

Improving the Performance of Pkh Social Assistance Assessed by The Perspective of Social Intelligence Based on Catur Paramitha And Work Commitments

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ABSTRACT

The Family of Hope Program (PKH) is one of the flagship programs of the Indonesian Ministry of Social Affairs in an effort to alleviate poverty. This study aims to analyze the role of social intelligence based on Catur Paramitha and work commitment to the performance of PKH Social Assistants in an effort to alleviate poverty. The number of samples in this study were 64 respondents who were selected using the nonprobability sampling method. The sampling technique in this study was purposive sampling. The data analysis techniques used in this study were variance-based and component-based SEM structural equation models with smart PLS 3.0 analysis tools. Based on the results of hypothesis testing, it shows that Catur Paramitha-based Social Intelligence has a positive and significant relationship to the Performance of the Companion. Second, Catur Paramitha based Social Intelligence has a positive and significant relationship to Work Commitment. Third, Work Commitment has a positive and significant relationship to the Companion's Performance.

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1. Introduction

The problem of poverty has existed since time immemorial. The Indonesian government, which is oriented towards developing Indonesia into a developed and established country from an economic point of view, certainly considers poverty to be an absolute problem that must be resolved immediately. Poverty is a multidimensional problem characterized by the low average quality of life of the population, education, health, nutrition for children, and sources of drinking water (Ekardo et al., 2014; Mangkunegara, 2010; Seetanah & Ramessur., 2009). Poverty is one of the serious problems in the national development process in Indonesia. As if this problem cannot be resolved seriously, the government has introduced various packages and programs involving a number of national and international poverty experts. Efforts to reduce poverty are essentially a joint effort of all stakeholders (Santoso et al., 2017; Sewell et al., 2019; Solikaturun & Suber, 2014).

The Family of Hope Program (PKH) is one of the flagship programs of the Indonesian Ministry of Social Affairs in its efforts to alleviate poverty. The Family of Hope Program (PKH) is one of the flagship programs of the Indonesian Ministry of Social Affairs in its efforts to alleviate poverty. PKH is also a means of developing a social security system for the very poor. This similar program in other countries is known as Conditional Cash Transfers (CCT) or Conditional Cash Assistance (Ekardo et al., 2014; Tlonaen et al., 2014). PKH social assistance are the spearhead of this PKH program. PKH social assistance are assigned to assist several villages or sub-districts in Buleleng Regency. In carrying out the assistance task, PKH social assistants will face the poor directly, of course this will have its own influence for PKH social assistants because the social conditions in the field are different from those at the office. The characteristics of the community faced will vary, starting from education, age, and community character. In addition, the level of

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social conflict faced by facilitators at the village level is also high, so social intelligence is needed in order to manage this situation.

Social intelligence is intelligence that concerns group interaction and is closely related to socialization (Mangkunegara, 2015; Robbins, 2003). Interpersonal intelligence or what is commonly said as social intelligence, is defined as a person's ability and skills in creating relationships, building relationships and maintaining social relations so that both parties are in a mutually beneficial situation. Social intelligence means people who are able to make the people around them feel comfortable and relaxed with their existence (Putra, 2012; Rivai & Sagala, 2011; Sunar, 2010). Social intelligence is a measure of one's ability to interact with one's surroundings. Someone who has high social intelligence can utilize and use all the abilities of his brain and body language to understand his interlocutors (Herli et al., 2014; Pangestu, 2009).

Social intelligence is a person's ability to interact in society and the ability to interact socially with the people around him. Social intelligence is the ability to understand and manage human relationships. Social intelligence is related to the interaction between individuals and others in a group in the work environment or social environment, or what is called the ability to socialize with the environment in which the individual is located. here are two components of social intelligence, namely internal social intelligence and external social intelligence (Ambarita, 2014; Herli et al., 2014; Pangestu, 2009). Internal social intelligence includes, among other things, the desire to socialize that comes from within, build good relationships with others and sacrifice self-interest for the sake of others. External social intelligence includes the influence of the environment to socialize, solve problems in social interaction, and socialize due to other factors outside of oneself, for example wanting to get recognition from others. In this case, PKH social assistants must be socially intelligent in order to be able to interact with the community so that people are willing to receive the information provided.

