 2017).

The environment strongly influences emotional intelligence, is not fixed, and changes all the time. Therefore, in childhood, the environment's role in childhood is very influential in forming emotional intelligence (Shapiro, 2018). EQ skills are not the opposite of IQ or cognitive skills, but they both interact dynamically, both in the conceptual and real worlds, and are not influenced by hereditary factors (Shapiro, 2018). Mood coordination is the core of good social relationships. Suppose a person is good at adjusting to the mood of another individual or can empathize. In that case, the person will have a good level of emotionality and will be easier to adapt to social interactions and the environment.

Emotional intelligence consists of interpersonal intelligence: the capability to understand others, what motivates them, how they work, and how to shoulder intelligence (Gardner, 2018). At the same

time, intrapersonal intelligence is a correlative capability but directed into the self. The ability is to form a self-centered model that is thorough and refers to the self and the capacity to use the capital as a tool to the life effectively. In another formulation, Gardner states that the core of interpersonal intelligence includes distinguishing and responding appropriately to others' moods, temperaments, motivations, and desires. In interpersonal intelligence, which is the key to self-knowledge, provides access to oneself and the capability to distinguish those feelings and use them to guide behavior (Goleman, 2017). Based on Gardner's capability, he chose interpersonal intelligence and intrapersonal intelligence to reveal emotional intelligence in the individual. Emotional intelligence can summarize a person's capacity to recognize one's emotions, manage emotions, motivate oneself, recognize other people's feelings (empathy), and build relationships (cooperation) with others.

Emotional intelligence is grouped into five primary abilities, namely recognizing one's emotions, managing emotions, motivating oneself, recognizing other people's emotions, and the capability to build relationships (Goleman, 2017). Recognizing one's own emotions is the capability to recognize feelings as they occur. This capability is the basis of emotional intelligence, and psychologists refer to self-awareness, which is a person's awareness of his own emotions. According to Mayer (Goleman, 2017)), self-awareness is alert to the mood and thoughts about the mood; if less alert, then the individual becomes easily dissolved in the flow of emotions and controlled by emotions. Self-awareness does not guarantee emotional mastery, but it is one of the essential prerequisites for controlling emotions so that individuals can easily hold their feelings. Managing emotions is an individual's capability to handle feelings to be expressed appropriately or in harmony to achieve the individual's balance. Keeping

disturbing emotions under control is the key to emotional well-being. Excessive emotions, which increase with intensity for too long, will tear our stability (Goleman, 2017). These abilities include the capability to comfort oneself, release anxiety, depression, irritability, the consequences they cause, and the capability to rise from depressing feelings.

Self-motivation achievement must be passed by having motivation in the individual, which means having the perseverance to refrain from satisfaction and control the impulse of the heart, as well as having positive motivation, namely: (a) enthusiasm, (b) passion, (c) optimism, (d) and self-confidence (Goleman, 2017)).

The capability to recognize the emotions of others is also called empathy. A person's capability to recognize others or care for others indicates a person's capability to empathize. Individuals who can empathize are better able to reveal hidden social signals that signal what others need so that they can better accept other people's points of view, sensitive to other people's feelings, and better able to listen to others (Goleman, 2017). Rosenthal, in his research, showed that people who can read feelings and non-verbal cues are more able to adapt emotionally are more popular, more friendly, and more sensitive. Someone who can read other people's emotions also has high self-awareness. The more able to be open to his own emotions, recognize and acknowledge his own emotions, the person can read others' feelings.

Building relationships is a skill that supports popularity, spiritual intelligence, and interpersonal success (Goleman, 2017). Communication skills are essential skills in successful relationship building. Individuals find it difficult to get what they want, and it is also challenging to understand others' activities and wishes. People who are great at building these relationships will succeed in any field. People who are successful in relationships because they can communicate fluently with others. People famous in his environment become pleasant friends

because of his capability to communicate (Goleman, 2017). Kindness, kindness, respect, and being liked by others can be positive indicators of how a teacher can build relationships with others. Spiritual intelligence is stated as the core or center of all actions performed. Based on the existence of spiritual intelligence that is intelligence to apply behavior and live in the context of a broader and richer meaning, intelligence to assess that actions and even the human way of life are more meaningful than others.

