

THE INFLUENCE OF ISLAMIC ORGANIZATIONAL CULTURE, WORK ABILITY AND EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE IN ISLAMIC EDUCATION INSTITUTIONS

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Abstract: *Performance is the result of work produced by employees and companies. Employee performance will determine the success of the company. In order for performance to provide maximum results, many factors must be considered to influence it. Factors that can affect employee performance include organizational culture, work skills and emotional intelligence. This study aims to determine the effect of Islamic organizational culture, work ability and emotional intelligence on employee performance at the Islamic Education Institute in Medan. The population in this study were all employees of the Islamic Education Institute with a sample of 98 people. The data collection technique in this study used a questionnaire that was tested for validity and reliability and interviews. The data analysis technique in this study used the classical assumption test, multiple regression, t test, F test and the coefficient of determination. The results showed, partially there is a significant influence of Islamic organizational culture on employee performance, there is a significant effect of work ability on employee performance, there is a significant effect of emotional intelligence on employee performance. Simultaneously there is an influence of Islamic organizational culture, work morale and emotional intelligence on employee performance at the Islamic Education Institute in Medan City.*

Keywords: *Employee Performance, Islamic Organizational Culture, Work Ability, Emotional Intelligence*

Introduction

Human resource management is very important to achieve organizational goals. Human Resources is a formal system design within an organization to ensure human capabilities effectively and efficiently in producing the expected performance contained in the organization's goals. The success of a job is largely determined by effective human resources, because human resources have a major role in the activities of the organization or job.

(Kurnia, Daulay, & Nugraha, 2019). Positive behavior is reflected in the willingness to work and contribute to the organization. (Jufrizen, Farisi, Azhar, & Daulay, 2017)

Performance is the ability to provide work results or the ability to provide good work results. Many factors influence performance, including organizational culture, work ability and emotional intelligence. Organizational culture as part of the rules established by the company to be obeyed and implemented by every individual in the company. Organizational culture provides a role in the implementation of organizational goals. The organizational culture is determined by the company based on the vision, mission and goals of the organization. Companies that apply Islamic values in carrying out company activities will establish an Islamic organizational culture. Islamic organizational culture is characterized by the application of Islamic values in carrying out daily habits in the organization that are shown or emulated by superiors and followed by subordinates. Furthermore, work ability is an important part of achieving the expected employee performance. The ability to work is obtained from the knowledge or educational background of the employee in accordance with the work field and is followed by the support facilities needed to be able to achieve the desired performance. Meanwhile, emotional intelligence (Emotional Intelligent) as part of one's ability to play a role in maintaining emotional stability. Emotional intelligence is the ability to use emotions effectively to achieve goals, build productive relationships and achieve success in the workplace (Patton, 2011 p. 3)

Emotional intelligence is needed to support productivity in producing the expected performance. Employees who have high emotional intelligence will be able to build good relationships in an organization. Employees who are successful in interacting and have a career are good at controlling emotions and enthusiasm for work. Emotional intelligence can also determine the success or failure of a company because if the emotional intelligence of a good employee will provide a good incentive to respond to the job in front of him and will produce good performance for the company.

Islamic Education Institutions in Medan that apply Islamic values in carrying out organizational activities, of course, also want every individual in the organization to carry out Islamic values in carrying out their mandated tasks. The implementation of Islamic values as a form of God's servants who are obedient to His Unity. Tawhid as a form of statement by Muslims towards the inexorable oneness of Allah, shows the vertical dimension of human relations with Rabbnya, and the form of unconditional submission to obey His orders, so that what is done must be in accordance with what is ordered (Daulay, 2016). Likewise, the organizational culture adopts the rules commanded in Islam, to always perform congregational prayers, conduct recitation which increases knowledge and closeness between educators, administrators and leaders. This is very beneficial in increasing the ability of employees and teachers as well as emotional intelligence in dealing with students, as well as for administrative officers. But sometimes there are still obstacles in dealing with students which make them not obedient to the words of officers and teachers in following the established rules.

Literature Review

1. Employee Performance

In every organization must be able to provide opportunities for employees to be able to grow and develop the potential that exists in itself. Employee performance is the result of work obtained by employees. The performance achievements obtained can be measured by determining performance based on certain assessment standards set by the company (Daulay,

Kurnia, & Maulana, 2019). In this case, the company is obliged to strive to improve the performance and quality of work life of its employees. In Islam it is commanded to give a good performance. Allah Subhana Wata'ala said in Q.S Al-Baqarah (148) which means; and for each people there is his (own) qibla which he faces to him. So compete (in making) goodness.

