The Influence Of Commitment And Emotional Intelligence On The Turnover Intention Of Marriage Partners At The Sub-District KUA In Muara Enim District

Lin Yan Syah [1], Imam Izharyanto [2], Nisma Aprini [3]
[1,2,3] Universitas Serelo Lahat
Email: [1)] Linyansyah@gmail.com , [2)] izharanto@gmail.com , [3)] nisma.aprini@gmail.com

ABSTRACT

The purpose of this study was to determine and analyze the effect of commitment and emotional intelligence on the turnover intention of married couples at the District Office of Religous Affairs (KUA) in the Muara Enim Regency area. The sampling technique used is purposive sampling technique, with a descriptive approach. The data collection method uses questionnaires and interviews. The questionnaire uses a Likert scale. This study used the Structural Equation Modeling (SEM) data analysis technique, with the LISREL (Linear Structural Relation) tool version 8.7. The result of the study concluded that commitment has a significant effect on the turnover intention of married couples at the District Office of Religous Affairs (KUA) in the Muara Enim Regency area with a regression coefficient of 1.00 and t-value = 7,34, and emotional intelligence has a significant effect on the turnover intention of married couples at the District Office of Religous Affairs (KUA) in the Muara Enim Regency area with a regression coefficient of 1.00 and t-value = 5,15.

INTRODUCTION

In Law Number 1 of 1974 concerning Marriage in article 1 states that marriage is a physical and mental bond between a man and a woman as husband and wife with the aim of forming a happy family or household based on God Almighty. In addition, Islam prescribes marriage between a man and a woman so that they can build a happy household or family filled with affection and love forever.

Table 1. Number Of Marriage Events In Muara Enim Regency (Year 2018 To Year 2022)

No	Year	Total Marriage Events	Ket.
1.	2018	4.954 pasang	
2.	2019	4.840 pasang	
3.	2020	4.249 pasang	
4.	2021	4.221 pasang	
5.	2022	1.908 pasang*	
AMOUNT		**20.172 pasang**	

Until June 2022 (Data from the Office of the Ministry of Religious Affairs Muara Enim Regency)

But at the same time, data from the Ministry of Religious Affairs states that from 2009-2016, the divorce rate in Indonesia experienced an upward trend between 16-20%, except in 2011 when it decreased. This divorce rate is an irony because marriage is actually held as a strong bond, for eternal purposes, not only in the world, but until the hereafter.[ ]

Table 2 Number Of Thalak And Gugat Divorces In Muara Enim Regency In 2018-2022

No	Year	Divorce	Divorce	Total
1.	2018	302	848	1.150
2.	2019	286	803	1.089
3.	2020	186	665	851
4.	2021	220	806	1.026
5.	2022	219	688	907
AMOUNT		**1.213**	**3.810**	**5.023**

Source: Class IB Religious Court Muara Enim

Divorce that occurs if assumed in a company organization is certainly when a company or organization is abandoned by its employees or members. The term is often referred to as Turnover Intention. Turnover Intention is a condition when employees leave the company either voluntarily or involuntarily within a certain period of time.

LITERATURE REVIEW

Organizational Commitment

Meyer and Allen define commitment as a psychological construct that characterizes the relationship between organizational members and their organization and has an influence on individual decisions to continue their membership in the organization. Allen and Meyer explain that there are 3 separate dimensions of organizational commitment, namely affective commitment, which relates to emotional feelings for the organization and belief in its values, Continuance commitment, related to the perceived economic value of staying in an organization when compared to leaving, and normative commitment, related to the obligation to stay in the organization for moral or ethical reasons. Based on research in the world of marital psychology, in Islamic teachings there are broadly speaking 3 main components that will affect the shape and dynamics of the relationship between husband and wife in a family, namely emotions, commitment and sexual arousal.

