

The Role of Resilience on Human Resource Performance Based on Emotional Intelligence and Spiritual Intelligence

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Abstract. *The purpose of this study is to describe and analyze the influence of emotional intelligence, spiritual intelligence and resilience on human resource performance. And to develop a model for improving human resource performance through emotional intelligence, spiritual intelligence and resilience. The population in this study was in the Banyumas Police Jurisdiction as many as 219 respondents using a google form-based questionnaire. The sampling method used a random sampling method, namely representatives from sections, units, sections of members serving in the Banyumas Police population were used as samples. The analysis method used multiple linear regression. Based on the data analysis, it can be concluded that there is a positive and significant influence of emotional intelligence, spiritual intelligence on resilience and there is a positive and significant influence of emotional intelligence, spiritual intelligence and resilience variables on human resource performance. The influence of emotional intelligence variables, spiritual intelligence on resilience is 83.4%, while the influence of emotional intelligence variables, spiritual intelligence and resilience on human resource performance is 91.5%.*

Keywords: *Emotional Intelligence; Spiritual Intelligence; Resilience and Human Resource Performance.*

1. Introduction

In the era of globalization, where the development of science, intelligence and technology is increasingly sophisticated, the crime rate has also increased. The increase in crime today does not only occur in terms of quantity, but we can also see it in terms of quality. The increase in crime occurs as a result of increasingly sophisticated technological advances and is also caused by the prolonged crisis that results in an uncertain economic situation. The increase that occurs in a society will result in an imbalance in community life that causes people to become restless, feel unsafe and anxious. This is because at this time the perpetrators of crime are too daring in carrying out their actions. In fact, it is not uncommon for the perpetrators to kill the victim.

But on the other hand, the increase in crime also motivates the police as law enforcement officers to improve their performance along with the existence of the Indonesian National Police as gatekeepers or gatekeepers of the criminal justice system. The position of the Indonesian National Police as gatekeepers in the criminal justice process is essentially related to the implementation of repressive functions against criminal acts.

This stems from how the police perform in tracking down criminal acts and investigating the perpetrators of these crimes. Law Number 28 of 1997 concerning the Indonesian National Police has contained the main provisions regarding the objectives, position, role and duties as well as the development of police professionalism, however the formulation of the provisions contained therein still refers to Law Number 20 of 1982 concerning the Main Provisions of the Defense and Security of the Republic of Indonesia, so that its military character is still very dominant which in turn also influences the behavioral attitudes of police officials in carrying out their duties in the field.

Based on this, then an update was made to the Police Law, namely by enacting Law Number 2 of 2002, which is expected to provide confirmation of the character of the Republic of Indonesia National Police as stated in TriBrata and Catur Prasetya as a source of police code of ethics values that flow from the Pancasila philosophy. The rapid development of society, along with the spread of the phenomena of the supremacy of law, human rights, globalization, democratization, decentralization, transparency and accountability, has given birth to various new paradigms in viewing the goals, tasks, functions,

The authority and responsibility of the Indonesian National Police which then also caused the growth of various demands and expectations of the community towards the implementation of the duties of the Indonesian National Police which are increasingly increasing and more oriented towards the community it serves. Since the stipulation of the Second Amendment to the 1945 Constitution of the Republic of Indonesia Chapter XII concerning National Defense and Security, Decree of the MPR RI Number VI/MPR/2000 and Decree of the MPR RI Number VII/MPR/2000, constitutionally there have been changes that confirm the formulation of the duties, functions and roles of the Indonesian National Police and the separation of the institutions of the Indonesian National Army and the Indonesian National Police in accordance with their respective roles and functions.

Law Number 2 of 2002 concerning the National Police of the Republic of Indonesia has been based on a new paradigm so that it is expected to further strengthen the position and role and implementation of the duties of the National Police of the Republic of Indonesia as an integral part of the comprehensive reform of all aspects of national and state life in realizing a just, prosperous and civilized civil society based on Pancasila and the 1945 Constitution of the Republic of Indonesia.

The Indonesian National Police as the spearhead of law enforcement must work extra hard in handling criminal cases. In addition, the Indonesian National Police as a law enforcement apparatus is responsible for maintaining public security and order in accordance with the

authority it has. This is related to the main duties of the Indonesian National Police as stated in Article 13 of Law of the Republic of Indonesia Number 2 of 2002 which reads:

"The main duties of the Republic of Indonesia National Police are:

- a. Maintaining public security and order;
- b. Enforcing the law; and
- c. Providing protection, care and services to the community."