Spiritual intelligence

Spiritual intelligence (spiritual quotient) was first presented by Danah Zohar and Ian Marshal of Harvard University and Oxford University in 2000. Spiritual intelligence is referred to as the highest intelligence when compared to emotional intelligence and intellectual intelligence. Spiritual intelligence is the core of the self-center (Suherman & Saondi, 2016).

Spiritual intelligence rests on the human being, which is related to wisdom and human consciousness. Intelligence can perform all actions that are all initiated and based on spiritual intelligence, which is the knowledge and understanding of the executor in the activity. A spiritually intelligent individual with a high self-awareness can stand against many people. The capability to take advantage of and overcome difficulties is responsive to the deep self, reluctance to cause damage (Zohar & Marshal, 2017).

According to (Tebba 2018), spiritual intelligence is characterized, namely: Deep Motive; High awareness; Be Responsive; Exploiting Adversity; Independent, Treatment of others.

Job satisfaction

Job satisfaction is a person's feelings about his work that are generated by his own (internal) efforts and which are supported by things from outside himself (externally), on the work conditions, work

results, and work itself (Sinambela, 2017). Another opinion expressed that job satisfaction is a positive feeling about work, which results from an evaluation of its characteristics (Robbins & Judge, 2016) or a pleasant emotional attitude and loves their job. This attitude is reflected by work morale, discipline, and work performance (Hasibuan, 2017). Job satisfaction reflects the general attitude of an individual towards his job (Wibowo, 2018).

Someone with a high level of job satisfaction shows a heightened attitude of satisfaction with the company organization. On the other hand, if someone does not feel a high level of satisfaction with the company, it will harm the company organization.

Five factors can influence job satisfaction (Wibowo, 2018), namely as follows: Need Fulfillment, Discrepancies, Value attainment, Equity, Dispositional / genetic components) Another opinion explains that job satisfaction is influenced by four factors (Sutrisno, 2017). The factors that affect job satisfaction are psychological, social factors, physical factors, financial factors. The main effect of job satisfaction is shown from six dimensions (Luthan, 2014), including the following: Job itself, salary, promotion, social interactions, co-workers, and working conditions. In other words, the work environment effect is the same as the workgroup effect. If all goes well, there is no job satisfaction problem. If things go badly, job dissatisfaction issues will arise.

Social interaction

Social interaction is a reciprocal process in which other parties' reactive behavior influences a group. Thus members of the group become affected by reactive behavior carried out by other parties. According to some of these experts, interaction is a reciprocal relationship between two or more people, and each person involved in it plays an active role. Social interaction is impossible if it does not meet two conditions: social contact and communication (Dayakisni & Hudaniah,

2017). Social connection can occur between individuals and individuals, individuals with groups, and between groups and groups. In social interaction, there is a reciprocal relationship between the communicator and the communicant. In the conversation, so that social contact can run well, there must be a sense of mutual understanding and good cooperation between the communicator and the communicant.

Meanwhile, verbal and non-verbal communication is a channel for conveying feelings or ideas and, simultaneously, as a medium for interpreting or understanding others' thoughts or feelings. Communication characteristics include openness, empathy, support, a sense of positivity, and equality. Interpersonal communication is characterized as openness, meaning that both parties' willingness to open up, react to others, and feel others' thoughts and feelings. This openness is critical in interpersonal communication so that communication becomes more meaningful and effective. This openness means each party's intention; in this case, the communicator and the communicant understand each other and open up each other's personality. In interpersonal communication, there needs to be empathy from the communicator. It can state that interpersonal communication will occur in a conducive way if the communicator shows compassion to the communicant. It can interpret that empathy is living the feelings of others or feeling the feelings of others.