Organizational performance can be viewed as a result of the process carried out by the individuals in it based on a predetermined plan. (Suriyani & Foeh, 2018). Employee performance is the result of work during a certain period compared to various possibilities, for example standards, targets or targets or criteria that have been mutually agreed upon (Nunung & Masurip, 2011),

(Elizar & Tanjung, 2018)The factors that influence employee performance are (1) ability and expertise, (2) knowledge, (3) work design, (4) personality, (5) work motivation, (6) leadership, (7) leadership style, (8)) organizational culture, (9) job satisfaction, (10) work environment, (11) loyalty, (12) commitment, (13) work discipline. (Kasmir, 2016, p. 189). Indicators of performance consist of quality, quantity, efficiency in carrying out tasks, work discipline, initiative, thoroughness, leadership, honesty and creativity (Afandi, 2016, p. 73)

2. Islamic Organizational Culture

Islamic organizational culture is a value that is taken and developed to be applied in everyday life or activities using Islamic values that are in accordance with Islamic guidelines, namely Alqu'an and Hadith (Hakim, 2012). The culture of Islamic organizations that is carried out will give rise to an Islamic perspective in that culture in order to provide a basis or foothold that can make the forms and methods that need to be carried out collectively through an organization, making a call or invitation to someone (leader) to follow the teachings and rules that exist in in it, like the word of Allah SWT in the Q.S Ali 'Imran (3: 110): which means: "You are the best people who are born to humans, order those who are ma'ruf, and prevent those who are evil, and believe in Allah. If the people of the book had faith, it would have been better for them, there were those who believed, and most of them were wicked people. " An Islamic organization is an institution or organization that preaches Islamically in carrying out its da'wah activities sourced from the Al-Quran and the Sunnah of the Prophet Muhammad SAW with strategies, programs, activities and development with Islamic insight yakni yang memiliki Asas, Tujuan, Visi, Misi, dan Nilai-Nilai.(Aziz & Shofawati, 2014)

The characteristics of an Islamic organizational culture that can improve organizational performance are as follows: First, work is one of the implementation of human functions as caliph, Second, work is "worship, Third, Work on the principle of benefit and benefit of a Muslim in carrying out the work process not only for profit. maximum assets to accumulate wealth. Fourth, working by optimizing the intellectual abilities of a Muslim worker must use his intellectual abilities (intelligence), professionalism in managing resources. Fifth, work confidently and optimistically. A Muslim believes that whatever he does according to Islamic teachings does not make his life difficult. Sixth, work requires a tawazun (balance) attitude. Seventh, works by paying attention to the elements of halalness and avoiding haram (which is prohibited by shari'ah) (Hakim, 2016)

In general, organizational culture is a set of values that controls the interaction between one individual in the organization and individuals in the organization, or other organizations as suppliers and members of the community served. Organizational culture is what employees perceive and how perceptions create patterns of beliefs, values and expectations. (Juliansyah Noor 2013, p. 150). Organizational culture is an invisible social force that can move people in an organization to carry out work activities (Saripuddin, 2016)

A strong culture tends to inhibit change, seeing the need to change with the strength of old values that are maintained and considered good; Even though the leadership realizes the importance of change, the responses given still revolve around the old value system as well so that the change is not really real. (Lorch in Soetopo (2010, p. 137). A strong organizational culture must be cultivated (Yudhaningsih, 2011) reveals several factors that influence organizational culture, namely: (a) Leadership, (b) Communication, (c) Motivation,

Organizational culture itself consists of social structure factors, language factors, and educational factors. The factors that influence organizational culture consist of external influencing factors, community values factors, and organizational element factors. (Ardiana et al., 2013, p.23). Indicators of organizational culture are the implementation of norms, implementation of values, beliefs and philosophy, implementation of a code of ethics, implementation of ceremonies and organizational history. (Afandi, 2016, p. 83)

Work ability

Ability is something that affects the quality of an individual to do work tasks with appropriate or optimal results. Adequate abilities will be able to help employees to do the work they are doing now or work in the future.

A person's ability can be determined by the qualifications that exist in him, among others, knowledge, expertise and skills. ability is one of the elements in maturity related to knowledge or skills that can be obtained through education, training and an experience. (Thoha, 2010)

Ability is a person's expertise in carrying out a job, maybe that ability can be used or maybe not. (Hasibuan, 2014). Ability is closely related to the physical and mental abilities that people have to carry out work and not those who want to do it. Ability (ability) is the individual's capacity to carry out various tasks in a particular job. (Robbins, 2006) All abilities of an individual are essentially composed of two sets of factors, namely intellectual abilities and physical abilities. Ability is a stable characteristic related to a person's maximum physical mental ability (Kreitner, 2014). Ability is the expertise or skills possessed by a person in carrying out work in accordance with intelligence and skills so as to get effective and optimal results.