With the existence of Law No. 2 of 2002, it is very clear the difference in duties between the TNI and Polri. In carrying out their duties, the police must be more humane and gentle because they are in direct contact with civilians. So for a harsh culture such as military culture must be eliminated because it is contrary to the police's duties in maintaining security and public order. There are many factors that influence the performance of human resources in the Police. Here we will discuss several variables that influence the performance of human resources in the Police, namely emotional intelligence, spiritual intelligence and resilience.

In the research of Tri Atma Budiantoro, Hadi Sunaryo, Khoirul Anwarodin Broto (2019) journal entitled the influence of emotional intelligence and spiritual intelligence on teacher performance at MAN 1 Malang City, East Java, their research only tested the influence of emotional intelligence and spiritual intelligence variables on teacher performance, while there are still many other variables that influence teacher performance whose influence can be studied by further researchers.

Mayer and Cobb (2000) argue that emotional intelligence has a positive effect on job performance and interpersonal interactions, thus influencing individual work-related outcomes. The relationship between emotional intelligence and performance has been explored by many researchers. For example, Fox and Spector (2000) stated that, trait-based emotional intelligence has a positive effect on individual performance in interviews. It also improves individual contextual performance (Carmeli, 2003).

In the research of the Tri Atma Budiantoro journal, Hadi Sunaryo, Khoirul Anwarodin Broto (2019) entitled the influence of emotional intelligence and spiritual intelligence on teacher performance at MAN 1 Malang City, East Java, emotional intelligence has a positive but insignificant effect on teacher performance at MAN 1 Malang City.

The results of Paisal & Anggraini's (2010) study explain that spiritual intelligence partially has a positive and significant effect on employee performance at LBPP-LIA Palembang. Spiritual intelligence has a greater effect on employee performance than emotional intelligence because it has a larger regression coefficient. Sholiha et al., (2017) found that spiritual intelligence which has indicators of self-awareness, self-control, motivation, empathy and social skills has an effect on the performance of teachers at SMP Bululawang

An-Nur. Anasrulloh (2015) obtained results, namely the direct effect of spiritual intelligence on teacher performance produced a coefficient value of 0.550 which indicates that teacher performance is influenced by spiritual intelligence with a contribution of 55%. Cipta (2009) found that spiritual intelligence has a significant effect on employee performance.

From the research of the journal Emerald Ayu Kusuma, Hermono Widiarto, David Efendi (2019) the results of this study show that the correlation analysis used to test the hypothesis shows that no evidence is found to indicate that spiritual intelligence has an effect on student performance. Thus, spiritual intelligence is not a determinant of the rise and fall of student performance.

According to the journal from Ni Putu Ridha Eka Mahesti and I Made Rustika (2020) entitled The Role of Emotional Intelligence and Self-Efficacy on Resilience in Udayana University Students, further researchers are expected to be able to conduct research using independent variables other than the independent variables used in this journal research which may be able to influence resilience, such as social, self-concept, and so on.

According to Wagnild and Young (1993) resilience is a person's ability to adapt in facing life's difficulties. A resilient person will be able to rise from adversity or difficulties in his life. Resilience can be formed because it is influenced by 2 factors, namely external factors including childhood experiences, such as close relationships with the environment, role models that can create happiness and independence and contributions from effective family support (Wagnild & Young, 1993).

Internal factors are factors that come from within a person (characteristics of a person). There is strong evidence to support the association between resilience and EI (Liu, et al., 2013). Matthews et, al (2002) showed that EI is an antecedent to resilience (Matthews & Zeidner, 2004). Armstrong et, al (2011) conducted a study that revealed that vulnerable individuals have lower EI scores, while individuals who have resilience have higher EI scores. Moreover, the core of EI is the effective ability to regulate one's emotions, which has been found to increase individual resilience (New et al., 2009; Tugade & Fredrickson, 2007). Thus, Armstrong et, al (2011) showed that EI is directly connected to resilience. In addition, Apor et, al (2015) in their study found a positive relationship between resilience and most branches of EI.