Emotional Intelligence

According to Daniel Goleman, there are factors that can affect emotional intelligence, namely a) internal factors, affecting individual emotional intelligence, and b) external factors, which are a stimulus and the environment in which emotional intelligence takes place. In Islamic teachings, it is stated that the recommended emotional intelligence is where a person can manage emotions and restrain lust by controlling feelings, and realizing his actions, able to

control emotions and not act aggressively towards others caused by excessive emotions, always calm will create harmony in interactions and encourage self-introspection[ ], and able to maintain and improve emotional intelligence.

Turnover Intention

Turnover intention is defined as the tendency or intention of employees to quit their jobs voluntarily or move from one workplace to another according to their own choice. The factors that cause turnover intention are individual characteristics, work environment, job satisfaction, and organizational commitment. Indicators of measuring turnover intention are divided into thoughts of quitting, intention to search for alternatives, and intention to quit.

METHODS

The types of data used are qualitative and quantitative. The source of data is primary data, namely marriage partners who have performed marriages at the Sub-district KUA in Muara Enim district, organizational structure, main tasks and functions, and organizational profile of the Muara Enim Regency Ministry of Religious Affairs Office, profile of the Islamic Community Guidance section and profile of the Sub-district KUA. Secondary data are data on the number of marriages and divorce cases in the last 5 (five) years, documentation and questionnaires.

This study uses the Structural Equation Modeling (SEM) data analysis technique with the LISREL (Linear Structural Relation) version 8.7 tool. After designing the concept of the model under study, the model is visualized in the form of a path diagram.

Figure 1 Path Diagram Concept
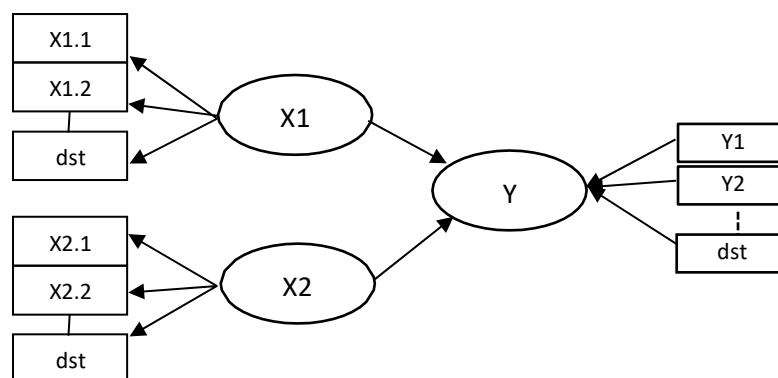
Description:
X1, X2, and Y = Latent variables
X1_1, X1_2, X2_1, etc. = Observed variables

The next stage is model specification, the relationship displayed on the path diagram is translated into a system of linear equations. Model identification is done by observing the t-value and standardized solution value. The next step is to estimate the model. In SEM there are three estimation methods, namely Maximum Likelihood Estimation (MLE), Generalizen Least Squares (GLS) and Asymptotically Distribution Free (ADF). Based on the number of samples that researchers use, researchers use the first method, namely Maximum Likelihood Estimation (MLE). In the model fit assessment step, an overall structural model evaluation is carried out by assessing the feasibility of the model through the Goodness of Fit criteria. In the model structure that is not feasible, modifications are made by paying attention to the information on the output sheet of the model structure. The next step is hypothesis testing, where first the model

interpretation of the SEM analysis results is carried out, through the following structural equation:
Y = a-*X1 + b*X2

Description:
Y = Turnover Intention Level
X1 = Commitment
X2 = Emotional Intelligence
a,b = magnitude of influence

RESULTS

Test Of Overall Model Fit

Analysis of the fit of the data with the overall model or in Lisrel is called Goodness of Fit (GOF) to evaluate whether the resulting model is a fit model or not.