In interpersonal communication, it is necessary to raise an attitude of support from the communicator so that the communicant is willing to participate in the contact. Openness and empathy will not last long if they are not supported by a supportive atmosphere. In interpersonal communication, there needs to be an atmosphere that supports or motivates, especially from the communicator. The positive feeling in interpersonal communication is shown by the communicator's attitude, especially the positive attitude. In this case, a positive

attitude means a tendency to act on the communicator to provide a positive communicant assessment. In interpersonal communication, this positive attitude is shown by at least two aspects/elements, namely: first, interpersonal communication should provide positive values from the communicator. This statement's purpose is that the communicator shows a positive attitude towards the communicant if in contact. The communicant will also offer a positive attitude.

Conversely, if the communicator shows a negative attitude, the communicant will also be harmful. Second, positive feelings in the communicator. It means that situations in interpersonal communication should be pleasant. If this condition does not arise, then it will hamper communication, and even disconnection will occur.

Similarity shows equality between communicators and communicants. In interpersonal communication, this equality is an essential feature in the continuity of communication and even the success of interpersonal communication. Suppose in interpersonal communication, and the communicator feels that he has a higher degree than the communicant. In that case, the impact will be distance. However, this case will result in the communication process being hampered if the communicator positions himself on an equal footing with the communicant. The communicant will feel comfortable so that the communication process will run smoothly. Social interaction is a relationship between one individual and another, where one individual affects another individual or vice versa, resulting in a reciprocal relationship.

The effect of emotional intelligence on job satisfaction

Research by Raza et al. (2014) shows a positive and significant effect of emotional intelligence on job satisfaction and job performance. The results of the findings of this study are coherent with the results of several previous studies. Research

conducted by Hidayati et al. (2013) shows that emotional intelligence does not significantly affect job satisfaction and performance, while spiritual intelligence has a significant effect on job satisfaction and performance. Furthermore, job satisfaction has a significant impact on employee performance. Other research results by Sapta et al. (2013) show that intellectual intelligence and spiritual intelligence significantly affect organizational commitment and job satisfaction, where organizational commitment plays a role as an intervening variable. Research by Yanuar et al. (2014) shows that leadership's emotional intelligence positively affects job satisfaction. The spiritual intelligence style does not affect employee performance. Spiritual intelligence style positively impacts job satisfaction; spiritual intelligence style does not affect employee performance, and job satisfaction positively affects employee performance. The study by Utomo et al. (2014) shows that leadership's emotional intelligence positively affects job satisfaction. Spiritual intelligence style does not affect employee performance; spiritual intelligence style positively impacts job satisfaction; spiritual intelligence style does not affect employee performance, and job satisfaction positively affects employee performance. Research by Wulandari et al. (2015) shows that emotional intelligence has a significant effect on job satisfaction and OCB. Job satisfaction has a significant impact on OCB. Emotional intelligence affects OCB through job satisfaction.

Research by Wulandari et al. (2015) shows that emotional intelligence has a significant effect on job satisfaction and OCB. Job satisfaction has a significant impact on OCB. Emotional intelligence affects OCB through job satisfaction. Supriyanto (2012) shows that emotional intelligence and spiritual intelligence partially affect transformational spiritual intelligence, job satisfaction, and manager performance.

H1: Emotional intelligence has a positive and significant effect on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office.

Spiritual intelligence affects job satisfaction.

Research conducted by Hidayati et al. (2013) shows that emotional intelligence does not significantly affect job satisfaction and performance, while spiritual intelligence has a significant impact on job satisfaction and performance. Furthermore, job satisfaction has a significant effect on employee performance.

Other research by Sapta et al. (2013) shows that intellectual intelligence and spiritual intelligence significantly affect organizational commitment and job satisfaction. Organizational commitment acts as an intervening variable.