In line with that, Foumany and Salehi's (2015) research stated that the results of the study showed that changes and emotional control can help achieve resilience skills and capacities (Foumany & Salehi, 2015). This study also stated that there is a significant positive relationship between emotional intelligence and resilience. Emotional intelligence can predict individual resilience so that further studies are expected to focus on emotional intelligence capacity. According to the structure of emotional intelligence, it can be stated that perceiving and expressing emotions, regulating emotions, taking advantage of emotions, and managing emotions in various situations including risky situations can be protective factors that can increase individual resilience (Foumany & Salehi, 2015).

The performance of police officers must be truly qualified and professional in carrying out their daily duties. We often see cases of members of the Police who commit violations, both minor and serious. Cases of members of the Police can occur within the Police or outside the Police. For example, a member of the Police who was caught in a case within the Police itself, namely the shooting case of the Deputy Chief of Semarang Police, Mr. Y. Another case within the Police, namely the shooting of fellow police officers, occurred again at the Cimanggis Police, Depok, West Java. As a result of this incident, a police officer who was a member of the Samsat Polda Metro, Mr. Y, lost his life. Mr. Y was shot dead by his fellow police officer, Mr. X.

From the external environment of the Police, there are also many members of the Police who have committed violations, namely the case of a member of the Police shooting a civilian on Jalan Barukang, Pattingngaloang Village, Ujung Tanah District, Makassar. There was also a shooting incident carried out by Mr. X with 3 victims killed, one of whom was a member of the TNI - AD and 2 civilians located in a cafe in Cengkareng, West Jakarta. In addition, there was a case of alleged violation of the involvement of the Astana Anyar Police Chief, Mr. X and a number of his members in a drug abuse case. Mr. X has been removed from his position as the Astana Anyar Police Chief at that time a Telegram letter was immediately issued for the transfer of several members involved in the abuse of narcotics and illegal drugs.

For the violations that have been committed by members of the Indonesian National Police, both violations of discipline and the code of ethics in the Banyumas Police area, there are several that have occurred where the researcher will present data on cases of violations, both violations of discipline and violations of the Police code of ethics.

Table:

Data on violations of discipline and code of ethics of Banyumas Police members

No	Year	Disciplinary Violation	Violation of Code of Ethics
1.	2015	8	0
2.	2016	10	1
3.	2017	10	1
4.	2018	16	1
5.	2019	18	3
6.	2020	11	4

Source: Propam Section, Banyumas Police, 2021

The table above shows that the data on violations, both disciplinary violations and violations of the code of ethics, fluctuate each year. The phenomenon and data on violations, both disciplinary violations and violations of the code of ethics that occur in everyday life regarding the performance of Polri members that are not in accordance with the expectations of the vision, mission and main objectives of the establishment of the Polri Institution. The decline in the performance of Polri members is caused by the phenomenon that occurs in the Polri Institution, there are several problems, namely: 1). Low emotional

intelligence of Polresta Banyumas members related to HR performance. 2). Low spiritual intelligence of Polresta Banyumas members related to HR performance. 3). Weak resilience of Polresta Banyumas members related to HR performance.

2. Research Methods

This research is an explanatory research. Masri Singarimbun (1992) said that explanatory research is research that highlights the influence between determining variables and tests the proposed hypothesis, where the description contains a description but focuses on the relationship of variables. These variables include: emotional intelligence, spiritual intelligence, resilience and human resource performance.

3. Results and Discussion

3.1. Respondent Profile

The profile of respondents of Polresta Banyumas members in Banyumas Regency includes age, gender, length of service, rank and last education. Based on the results of field research, it can be explained in Tables.

Age

The age of Polri members serving in Polresta Banyumas is very diverse, where researchers divide the age classification into 4 parts, namely between the ages of 20 to 30 years, 30 to 40 years, 40 to 50 years and then the last is 50 to 60 years. Based on field research, Table 4.1 appears. The table shows that most respondents are aged 30 to 50 years as many as 95 people or 43.4%. The second largest respondents are followed by respondents aged 40 to 50 years with a total of 76 or 34.7%. Then for respondents aged 20 to 30 years totaling 24 or 11% and 50 to 60 years the same totaling 24 or 11%.

