SUMMARY

ADJIE SAPTA, 2013. The effect of Emotional and Spiritual Intelligence to Organizational Commitment and Job Satisfaction in PT. Bukit Asam Tbk. Supervised by AJI HERMAWAN, MUSA HUBEIS and M. JOKO AFFANDI.

Spirituality is one of the key factors in long-term organizational success. Many organizations today are looking for ways to succeed by using all its potential to maximize commitment, job satisfaction and internal motivation of employees through various domains of spirituality.

The purposes of this study are as follows: (a) To assess the level of emotional and spiritual intelligence PTBA employees who have received training in emotional intelligence and spiritual company; (b) To assess the organizational commitment and job satisfaction of employees who have received training PTBA emotional and spiritual; (c) examine relations background characteristics of participants with emotional and spiritual training success, especially the emotional and spiritual intelligence; d) To analyze the effects of the level of spiritual intelligence and emotional intelligence to job satisfaction and organizational commitment.

The research was conducted in PTBA by conducting a survey involving 244 employees selected by simple random sampling by quota level positions ranging from the level of staff level to the office manager. More in-depth information obtained through interviews with 18 senior managers with the selection of the purposive sampling method. The method of analysis used validity and reliability, with the descriptive analysis approach to spirituality and emotional assessment the Assessing Emotions Scale, and Structural Equation Modeling analysis.

Results of an analysis of some characteristics or profiles with variable trainee position, age, duration of training and distance training with training implementation show that there is a relationship between the characteristics of the employees, especially at a distance training, followed by a long training, education and age on the level of Spiritual Intelligence (SI), but there was no correlation between length of employment and job characteristics with the level of Spiritual Intelligence. On Emotional Intelligence (EI) all characteristics of the trainees has nothing to do with whether or not an employee EI. Distance training, duration of training, education and age of the participants influence the organizational commitment (KO), while the position, length of employment is not. On job satisfaction (KK) only work long and influential life, while the characteristic distance training, duration of training, position and education had no effect.

The direct effect of the organizational commitment (KO) to SI is 0.68 significantly, while the direct effect of SI to job satisfaction (KK) is smaller 0.18. Effect of SI on KO and KK was significant with t-value respectively 6.11 and 1.96 (t-value ≥ 1.96). Direct effect EI to job satisfaction (KK) is 0.29 and significant with t-value is 3.19, whereas the EI to KO at -0.12, but not significant. Direct effect KK to KO also significant with the coefficient 0.39 and t-value 3.19.

The results showed that the SI directly influence the organizational commitment and job satisfaction significantly. The valid of sub-variable KO are affective, normative and continuants, but normative contribute negatively. All variables are observed SI
(definitive and correlate) valid and has a great contribution. EI variables only significant direct effect on job satisfaction, but has no direct effect on organizational commitment. Direct effect on job satisfaction organizational commitment, so that EI only indirect effect on organizations of commitment. All observed variables job satisfaction (KK), the occupational factors, co-workers and the environment, but the observed variables over the tops have the smallest influence. All variables are observed EI either (1) Knowing your emotion  (2) Managing your own emotions, (3) Motivating yourself, (4) Recognizing your understanding of other people’s emotions and (5) Managing relationships has a large and valid contribution to EI.

If a company wants to increase employee commitment owned organizations, it is important to note is the increase SI (Spiritual Intelligence) through a variety of spiritual and emotional intelligence training, spiritual guidance, spiritual understanding of each employee within, and improve the spiritual climate in the workplace. It would be better if the follow-up after training by their respective companies. Further research needs to be done to see the extent of the influence of emotional intelligence and spiritual intelligence resulting from the emotional and spiritual training to the company itself, especially the system of corporate governance that have an impact on improving the performance and reputation of the company.