Research by Yanuar et al. (2014) shows that leadership's emotional intelligence positively affects job satisfaction. Spiritual intelligence style does not affect employee performance; spiritual intelligence style positively impacts job satisfaction; spiritual intelligence style does not affect employee performance, and job satisfaction positively affects employee performance.

Kulshrestha and Singhal's research (2017) shows Honesty, Creativity, Reactive, Kindness, Dependency, Confidence, and Courage. These internal values are interrelated with a sense of purpose, high ethical standards, Acceptance, Peace, Trust, Respect, Understanding, Appreciation, Care, Engagement, Useful. All factors build team spirit and enhance performance, which fosters employee self-esteem and leads to job satisfaction.

The study by Utomo et al. (2014) shows that leadership's emotional intelligence positively affects job satisfaction. Spiritual intelligence style does not affect employee performance; Spiritual intelligence style positively impacts job satisfaction; Spiritual intelligence style does not affect employee performance, and job

satisfaction positively affects employee performance.

Varghese and Chirayath (2016) show that spiritual intelligence as the essential factor of human intelligence gives meaningful meaning to existence and its incredible impact on the work environment. Spiritual intelligence increases Job satisfaction which increases employee morale and motivates them to perform better.

Supriyanto's research (2012) shows that emotional intelligence has a significant effect on job satisfaction and OCB. Job satisfaction has a significant impact on OCB. Emotional intelligence affects OCB through job satisfaction.

Awais et al. (2015) show a significant positive relationship between spiritual intelligence and job satisfaction. There is a significant positive relationship between job satisfaction and organizational commitment. Moreover, there is no direct relationship between organizational commitment and spiritual intelligence. There is an indirect relationship between organizational commitment and spiritual intelligence that is mediated by job satisfaction.

Supriyanto's research (2012) shows that emotional intelligence and spiritual intelligence partially have a significant effect on transformational spiritual intelligence, job satisfaction, and manager performance.

H2: Spiritual intelligence has a positive and significant effect on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office.

Social interactions mediate the effect of emotional intelligence on job satisfaction.

Social interaction is the capital of social relationships with other people. These social relationships involve relationships between individuals, individuals (someone) with groups, and groups with groups. Without social interaction, there will be no life together. For this reason, the higher the

level of one's social interaction, the better it is in realizing harmonious and dynamic energy, and vice versa. When social interaction is reduced, it is the beginning of disputes and divisions. A person's emotional intelligence is seen in how someone behaves. The better a person's emotional intelligence, the more his job satisfaction will be. Based on research conducted by (Raza et al., 2014), it is explained that there is a significant influence between emotional intelligence on job satisfaction where a person's job satisfaction is dominated by how he behaves and controls himself. Likewise, research conducted by Sapta et al. (2013), Utomo et al. (2016), Wulandami (2014), and Supriyanto (2012) explain that a person's emotional intelligence plays a role in determining whether that person is satisfied or not. Simultaneously, the research results (Aslam et al., 2013) show that social interaction significantly affects job satisfaction. It means that the better the social interactions carried out by the employees will increase their job satisfaction. Research conducted by Novarit Praja (2012) and Fadhilah (2010) shows that social interaction serves as a moderator for the independent variables on job satisfaction.

H3: Social interaction strengthens the influence of emotional intelligence on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office.

Social interactions mediate the influence of spiritual intelligence on job satisfaction.

Employees require to be able to work hard, be loyal, and be committed to the company. Social interaction skills or soft skills must also be possessed and developed by every employee. Soft skill is the character of someone who can interact socially. Among them are being able to express themselves, the capability to work in teams, think critically, and much more. Social interaction is one of the main problems because it is the basis of all social

processes (Baswori, 2016). The social process in question is how a person behaves towards other people in their environment.