Age of Polri members serving at Banyumas Police in 2021

NO	AGE CLASSIFICATION	AMOUNT	PERCENTAGE
1.	20 to 30 years	24	11.0
2.	30 to 40 years	95	43.4
3.	40 to 50 years	76	34.7
4.	50 to 60 years	24	11.0
Total		219	100

Source: Processed Primary Data, 2021

Gender

Based on field research, Table shows that the majority of respondents were male, as many as 206 people or 94.1%.

Gender of Polri members serving at Banyumas Police in 2021

NO	GENDER	AMOUNT	PERCENTAGE
1.	Man	206	94.1

2. Woman	13	5.9
Total	219	100

Source: Processed Primary Data, 2021

Performance Period

Based on field research, Table shows that the majority of respondents have a work experience of 15 to 25 years, amounting to 122 people or 55.7%.

The performance period of Polri members serving at the Banyumas Police in 2021

NO	PERFORMANCE PERIOD CLASSIFICATION	AMOUNT	PERCENTAGE
1.	5 to 15 years	54	24.7
2.	15 to 25 years	122	55.7
3.	25 to 35 years	43	19.6
Total		219	100

Source: Processed Primary Data, 2021

Rank

The ranks of Polri members serving in Polresta Banyumas are divided into 3 parts, namely non-commissioned officer ranks, first officer ranks and then middle officer ranks. Based on field research, Table appears. The table shows that most of the respondents who filled out the questionnaire were non-commissioned officers, as many as 188 people or 85.8%.

Ranks of Polri members serving at the Banyumas Police in 2021

NO	RANK CLASSIFICATION	AMOUNT	PERCENTAGE
1.	non-commissioned officer	188	85.8
2.	First Officer	22	10.0
3.	Middle Officer	9	4.1
Total		219	100

Source: Processed Primary Data, 2021

Last Education

The last education of Polri members serving in Polresta Banyumas is divided into five parts, namely SMA, D-3, S-1, S-2 and then S-3. Based on field research, Table appears. The table shows that most respondents have a last education of SMA as many as 104 people or 47.9%.

The last education of the Polri members who served at the Banyumas Police in 2021

NO	CLASSIFICATION OF LAST EDUCATION	AMOUNT	PERCENTAGE
1.	SENIOR HIGH SCHOOL	105	47.9
2.	D-3	2	0.9
3.	S-1	104	47.5
4.	S-2	8	3.7
5.	S-3	0	0
Total		219	100

Source: Processed Primary Data, 2021

Variable Description

Respondents' perceptions of the variables studied, this study uses a range criterion of 1.33. Therefore, the interpretation of the value is as follows:

1.00 - 2.33 = Low

2.34 - 3.66 = Moderate

3.67 - 5.00 = High

Based on the results of an empirical study at the Banyumas Police, Banyumas Regency, the description of each variable is as follows:

Human Resources Performance

Human resource variable indicators include: the quality of my workplace is in accordance with the job description, the quantity of work in my workplace is good, I always prioritize punctuality in carrying out duties, the effectiveness of work in my workplace is in accordance with the work activity plan, I feel independent in working at Polresta Banyumas, the organizational commitment in my workplace is in accordance with the vision and mission of the organization. Based on field research, the human resource performance variable index is shown in the following table:

Descriptive Statistics of Human Resource Performance

Members serving at Banyumas Police in 2021

No	Indicator	Average Respondents' Answers
1.	Quality	4.53
2.	Quantity	4.49
3.	Punctuality	4.59
4.	Effectiveness	4.48
5.	Independence	4.01
6.	Commitment	4.52
Overall average		4.43

Source: Attachment

Table shows that the average overall respondent's answer is 4.43. In detail, the average respondent's answer is the quality indicator in my workplace according to the job description of 4.53, the quantity of work in my workplace is good of 4.49, I always prioritize punctuality in carrying out my duties of 4.59, the effectiveness of work in my workplace is in accordance with the work activity plan of 4.48, I feel independent in working at the Banyumas Police of 4.01, the organizational commitment in my workplace is in accordance with the vision and mission of the organization of 4.52.

This shows that the respondents' perceptions of human resource performance variables that include the quality of my workplace are in accordance with the job description, the

quantity of work at my workplace is good, I always prioritize punctuality in carrying out duties, the effectiveness of work at my workplace is in accordance with the work activity plan, I feel independent in working at Polresta Banyumas, the organizational commitment at my workplace is in accordance with the vision and mission of the organization is at a high criterion. This is based on findings in the field which can be presented as in Table.