(Widodo, 2015, p. 134) The factors that affect work ability are as follows: Education, what a person does to expand his knowledge so that he can face the future; Work experience, things that someone has experienced in his life regarding previous work; Expertise, an ability that comes from within a person which can be in the form of hand, mind and skill in dealing with other people in carrying out their job duties; Interest, a state in a person that is associated with emotional processes, perceptions and knowledge to act

Factors affecting employability: Beliefs and values; Skills; Experience; Personality characteristics; Motivation; Emotional issues; Intellectual ability; Organizational culture, (Yolanda et al., 2016, p. 799). work ability indicators, namely: Work results; On time work; Skills and skills; Supervision of work methods; Work responsibilities; Utilization of work infrastructure; Reducing work errors; Ability to manage existing costs (Mangkunegara, 2011, p. 68). Employee work ability indicators. (Sutermeister, 2012) are: The level of formal education they have; Technical training that he has attended; Ability to master work; Technical work instructions; Accuracy in completing work.

Emotional intelligence

Emotional intelligence is the individual's ability to control the emotions of themselves and others and use these emotions to think and act. Emotional intelligence is the ability to use emotions effectively to achieve goals, build productive relationships and achieve success in the workplace. (Patton, 2011, p. 3). Emotional intelligence is the ability to recognize our own feelings and the ability to manage emotions well in ourselves and relationships with others. (Triatna and Charisma (2008, p. 18) emotional intelligence as the ability to feel emotions, understand information obtained from these emotions and manage them (Rowley and Jackson (2012, p. 85)

Emotional intelligence is about how someone knows what they feel that is able to motivate oneself to be able to do a job well so that they will be able to build better relationships with other parties. Factors affecting individual emotional intelligence, namely: 1) Family environment, family life is the first school in studying emotions. The participation of parents is very important because parents are the first subjects whose behavior is identified, which in turn becomes part of the personality of the child as an infant with an example of expression. The emotional life that is nurtured in the family is very useful for children in the future. For example: disciplined and responsible life habits, ability to empathize, caring and so on. This will make it easier to handle and calm down in the face of problems, so that children can concentrate well and do not have behavioral problems such as violent and negative behavior. 2) Non-family environment. In this case, the community and the environment. This emotional intelligence develops in line with the physical and mental development of the child. This learning is usually demonstrated in children's play activities such as role playing. Children act as individuals outside of themselves with the accompanying emotions so that children will begin to learn to understand other people's situations. The development of emotional intelligence can be increased through various forms of training, including assertiveness training, empathy and many other forms of training. (Goleman (2015, p. 267).

Intelligence indicators consist of: Self-awareness; Self-regulation; Motivate yourself; Recognizing other people's emotions and developing relationships with others.

METHOD

This research uses a quantitative and associative approach. The quantitative approach is carried out in the process of implementing the research until its completion. Associative is used as a form of this research to connect two or more variables.

The population and sample in this study were all employees of the Private Islamic Education Institution in Medan, totaling 98 people.

Data collection techniques using questionnaires and interviews. The data analysis technique used multiple linear regression, hypothesis t test and F test, coefficient of determination.

RESEARCH RESULTS AND DISCUSSION

Research result

Tabel - 1

Koefisien Regresi Linear Berganda Multiple Linear Regression Coefficient

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.520	2.279		.228	.821
	Islamic Organizational Culture	.266	.098	.087	3.616	.002
	Work ability	.481	.105	.381	4.575	.000
	Emotional Intelligence	.792	.106	.622	7.465	.000

a. Dependent Variable: kinerja

Based on the table above, the multiple linear regression equation is formulated as follows:

$$Y = 520 + 0.266X_1 + 0.481 X_2 + 0.792 X_3 + e$$

- The value of Y is 520 indicating that if the independent variables, namely Islamic organizational culture, work ability, emotional intelligence are constant or do not change (equal to zero), then the employee's performance is 520.
- The regression coefficient value $X_1 = 0.266$ indicates that if the Islamic organizational culture has increased by 100% it will result in increased employee performance,
- The regression coefficient value $X_2 = 0.481$ indicates that if work ability has increased by 100% it will result in increased employee performance.
- The regression coefficient value $X_3 = 0.792$ shows that if emotional intelligence has increased by 100% it will increase employee performance.