Spiritual intelligence or Spiritual Quotient (SQ) is needed to integrate all human intelligence. The spirituality of the workplace is now essential for several reasons. Employees are trying to find ways to relieve themselves of the stress and pressures from today's fast-paced lives. Companies that are colored with spirituality recognize that everyone has a mind and soul, tries to find the meaning and purpose of the work he does and wants to build relationships with other human beings (Robbins & Coulter, 2017).

Good spiritual intelligence will reach the level of making yourself and the environment comfortable and dealing with all pressures gracefully. Whether a person is satisfied or not is influenced by his spiritual intelligence. The better the religious knowledge, the easier it will be for the person to feel satisfied (Hidayati, Setiawan, & Solimun, 2013). The same research results were also stated by Sapta et al. (2013), Kulshrestha and Singhal (2017), Utomo et al. (2016), Varghese and Chirayath (2016), and Awais (2015) also explain that spiritual intelligence affects one's job satisfaction. Based on Riskiyana (2015) shows that there is a significant influence between social interactions on job satisfaction.

H4: Social interaction strengthens the influence of spiritual intelligence on job

satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office.

3.0 RESEARCH METHODS

Quantitative descriptive research is designed according to the variables to be studied to obtain accurate results. Quantitative descriptive research aims to describe systematically, factually, and accurately the facts and properties of a particular object or population (Sinulingga, 2016). The nature of this research will explain the causal relationship between the variables through hypothesis testing. In this study, the population used was 210 employees of PT Bank Tabungan Negara Medan Branch office, and this study used the Slovin formula to obtain a sample describing the population. The conditions have been determined for a population of as many as 210 people, assuming an error rate (e) of 5%. The number of samples (n) in this study was 137.7 people or rounded to 138 people. The sampling method used was proportional justified sampling. Primary data of the study were obtained directly from the field and secondary data through literature and documentation. Data analysis used descriptive statistical approaches and inferential statistics. Descriptive statistical data analysis aims to provide an understanding of the situation that applies to the research object. Inferential statistical analysis through regression equation formulation is while interaction test, absolute difference test, and residual test to test the moderating variable.

4.0 RESULTS

Multiple Linear Regression Analysis

Table 1. Multiple Linear Regression

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics		
	B	Std. Error	Beta			Tolerance	VIF	
1	(Constant)	4.515	2.600		1.737	.085		
	Emotional intelligence	.542	.111	.476	4.874	.000	.246	4.061
	Spiritual Intelligence	.437	.112	.379	3.889	.000	.246	4.061

a. Dependent Variable: Job satisfaction

Table 1 above shows the equation for the regression analysis model as follows.

$$Y = 4,515 + 0,542 X_1 + 0,437 X_2$$

Classical Assumptions Normality Tests

Table 2. One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		138
Normal Parameters ^b	Mean	0E-7
	Std. Deviation	3.75097895
Most Extreme Differences	Absolute	.074
	Positive	.033
	Negative	-.074
Kolmogorov-Smirnov Z		.871
Asymp. Sig. (2-tailed)		.434
a. Test distribution is Normal.		
b. Calculated from data.		

Table 2 presents the Asymp values. Sig. (2-tailed) of 0.434. Asymp Value. Sig. (2-Tailed) $0.434 > 0.05$, indicating that the data is normally distributed and meets the normality test requirements.

Multicollinearity Tests

Table 3. Multicollinearity Tests

Model		Collinearity Statistics	
		Tolerance	VIF
1	(Constant)		
	Emotional intelligence	.246	4.061
	Spiritual Intelligence	.246	4.061

Table 3 shows that each variable's tolerance value is more significant than 0.1, and the Variance Inflation Factor (VIF) for each variable is less than 10.

Heteroscedasticity

Figure 1 shows that the scattered dots do not form specific patterns and are well spread over the 0 on the studentized residual (Y) regression axis. These results interpret that

Simultaneous significance test

Table 4. Simultaneous significance test

ANOVA						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4162.903	2	2081.451	145.777	.000 ^b
	Residual	1927.569	135	14.278		
	Total	6090.471	137			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Spiritual Intelligence, Emotional intelligence						

Table 4 shows the Fount value of 145.777 with a significant level of 0.000 smaller than alpha 0.05 (5%). Thus, simultaneously the variables of emotional

the regression model data is free from heteroscedasticity problems. The regression model is appropriate to be used to predict job satisfaction variables based on the independent variable.