Human Resource Performance Utilization Findings

Members Serving at Banyumas Police in 2021

No	Criteria	Indicator	Findings
1.	Tall	Quality	No complaints found
2.	Tall	Quantity	Work that can be completed well
3.	Tall	Punctuality	Performance hours start from 07.30 to 15.30 (8 hours of performance)
4.	Tall	Effectiveness	Which is in accordance with all activity plans
5.	Tall	Independence	Don't bother other people
6.	Tall	Commitment	Carry out tasks with full responsibility

Source: Processed Primary Data, 2021

Emotional Intelligence

Indicators of emotional intelligence variables include: I am self-aware of the work assigned to me, I am easy to organize myself to do daily work, motivation affects my performance in carrying out daily tasks and responsibilities, social awareness affects my attitude and behavior in social relations in the office, I have good relationship management in working with co-workers. Based on field research, the emotional intelligence variable index is shown in the following table:

Descriptive Statistics of Emotional Intelligence

Members serving at Banyumas Police in 2021

No	Indicator	Average Answers	Respondents'
1.	Self awareness	4.60	
2.	Self-management	4.49	
3.	Motivation	4.53	
4.	Empathy (Social awareness)	4.37	
5.	Relationship management	4.62	
Overall average		4.50	

Research Variables and Indicators

Table shows that the average overall respondent's answer is 4.50. In detail, the average respondent's answer is the indicator I am self-aware of the work assigned to me of 4.60, I am easy to organize myself to do daily work of 4.49, motivation affects my performance in carrying out daily tasks and responsibilities of 4.53, social awareness affects my attitude and behavior in social relations in the office of 4.37, I have good relationship management in working with coworkers of 4.62.

This shows that the respondents' perceptions of the emotional intelligence variables that include I am self-aware of the work assigned to me, I am easy to organize myself to do daily work, motivation affects my performance in carrying out daily tasks and responsibilities, social awareness affects my attitude and behavior in social relations in the office, I have good relationship management in working with co-workers are in the high category. This is based on findings in the field which can be presented as in Table.

Findings of the Use of Emotional Intelligence

Members Serving at Banyumas Police in 2021

No	Criteria	Indicator	Findings
1.	Tall	Self awareness	Responsible for tasks and work
2.	Tall	Self-management	Carry out tasks with full responsibility
3.	Tall	Motivation	Motivation because of the family at home
4.	Tall	Empathy (Social awareness)	Get along with anyone
5.	Tall	Relationship management	Fast in coordinating with coworkers

Source: Processed Primary Data, 2021

Spiritual Intelligence

Indicators of spiritual intelligence variables include the ability to be flexible (spontaneously and actively adaptive), high level of awareness, ability to adapt and utilize suffering, ability to face and overcome pain, quality of life inspired by vision and mission, reluctance to cause unnecessary harm, tendency to see the relationship between things (holistic view), real tendency to ask "why? or what if?" to find the fundamental answer of a dedicated and responsible leader. Based on field research, the spiritual intelligence variable index appears in Table.

Descriptive Statistics of Spiritual Intelligence

Members serving at Banyumas Police in 2021

No	Indicator	Average Answers	Respondents'
1.	Ability to be flexible	4.63	
2.	High level of awareness	4.53	
3.	The ability to adapt and utilize suffering	4.62	
4.	The ability to transcend and face pain	4.36	
5.	Quality of life inspired by vision and mission	4.51	
6.	Reluctance to cause unnecessary harm	4.26	
7.	The tendency to see the interconnectedness of things (holistic view)	4.37	
8.	A real tendency to ask "why? or what if?" to find the fundamental answers of a dedicated and responsible leader.	4.42	
Overall average		4.43	

Research Variables and Indicators

Table shows that the average overall respondent's answer is 4.43. In detail, the average respondent's answer to the indicators at work, I must be flexible (spontaneously and actively adaptive) is 4.63, I have a high level of awareness at work is 4.53, I must have the ability to adapt is 4.62, I must have the ability to face and overcome pain at work both in the field and in the office is 4.36, I have a quality of life in my work is 4.51, I have a reluctance to cause unnecessary losses at work is 4.26, I have a tendency to see the relationship between various things at work is 4.37, I have a real tendency to ask questions is 4.42.