Table 3 Test Of Overall Model Fit (Goodness Of Fit)

GOF Measure	Target Match Rate	Estimation Results	Rate Match
Chi Square **P**	Small value p > 0.05	χ^2 = 1513.51 (p = 0,0)	Not good
NCP **Interval**	Small value Narrow interval	749.00 (647.70; 859.00)	Not good
RMSEA **P (*close fit*)**	RMSEA ≤ 0.08	0.077 (p = 0,0)	*good fit*
ECVI	p ≥ 0,50	7.53 M* = 7.06; 8.03 S* = 6.77 I* = 166.73	*good fit*
AIC	Small value and close to ECVI Saturated	M* = 1648.00 S* = 1482.00 I* = 36514.64	*good fit*
CAIC	Small value and close to AIC Saturated	M* = 2342.19 S* = 4737.68 I* = 36681.60	*good fit*
NFI	NFI ≥ 0,90	0,96	*good fit*
NNFI	NNFI ≥ 0,90	0,97	*good fit*
CFI	CFI ≥ 0,90	0,97	*good fit*
IFI	IFI ≥ 0,90	0,97	*good fit*
RFI	RFI ≥ 0,90	0,95	*good fit*

From the printed output produced by the 2ndCFA measurement estimation in the Lisrel program, the overall fit analysis of the model can be seen from the following statistical figures, namely:
1. The Chi-square value is 1513.51 and p = 0.00 <0.05. These results indicate that the fit is not good because the requirements for a good model, namely if the Chi Square value is small and p> 0.05, are not met;
2. NCP value of 749.00 which is a fairly large value. 90% confidence interval of NCP (646.70; 859.00), then based on NCP it can be concluded that the overall fit of the model is good;

3. The RMSEA value is 0.077 which means that the fit of the model is good or good fit and the 90% internal confidence of RMSEA (0.071; 0.082), and the RMSEA value is still within the interval range so that RMSEA has good accuracy. A good RMSEA value is ≤ 0.05 close fit and 0.05 < RMSEA ≤ 0.08 good fit. Meanwhile, if the RMSEA value is between 0.08 to 0.10, it is a marginal fit and > 0.10 indicates a poor fit. P-value for test of close fit (RMSEA < 0.05) = 0.00 < 0.50, then the overall fit of the model is not good. The desired p-value for the test of close fit is ≥ 0.50;

4. ECVI analysis as a model comparison and the smaller the ECVI value of a model, the better the level of suitability. Model suitability testing can be seen using ECVI saturated and ECVI independence values. The ECVI value of the model is known to be 7.53; ECVI saturated model 6.77; and ECVI independence model 166.73. From these results it can be analyzed that the ECVI model is closer in value to the ECVI saturated model compared to the ECVI independence model. Then, the 90% internal confidence of the ECVI (7.06; 8.03) indicates that the ECVI model is within the 90% confidence interval, so the estimated ECVI value has good precision. Thus, it can be concluded that the overall fit of the model based on ECVI is good. This is supported by the statement that the ECVI saturated model represents 'best-fit' and the ECVI Independence model represents 'worst-fit', so the ECVI value desired by the model must be as close as possible to the ECVI saturated model;

5. AIC is also used for model comparison. The AIC value of the resulting model is 1648.00; AIC saturated model value 1482.00; and the AIC independence model value is 36514.64. It can be seen that the AIC model is closer to the AIC saturated model than to the AIC independence model, so the overall fit of the model is said to be good;

6. Similar to AIC, CAIC can be analyzed in the same way, namely by comparing the CAIC model values with saturated CAIC and independent CAIC. The CAIC value of the model is 2342.19; saturated CAIC value 4737.68; and the CAIC independence value is 36681.60. These results prove that the CAIC model value is closer to saturated CAIC compared to independent CAIC, so it can be said that the overall fit of the model is good;

7. Standardized RMR value = 0.060 ≤ 0.071 indicates that the overall fit of the model is good because the RMR value should be ≤ 0.05;