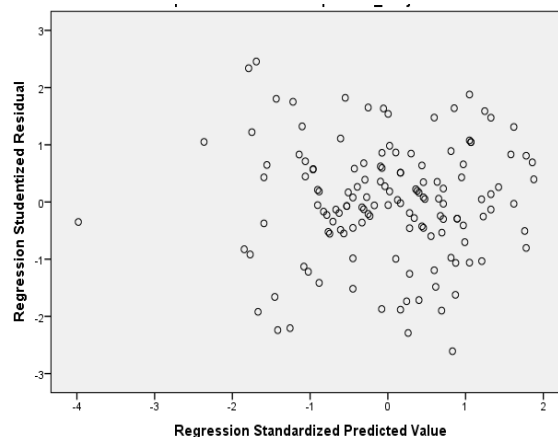


Figure 1 Heteroscedasticity Test

Hypothesis

Partial significance test

The t-count value of emotional intelligence is 4.874. The significant value for emotional intelligence is $0.000 < \alpha 0.05$. The emotional intelligence variable has a positive and significant effect on job satisfaction. Thus the hypothesis is accepted.

The t-count value of spiritual intelligence is 3.889, and a significant value for selection is $0.000 < \alpha 0.05$. The spiritual intelligence variable has a positive and significant effect on job satisfaction; thus, the hypothesis is accepted.

intelligence and spiritual intelligence have a positive and significant effect on job satisfaction.

Determination Test

Table 5 Determination Test

Model Summary				
Model	R	R Square	Adjusted R Square	Std. An error of the Estimate
1	.827 ^a	.684	.679	3.779
a. Predictors: (Constant), Spiritual Intelligence, Emotional intelligence				
b. Dependent Variable: Job Satisfaction				

Table 5 shows the magnitude of the multiple correlation coefficient (R), determination coefficient (R Square), and adjusted determination coefficient (Adjusted R Square). The value of the multiple

correlation coefficient (Adjusted R Square) is 0.679. It shows that 67.9% of job satisfaction can be explained by emotional intelligence and spiritual intelligence. Other variables can explain the rest.

Residual Test

Moderation of social interaction on emotional intelligence on job satisfaction

Table 6 First Residual Test Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.122	2.448		1.684	.095
	Job Satisfaction	.029	.054	.047	.546	.586
a. Dependent Variable: ABS.Res1						

Table 6 shows that the t-count value is 0.546 with a significant level of 0.586 > alpha 0.05. Thus the residual test shows that social interaction does not moderate the emotional intelligence on job satisfaction.

Therefore, the hypothesis that social interaction strengthens emotional intelligence's impact on job satisfaction at PT Bank Tabungan Negara (Persero) Tbk, Medan branch office is rejected.

The moderation of social interaction on spiritual intelligence affects job satisfaction.

Table 7. Second Residual Test Results

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.201	.879		4.781	.000
	Job Satisfaction	-.068	.029	-.199	-2.373	.019
a. Dependent Variable: Abs_Res_2						

Table 7 shows that the t-count value is -2.373 with a significant level of 0.019 < alpha 0.05. Thus the residual test shows that social interaction moderates the effect of spiritual intelligence on job satisfaction. Therefore, the hypothesis states that social interaction strengthens spiritual intelligence's influences job satisfaction at PT Bank Tabungan Negara (Persero) Tbk. Medan Branch Office is accepted.

positive effect on job satisfaction. The better the emotional intelligence is organized, the more satisfied the employee will be at work. The significant impact is indicated by the magnitude of the significant value of emotional intelligence of 0.000, which is below 0.05. Hence, the hypothesis that states there is an effect of emotional intelligence on job satisfaction is accepted or proven. Thus, the higher the employees' emotional level in terms of awareness, organization, motivation, social awareness, and social skills, increase their satisfaction. Employees who feel they can show their capability to work and can express their emotions will feel satisfied.