This shows that the respondents' perceptions of the spiritual intelligence variables that include in work, I must be flexible (spontaneously and actively adaptive), I have a high level of awareness in work, I must have the ability to adapt, I must have the ability to face and overcome pain in work both in the field and in the office, I have a quality of life in my work, I have a reluctance to cause unnecessary harm in work, I have a tendency to see the relationship between various things in work, I have a real tendency to ask questions are in the high category. This is based on findings in the field can be presented as in Table 4.11.

Resilience

Indicators of emotional intelligence variables include: I can manage my emotions while working in the office, I can manage my lust while working, I am optimistic that good work can improve our careers, My analytical skills influence decision making, I easily empathize in my work environment, I believe that good work can bring me success, I am able to rise in the face of all failures and problems in my work. Based on field research, the spiritual intelligence variable index appears in Table.

Descriptive Statistics of Resilience

Members serving at Banyumas Police in 2021

No	Indicator	Average Answers	Respondents'
1.	I can manage my emotions while working in the office	4.52	
2.	I can control my lust while working	4.51	
3.	I have optimism that good work can improve our career.	4.56	
4.	My analytical skills influence decision making, I easily empathize in my work environment	4.51	
5.	I easily empathize in my work environment	4.56	
6.	I believe that good work can bring me success.	4.61	
7.	I am able to rise in the face of all failures and problems in my work.	4.54	
Overall average		4.51	

Research Variables and Indicators

Table shows that the average overall respondent's answer is 4.51. In detail, the average respondent's answer indicator is I can control my emotions while working in the office is 4.52, I can control my lust while working is 4.51, I am optimistic that good work can improve our careers is 4.56, My analytical skills influence decision making is 4.51, I easily empathize

in my work environment is 4.56, I believe that good work can bring me success is 4.61, I am able to rise in the face of all failures and problems in my work is 4.54.

This shows that the respondents' perceptions of the resilience variables that include I can manage my emotions while working in the office, I can manage my lust while working, I am optimistic that good work can improve our careers, My analytical skills influence decision making, I easily empathize in my work environment, I believe that good work can bring me success, I am able to rise in the face of all failures and problems in my work are in the high category. This is based on findings in the field which can be presented as in Table.

3.2. Discussion

Data Validity and Reliability Test

Validity Test

Validity test in this study uses Product Moment correlation, if the calculation result of r count $> r$ table, then the questionnaire is valid or valid. Based on the calculation with the SPSS program can be seen in Table r count (Corrected Item-Total Correlation) variables of emotional intelligence, spiritual intelligence, resilience, HR performance $>$ Product moment table (0.1380). So the questionnaire in this study is valid / valid.

Reliability Test

Reliability test in testing using Cronbach Alpha, if Cronbach Alpha > 0.6 then the questionnaire is said to be consistent or reliable, (Imam Ghazali, 2002: 153). Based on calculations with the SPSS program, each variable has a value > 0.6 alpha as shown in Table. So the questionnaire in this study is consistent or reliable.

Data Reliability Test

No	Variables	Alpha	Value Limit	Information
1	Emotional Intelligence	0.827	0.6	Reliable
2	Spiritual Intelligence	0.880	0.6	Reliable
3	Resilience	0.936	0.6	Reliable
4	HR Performance	0.818	0.6	Reliable

Source: Attachment

Test Assumptions Classic

Multicollinearity

The multicollinearity assumption test means that there should be no correlation between independent variables. To test for multiple collinearity, the VIF and Tolerance tests are used. If the calculation result of the variance inflation (VIF) value is below 10 and the tolerance of

the independent variable is above 10%, then the data is not multicollinear (Imam Ghozali, 2001). Based on the calculation results, it can be seen in Table.

Multicollinearity Test of Equations

No	Dependent Variable	Independent Variable	Tolerance	VIF
1	Resilience (Equation I)	a. Emotional Intelligence	44.9%	2,226
		b. Spiritual Intelligence	44.9%	2,226
2	HR Performance (Equation II)	a. Emotional Intelligence	40.3%	2,480
		b. Spiritual Intelligence	34.2%	2,920
		c. Resilience	38.9%	2,573

Source: Attachment

In Table, the calculation results show that the tolerance is above 10% and the VIF is below 10, so it can be concluded that the assumption of no multicollinearity in this study is met.