8. The GFI value is 0.76 so the model fit is not good. The AGFI value is 0.69, which means the same as the GFI, that is, the model fit is not good. A good model fit value for the AGFI and GFI parameters is ≥ 0.90, and a value of 0.76 < GFI/AGFI ≤ 0.90 is marginal fit;

9. NFI value = 0.96; The model fit criteria for the NFI parameter is ≥ 0.9, which means good fit;

10. Similar to the NFI parameter, NNFI value = 0.97 ≥ 0.90; then the overall fit of the model is good (good fit);

11. CFI = 0.97 ≥ 0.90; then the overall fit of the model is good (good fit);

12. IFI = 0.97 ≥ 0.90 ; then the overall fit of the model is good (good fit). RFI = 0.95; The NFI value is in the interval ≥ 0.90, so the overall fit of the model is good (good fit).

Simplis Syntax :
X1 : Komitmen

X1_1	X1_9	X1_17
X1_2	X1_10	X1_18
X1_3	X1_11	X1_19
X1_4	X1_12	X1_20
X1_5	X1_13	X1_21
X1_6	X1_14	X1_22
X1_7	X1_15	X1_23
X1_8	X1_16	X1_24
(Afektif)	(Sustainable)	(Normatif)

X2 : Emotional Intelligence

X2_1	X2_6	X2_9	X2_12	X2_14
X2_2	X2_7	X2_10	X2_13	X2_15
X2_3	X2_8	X2_11		X2_16
X2_4				
X2_5				

Managing (Managing (Motivating (Managing (Fostering
Self-emotion) Emotions) Self) emotions of others) Relationships)

Y : Turnover Intention

| Y_1 | Y_2 | Y_3 |
| | | Y_4 |

(*Thinking of Quitting*)   (*Intention to Search*   (*Intention to Quith*)
   for Alternatives)

Effect Test

This test is to determine whether the independent variable affects the dependent variable as hypothesized. An interrelationship between two or more variables where a researcher clearly defines that a variable will cause another variable or influence another variable. For example, X1 and X2 are hypothesized to affect Y. X1 to Y or X2 to Y is called a causal relationship. The regression equation output between X1 and X2 on Y, as follows:

TI = 0.61*KOM + 0.39*KEC, Errorvar.= 0.087 , R² = 0.91

   (0.083)   (0.076)   (0.035)

   7.34   5.15   2.49

- In model testing with SEM, the variable on the left is called the exogenous latent variable, while the variable placed on the far right is called the endogenous latent variable.
- The intermediary can be an exogenous or endogenous variable, depending on how the relationship between these variables.

Structural Model Analysis

Structural model analysis deals with the evaluation of coefficients or parameters that show the causal relationship between latent variables and other latent variables. The purpose of assessing the structural model is to ascertain whether the relationships hypothesized in the conceptualization model are supported by empirical data obtained through surveys.
The structural model analysis in this study consists of 2 (two) hypotheses, which must be tested for significance, namely:

H1 : Commitment has a significant effect on Turnover Intention of marriage partners at the District Religious Affairs Office (KUA) in Muara Enim Regency;

H2 : Emotional Intelligence has a significant effect on Turnover Intention of marriage partners at the District Religious Affairs Office (KUA) in the Muara Enim Regency area.

Table 4 Evaluation Of Structural Model Coefficients And Its Relationship With Research Hypothesis

Hipotesis	Est.	T Value	P Value	Description
KOM → TI	0,61	7,34	0,000	Valid Signifikan (Hypothesis 1 accepted)
KEC → TI	0,39	5,15	0,000	Valid Signifikan (Hypothesis 2 accepted)

DISCUSSION

The Effect Of Commitment On Turnover Intention Of Married Couples At The District Religious Affairs Office (Kua) In Muara Enim Regency

The results of testing with the LISREL 8.7 program show that the effect of commitment on the turnover intention of marriage partners at the District Religious Affairs Office (KUA) in the Muara Enim Regency area has a significant effect which has a regression coefficient of 1.00 and a t-value = 7.34. This means that the research hypothesis which states that the commitment of marriage partners has a significant effect on the turnover intention of marriage partners at the District Religious Affairs Office (KUA) in the Muara Enim Regency area can be accepted.