5.0 DISCUSSION

Emotional intelligence has a positive and significant effect on job satisfaction.

The results of the t-test show that emotional intelligence has a significant

This condition is in line with the opinion (Thomas et al., 2016), which states that employees' emotional intelligence level is positively related to job satisfaction. Officers with better emotional intelligence will have higher job satisfaction. Shaffar (2015) concluded that emotional intelligence has a direct influence on job satisfaction. Achmad Sani Supriyanto and Eka Afnan Troena (2012) stated that emotional intelligence has a significant effect on job satisfaction. Thus, the meaning drawn from these findings is that emotional intelligence is one of the essential factors in the performance of an employee's duties and increased employee satisfaction.

Research conducted by (Raza et al., 2014) showed that emotional intelligence has a positive and significant effect on job satisfaction. The same research results are also displayed by the research results (Sapta et al., 2013), which states that emotional intelligence has a positive and significant effect on job satisfaction. The emotional intelligence required in different fields of work will be different. A job that demands a lot of energy and mind will need employees who can control themselves well. Similarly, jobs requiring employees always to show a friendly face will be different, but in the end, employees' emotional intelligence is highly demanded in all areas. Different research results are indicated by the research results (Hidayati et al., 2013), who stated that emotional intelligence has a negative and insignificant effect on job satisfaction.

Spiritual intelligence has a positive and significant effect on job satisfaction.

The results of the t-test show that spiritual intelligence has a significant positive effect on job satisfaction. In this assessment, it is seen that the item about having a quality of life inspired by vision and values get the lowest assessment, so that in running their lives, the employees in inspiring the ideas and values of life should get even better attention. Therefore, the company needs to encourage employees to behave better in increasing their honesty,

openness, self-knowledge, focus on the organization, and vision and values in working in the company.

Thus, the higher one's spiritual level will make them satisfied in their work. Its spiritual level makes employees act wisely outside the ego or soul consciousness to satisfy them. This case is in line with research conducted (Moore et al., 2006), which said that, in essence, spiritual intelligence is very influential on job satisfaction. From this research, it can reveal that employees' spiritual intelligence will affect their job satisfaction. The more intelligent the employee, the higher the level of job satisfaction. With increased spiritual intelligence, a person will be able to understand positively every event, problem, and even suffering experienced. Then he will be able to awaken his soul and perform positive deeds and actions. Besides, spiritual intelligence can also create courage in action, more calm and orderly in solving problems, and more to a sense of humanity or justice to sort out the types of reactions.

In agreement with (Moore et al., 2006), (Milliman et al., 2003) stated that spiritual intelligence would affect work attitudes. The indicator indicates this work attitude is job satisfaction. Evidence from research conducted by (Hidayati et al., 2013) shows that spiritual intelligence on job satisfaction is a positive sign where spiritual intelligence affects employee job satisfaction. If the higher the spiritual intelligence, then it will result in higher job satisfaction. Similarly, on the other hand, if the lower the spiritual intelligence, it will result in lower employee job satisfaction. Supriyanto also describes a similar thing, and Troena (2012) showed that spiritual intelligence has a significant effect on job satisfaction.

Based on previous research conducted by (Hidayati et al., 2013), spiritual intelligence has a positive and significant effect on job satisfaction. Employees who have high spiritual intelligence tend to release work stress to positive things more efficiently and, in the

end, will be easier to achieve job satisfaction.

Emotional intelligence, which is moderated by social interaction, affects job satisfaction.

Residual test results indicate that social interactions do not moderate the influence of emotional intelligence on job satisfaction. This case is due to the social interaction at PT Bank Tabungan Negara Tbk, Medan Branch Office has not been done to the maximum.