Heteroscedasticity

Heteroscedasticity aims to test whether in the regression model there is inequality of variance from the residuals of one observation to another. If the variance from the residuals of one observation to another remains, it is called homoscedasticity and if it is different it is called Heteroscedasticity. A good regression model is one that is Homoscedastic. The way to detect the presence or absence of Heteroscedasticity is to look at the plot graph between the predicted value of the dependent variable (ZPRED) and its residual (SRESID).

Detection of the presence or absence of a certain pattern on the scatterplot graph between SRESID and ZPRED where the Y axis is the predicted Y, and the X axis is the residual. To test the presence or absence of Heteroscedasticity, in Figure 4.1 and Figure 4.2, the scatterplot graph shows points spread randomly and spread both above and below the number 0 on the Y axis. It is concluded that there is no Heteroscedasticity in the regression model (Gozali, 2001).

Normality

The Normality Test aims to test whether in the regression model the dependent variable and the independent variable both have a normal distribution or not. This test uses a normal p plot. Based on the test, it can be seen in Figure 4.3 and Figure 4.4. The figure shows that the residuals are normally distributed and symmetrical, not skewed to the right or left. In the normal probability plot graph, the points spread around the diagonal, indicating a normal distribution.

Hypothesis Testing

The Influence of Resilience on HR Performance

The first hypothesis proposed in the study is that if resilience is more intensive, then human resource performance is higher. In Table based on calculations with SPSS software, the regression coefficient shows a figure of 0.171, meaning that the level of resilience is more intensive, then human resource performance is higher. Then t count (2.188) > t table (1.971) and the level of significance of the independent variable (resilience) shows a figure of 0.030 < 0.05. This means that the hypothesis proposed (H_a), namely if the level of resilience is intensive, then human resource performance is higher, is supported by empirical data.

Resilience is a person's ability that involves various factors and strategies in surviving difficult events and adapting positively and rising from adversity which can then lead to happiness and independence. Accepting this hypothesis means supporting...The results of a study (Crites, 1978) where resilience is defined as career maturity characterized by employees' ability to work smarter, adapt better, achieve higher levels and perform better shows that resilience has an influence on human resource performance.

The Influence of Emotional Intelligence on HR Performance

The second hypothesis proposed in the study is that if the level of emotional intelligence is more intensive, then the performance of human resources is higher. In Table based on calculations with SPSS software, the regression coefficient shows a figure of 0.343, meaning that the level of emotional intelligence is more intensive, then the performance of human resources is higher. Then t count (4,479) > t table (1.971) and the level of significance of the independent variable (emotional intelligence) shows a figure of 0.000 < 0.05. This means that the proposed hypothesis (H_a), namely if the level of emotional intelligence is more intensive, then human resource performance will be higher, supported by empirical data.

Emotional intelligence is a person's ability to face all problems, demands, obstacles and challenges and the ability to control oneself, understand emotional information with complex intelligence, which consists of perceptual and cognitive abilities. By accepting the hypothesis, it means supportingThe results of Yeni Sugena Putri's study (2016) where emotional intelligence partially had a positive and significant effect on employee performance showed that emotional intelligence has an effect on human resource performance.

The Influence of Emotional Intelligence on Resilience

The third hypothesis proposed in the study is that if the level of emotional intelligence is more intensive, then resilience is higher. In Table based on calculations with SPSS software, the regression coefficient shows a figure of 0.315, meaning that the level of emotional intelligence is more intensive, then resilience is higher. Then t count (4,970) > t table (1.971) and the level of significance of the independent variable (emotional intelligence) shows a figure of 0.000 < 0.05. This means that the proposed hypothesis (H_a), namely if the level of emotional intelligence is more intensive, then resilience is higher, supported by empirical data.

Emotional intelligence is a person's ability to face all problems, demands, obstacles and challenges and the ability to control oneself, understand emotional information with complex intelligence, which consists of perceptual and cognitive abilities. By accepting the hypothesis, it means supporting study results (Handayani, 2014) where emotional intelligence has a significant positive relationship with resilience, where individuals with high levels of emotional intelligence will support these individuals to become resilient individuals when faced with stressful situations, showing that emotional intelligence has an influence on resilience.