Furthermore, there is a relationship between The findings of this research are strengthened by the results of interviews with informants/respondents, namely the Head of the Religious Affairs Office (KUA) / Head of BP4 Benakat District, Edu Oktariansyah, S.H.I where it was said that loyalty will prevent someone from leaving their partner. As is known, being married is certainly not always happy and happy. However, there will be many problems and obstacles that come to every couple. If a couple does not have the principle of fidelity, then it is likely that it will be easy to separate. This finding is also in accordance with Carell's theory, which explains that organizational commitment is a member's attitude in maintaining their existence in an organization and having the desire to remain loyal to their organization. [ ]

Then, when connecting indicators which has higher economic value. These findings are also in accordance with the results of interviews conducted by researchers with Kurniawan, one of the married couples, where he will not easily leave his current wife and enter into a marriage relationship with another woman even though that person is more stable from an economic perspective.

The Effect Of Emotional Intelligence On Turnover Intention Of Marriage Couples At The Office Of Religious Affairs (Kua) District In Muara Enim Regency
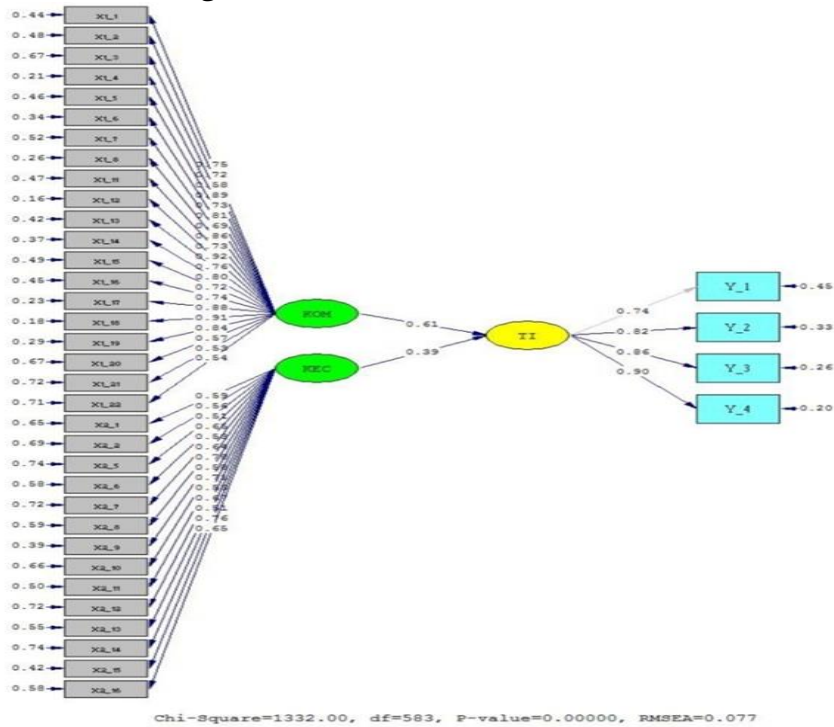
The results of testing with the LISREL program regarding the effect of emotional intelligence on the turnover intention of marriage partners at the District Religious Affairs Office (KUA) in the Muara Enim district area that emotional intelligence has a significant effect on the turnover intention of marriage partners which has a regression coefficient of 1.00 and a t-value = 5.15. This means that the hypothesis stating that the emotional intelligence of marriage partners has a significant effect on the turnover intention of marriage partners can be accepted.