Previous research (Aslam et al., 2013) stated that social interaction directly affects job satisfaction. It is shown from the results of the respondents who answered agree the most on the statement about two-way communication and interaction with colleagues; more than 60 people replied agree. The condition illustrates that the interaction runs well in PT Bank Tabungan Negara Tbk, Medan Branch Office. But it has not been able to strengthen emotional intelligence in increasing job satisfaction. This case is because the better the dynamic interaction between co-workers and the environment can make a person unable to control his emotions positively, and vice versa. Employees will tend to think subjectively because of their proximity. This result contradicts the research conducted by Novaritpraja (2012) and Fadhilah (2010), who stated that social interaction moderates independent variables' influence on job satisfaction.

Social interaction strengthens the influence of spiritual intelligence on job satisfaction.

Residual test results indicate that social interactions moderate the influence of spiritual intelligence on job satisfaction. It suggests that good social interaction on spiritual intelligence will increase employee job satisfaction.

Social interaction theory looks at the patterns of actions and reactions of individuals in response to others. It is based on sociology's focus, which is why humans

behave differently when in groups. When humans are alone, humans behave differently than when they are around other people. In social groups, they have their own unique set of behaviors and attitudes. According to the theory of social interaction, a society's social behavior is determined by the social pressures it faces. The behavior is created one of them in response to the surrounding environment, especially social groups. Social interaction is the foundation of individuals establishing relationships with fellow human beings with various motives, establishing good relationships with fellow human beings. It will increase spiritual intelligence naturally and logically will help increase job satisfaction.

This study's results are in line with Novaritpraja (2012) and Fadhilah (2010), who stated that social interaction moderates independent variables' influence on job satisfaction. The spiritual intelligence possessed by employees will be better if supported by good social interaction. A person's spiritual intelligence is formed based on one's belief in the existence of divinity, where every good deed is done that will be rewarded well. In any belief, it is always advised to always do good to others which can be done by interacting socially within a positive direction. The social behavior of a society is determined by the social pressures it faces. The behavior is created one of them in response to the surrounding environment, especially social groups. In this way, the individual will gain comfort because his spiritual expectations are formed naturally and provide reasonable job satisfaction.

6.0 CONCLUSIONS & SUGGESTIONS

Conclusions

Based on the research and discussion results in the previous chapter, it is concluded as follows. Emotional intelligence has a positive and significant effect on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office, and spiritual intelligence has a

positive and significant impact on job satisfaction. Social interaction does not moderate the emotional intelligence's effect on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office. Social interaction moderates spiritual intelligence's influence on job satisfaction at PT Bank Tabungan Negara Tbk, Medan Branch Office.

Suggestions

Several suggestions may be considered by PT Bank Tabungan Negara Tbk, Medan Branch Office. In emotional intelligence, things should be done as follows. Socialization of the work standards is needed by employees who can improve emotional intelligence according to the latest work conditions. The required emotional intelligence must be improved for the front liner by providing training never to forget what their duties are—adding work facilities, such as providing incentives, bonuses, and other work support facilities, to increase employee job satisfaction.

In spiritual intelligence, things should be done as follows. Provide worship facilities for employees to perform worship according to their beliefs. Provide rewards for employees who have praiseworthy behavior, such as the best employees of the month.

In social interactions, please do the following. Employees are given counseling in behaving at work to avoid negative interactions at work. Change work teams regularly to build communication and social contacts with different colleagues. Carry out routine office activities such as doing outbound activities with rundowns of teamwork activities to create social interactions.

For further researchers, adding variables different from previous variables, such as organizational culture, work discipline, community behavior, and other variables, is suggested. The research employs various research methods and involves respondents who work at companies with high job satisfaction, such

as employees who work in hospitals, foundations, agencies, or other private companies. Regarding respondents, it is better to differentiate between administrative and field staff.

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