The Influence of Spiritual Intelligence on Human Resource Performance

The fourth hypothesis proposed in the study is that if the level of spiritual intelligence is more intensive, then the performance of human resources is higher. In Table based on calculations with SPSS software, the regression coefficient shows a figure of 0.258, meaning that the level of spiritual intelligence is more intensive, then the performance of human resources is higher. Then $t \text{ count } (3,108) > t \text{ table } (1.971)$ and the level of significance of the independent variable (spiritual intelligence) shows a figure of $0.002 < 0.05$. This means that the proposed hypothesis (H_a), namely If the level of spiritual intelligence is more intensive, then the performance of human resources will be higher, supported by empirical data.

Spiritual intelligence is a person's ability that is spiritual and the tendency to return to religion is eternal to face problems, issues and place behavior, life, meaning and values in life. By accepting the hypothesis, it means supporting The results of Cipta's study (2009) where spiritual intelligence had a significant influence on employee performance showed that spiritual intelligence has an influence on human resource performance.

The Influence of Spiritual Intelligence on Resilience

The fifth hypothesis proposed in the study is that if the level of spiritual intelligence is more intensive, then resilience is higher. In Table 4.17 based on calculations with SPSS software, the regression coefficient shows a figure of 0.519, meaning that the level of spiritual intelligence is more intensive, then resilience is higher. Then $t \text{ count } (8,208) > t \text{ table } (1.971)$ and the level of significance of the independent variable (spiritual intelligence) shows a figure of $0.000 < 0.05$. This means that the proposed hypothesis (H_a), namely If the level of spiritual intelligence is more intensive, then resilience is higher, supported by empirical data.

Spiritual intelligence is a person's ability that is spiritual and the tendency to return to religion is eternal to face problems, issues and place behavior, life, meaning and values in life. By accepting the hypothesis, it means supporting The results of the study by Chelsie Ireine Finka; Berta Esti Ari Prasetya (2018) where there was a positive relationship between spiritual intelligence and resilience showed that spiritual intelligence has an influence on resilience.

Direct, Indirect and Total Influence Before Moderation

The analysis of direct, indirect and total influence is intended to determine the influence of the hypothesized variables. Direct influence is the coefficient of all coefficient lines with one-ended arrows or often called path coefficients, while indirect influence is the influence caused by intermediate variables. While the total influence is the total sum of direct and indirect influences. Testing of the direct, indirect and total influence of each variable is presented in Table

Table direct, indirect and total influence of HR performance model explains that the resilience variable is directly influenced by emotional intelligence by 0.315 and spiritual intelligence by 0.519. While the indirect influence that affects the resilience variable is not apparent in this research model because the resilience variable is a variable at the first level in the path analysis equation model.

Then the HR performance variable is directly influenced by emotional intelligence by 0.343 and spiritual intelligence by 0.258. This shows that the variable that has the greatest influence on HR performance is emotional intelligence compared to spiritual intelligence. While the indirect influence of the emotional intelligence variable on HR performance through resilience is $0.315 \times 0.171 = 0.054$. The total influence of the emotional intelligence variable (direct influence plus indirect influence) on HR performance is 0.397.

Then the indirect effect of the spiritual intelligence variable on HR performance through resilience is $0.519 \times 0.171 = 0.089$. The total effect of the spiritual intelligence variable (direct effect plus indirect effect) on HR performance is 0.347. Therefore, it can be concluded that the emotional intelligence variable has a dominant total effect on HR performance of 39.7%. So the total effect of the emotional intelligence, spiritual intelligence and resilience variables on HR performance is $39.7\% + 34.7\% + 17.1\% = 91.5\%$. While 8.5% is influenced by other factors. Based on the description above, the effect between variables can be seen in Figure.

4. Conclusion

The conclusions of this study are as follows: 1. Intrinsic Goals and Perceived Organizational Support have a positive and significant effect on Work Passion, which means that Intrinsic Goals and Perceived Organizational Support are able to increase Work Passion. 2. Work Passion and Intrinsic Goals have a positive and insignificant effect on Employee Performance, which means that Work Passion and Intrinsic Goals are not able to contribute to encouraging an increase in Employee Performance. While Perceived Organizational Support has a positive and significant effect on Employee Performance, which means that Perceived Organizational Support is able to contribute to encouraging an increase in Employee Performance. 3. Work Passion is not able to be an Intervening influence of Intrinsic Goals and Perceived Organizational Support on Employee Performance.

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