When connecting the X2_9 indicator to Y_4, emotional intelligence is high where couples consider the values accepted in society when making household decisions, so that turnover intention is low where couples will not leave their current partner even though the couple has the option to be in a relationship with someone else who has higher economic value. The findings of this study are reinforced by the results of an interview with the Head of the KUA Muara Enim District, H.Den Malhani, S.Pd.I who said that each couple will pay attention to the values that exist in the community. That divorce is an attitude that should not happen because it has many negative effects, so that the couple will try their best to maintain their household even though they have the option to establish a relationship with someone else whose economic value is higher.

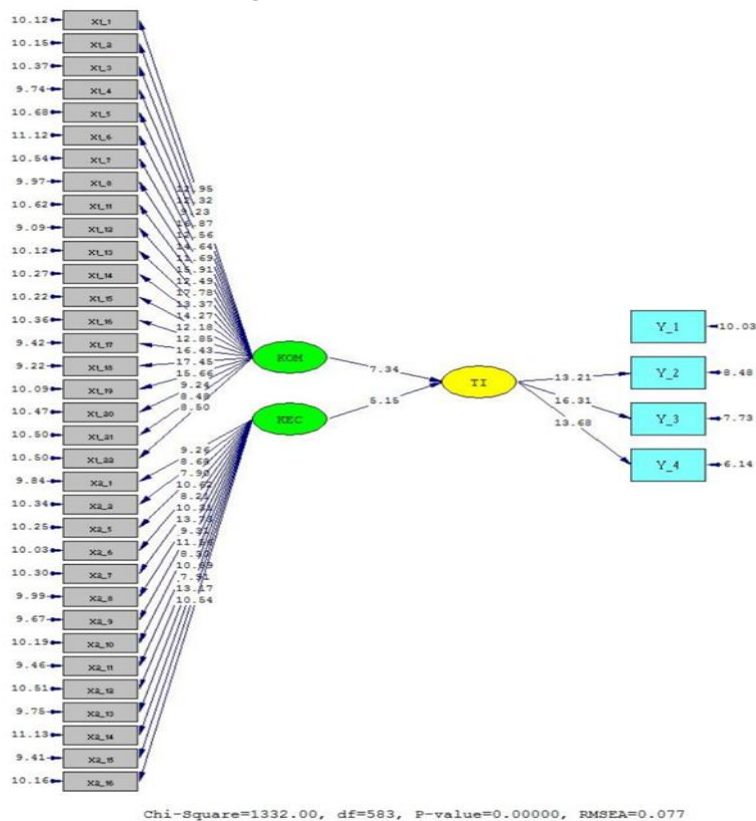The results of Hypothesis Tests 1 and 2 can also be seen in the Standardized Solution and T-Value as follows:

Standardized Solution

Figure 2 Standardized Solution Results

Chi-Square=1332.00, df=583, P-value=0.00000, RMSEA=0.077

T-Value

Figure 3 T-Value Results

Chi-Square=1332.00, df=583, P-value=0.00000, RMSEA=0.077

CONCLUSION

Based on the results of the analysis and discussion in the previous chapter, the conclusions of the results of this study are:

1. Commitment has a significant effect on Turnover Intention of marriage partners at the District Religious Affairs Office (KUA) in Muara Enim Regency. This means that the research hypothesis which states that commitment has a significant effect on turnover intention is accepted.
2. Emotional intelligence has a significant effect on Turnover Intention of marriage partners at the District Religious Affairs Office (KUA) in the Muara Enim Regency area. This means that the research hypothesis stating that emotional intelligence has a significant effect on turnover intention is accepted.

SUGGESTION

Based on the conclusions described above, the researchers put forward suggestions, namely:

1. To the Office of the Ministry of Religion of Muara Enim Regency, to increase routine Marriage Guidance activities considering that many marriage partners who want to carry out marriage do not have good knowledge of household problems;
2. For marriage partners, they should equip themselves as well as possible, one of which is with knowledge of the importance of commitment and skills to manage emotions in a marriage bond.

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