Hypothesis test

Partial Test (t test)

Table - 2
Test-t

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	.520	2.279		.228	.821
	Islamic Organizational Culture	.266	.098	.087	3.616	.002
	Work ability	.481	.105	.381	4.575	.000
	Emotional Intelligence	.792	.106	.622	7.465	.000

a. Dependent Variable: Performance

1) The Effect of Islamic Organizational Culture on Employee Performance

Based on the partial test results, the influence of Islamic organizational culture on employee performance obtained $t_{count} 3,616 > 2,026$ with a significant value of $0.02 < 0.05$, this indicates that there is a significant influence of Islamic organizational culture on employee performance at Islamic Education Institutions in Medan.

2) The Effect of Work Ability on Employee Performance

Partially the effect of work ability on employee performance, obtained $t_{count} 4.575 > t_{table} 2.026$ with a significant amount of $0.00 < 0.05$, this shows that there is a significant effect of work ability on employee performance at Islamic Education Institutions in Medan.

3) The Effect of Emotional Intelligence on Employee Performance

Partially the influence of emotional intelligence on employee performance, obtained $t_{count} 7,465 > t_{table} 2,026$ with a significant value of $0.00 < 0.05$, this shows that there is a significant effect of emotional intelligence on employee performance at Islamic Education Institutions in Medan.

Simultaneous test (Test F)

Table -3 Test F

ANOVA^b

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3530.485	3	1765.243	169.974	.000 ^a
	Residual	373.874	94	10.385		
	Total	3904.359	97			

a. Predictors: (Constant), Islamic Organizational Culture, Work ability, Emotional Intelligence

b. Dependent Variable: Performance

Simultaneously, the F_{count} value obtained is $169,974 > F_{table} 3.26$ with sig. $0.000 < \alpha 0.05$ indicates that H_0 is rejected and H_a is accepted, which means that Islamic organizational culture, work ability and emotional intelligence have a significant effect on employee performance at the Islamic Education Institute in Medan.

Coefficient of Determination

Table - 4 Coefficient of Determination (R-Square)

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.951 ^a	.904	.899	3.22264

a. Predictors: (Constant), Islamic Organizational Culture, Work ability, Emotional Intelligence

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.951 ^a	.904	.899	3.22264

b. Dependent Variable: Performance

The amount of R square value in the regression model is 0.904 or 90.4%, this shows that the contribution made by Islamic organizational culture, work ability and emotional intelligence to employee performance at the Islamic Education Institution in Medan City is 90.4%, the remaining 9.6% is influenced by other variables.

Discussion

Based on the partial test results, there is an influence of Islamic organizational culture on employee performance with $t_{count} 3,616 > 2,026$ with a significant value of $0.02 < 0.05$, this indicates that there is a significant influence of Islamic organizational culture on employee performance at Islamic Education Institutions in Medan. . Employees are enthusiastic to compete in doing good or fastabiqul khoirot

The partial test results show the effect of work ability on employee performance, obtained $t_{count} 4.575 > t_{table} 2.026$ with a significant amount of $0.00 < 0.05$, this shows that there is a significant effect of work ability on employee performance at Islamic Education Institutions in Medan. This is in accordance with Q, S Ali'Imran, which means that you are the best people who were born to humans ,, as Muslims, you should follow what Allah and His Messenger command.

The partial test results show the influence of emotional intelligence on employee performance, obtained $t_{count} 7,465 > t_{table} 2,026$ with a significant value of $0.00 < 0.05$, this shows that there is a significant effect of emotional intelligence on employee performance at the Islamic Education Institute in Medan. Frequently implementing Islamic values will provide the ability to control emotions, this certainly has an impact on good performance. Encouragement, desires, guidance, and employee expectations of work linked to the reality of the employee, giving rise to a form of emotional reaction that is tangible, feeling satisfied (Daulay & Marlina, 2019)

Simultaneously Islamic organizational culture, work ability and emotional intelligence on employee performance. That the better the application of Islamic culture will increase the closeness between employees and leaders, this will have an effect on improving employee performance. Performance can be measured through performance appraisals that can be conducted by the company every period. Employee performance that has an influence on company or business performance. (Daulay & Manaf, 2017)

In addition, emotional ability and intelligence will go hand in hand in improving performance. Meanwhile, the R-square is 0.904 (90.4%), showing that about 90.4% of employee performance variables are influenced by Islamic organizational culture, work ability and emotional intelligence.

Conclusion

Based on the results of data analysis and hypothesis testing, the following conclusions can be drawn:

1. Islamic organizational culture has a significant effect on employee performance at the Islamic Education Institute in Medan.
2. Work ability has a significant effect on employee performance at the Islamic Education Institute in Medan.
3. Emotional intelligence has a significant effect on employee performance at Islamic Education Institutions in Medan.
4. Islamic organizational culture, work ability and emotional intelligence have a significant effect on employee performance at the Islamic Education Institute in Medan.

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