The problem that occurs is that there are several PKH social assistants who do not regularly hold meetings with the assisted community every month. This could be due to the lack of harmony in the relationship between the companion and the community assisted by him and the weak interaction that has been carried out so far. So that social intelligence is the main capital for PKH social assistants to be able to enter the community and be able to socialize.

Through Hindu philosophy there is a way to strengthen one's social intelligence, namely Catur Paramitha. Catur Paramitha as a form of Balinese local wisdom is 4 (four) new moral or ethical teachings in social life. The word Catur Paramitha, comes from Sanskrit where the word "chess" means four and "paramitha" means the main traits and attitudes, so that Catur Paramitha means four kinds of main traits and attitudes that must be used as a basis for morality. In addition, Catur Paramitha is one of the foundations for the implementation of morals or ethics in Hinduism (Sudirga, 2004; Susanti, 2017). Ethics are the total norms and values used by the society concerned to see how humans should live their lives. Because life needs other people because you have to be kind to others. Catur Paramitha comes from the Sanskrit language which consists of Catur which means four and Paramitha which means noble deeds." So, Catur Paramitha are the four noble deeds that Hindus have to do (Suhardana, 2007; Susanti, 2017). Although the teachings of Catur Paramitha tend to be specific to Hindus, there is nothing wrong with other adherents. Because in addition to preserving local wisdom in Bali, we can also invite other people in this area, namely non-Hindu students to learn about good ethics and respect for others (Wardani & Wiyasa, 2020).

There are four parts in the teachings of Catur Paramitha which can be the basis for PKH social assistants in carrying out their duties in the midst of society. The first is Maitri, who becomes a guide in socializing, where the assistants are expected to know about placing themselves in society. The second is Karuna, which means compassion, PKH facilitators are expected to always cultivate compassion for everyone. The third is Mudita, which means full of sympathy for others and courtesy. Fourth, Upeksa, which means always giving in for good, even though he is offended by other people, he remains calm and always tries to do good, in this case PKH assistants who work a lot in the field must have experienced offense.

Several previous studies have examined the effect of social intelligence on performance. As the results of research conducted by (Mamangkey et al., 2018), show that social intelligence has a significant effect on employee performance. This is in line with research conducted by (Rahmawati et al., 2018) which shows that social intelligence has a significant effect on employee performance in the Office of Population Control, Women's Empowerment and Child Protection in the City of Surabaya, where the higher the social intelligence, the higher the employee's performance. The results of research conducted by (Furnadi, 2016) show that social intelligence has a significant positive effect on agricultural extension work commitment, the higher the agricultural instructor's social intelligence, his work commitment will

increase. This study aims the role of social intelligence based on Catur Paramitha and work commitment to the performance of PKH Social Assistants in an effort to alleviate poverty.

2. Methods

This research was conducted in all villages that were assisted by PKH facilitators. In accordance with the research objectives, a framework of thought, concept, and hypothesis is formulated so that it can be made according to the research design. Research design has a very important role in the success of a study, because this research design becomes a reference in conducting research.

As for the population in this study were all the companions of the PKH in Buleleng Regency, amounting to 88 people. The sampling method used in this study is the nonprobability method. The sampling technique used in this study was purposive sampling, with the criteria of having a minimum working period of 1 year. Based on the sampling technique used, the number of PKH social assistants as the research sample was 64 people.

The questionnaire technique used was the choice questionnaire technique, where each question had the most appropriate answer options available according to respondents using an interval scale of 1-10 for the purposes of quantitative data analysis. In this study, questionnaires were distributed to 64 PKH social assistants who served in villages and sub-districts in Buleleng Regency.

The collected data was tabulated according to each category and statistical analysis was performed. The analysis technique used in this research is the Variance-based Structural Equation Modeling (SEM) or Component-based SEM model known as Partial Least Square (PLS) Visual version 3.0. The theoretical framework in this study shown in Figure 1.

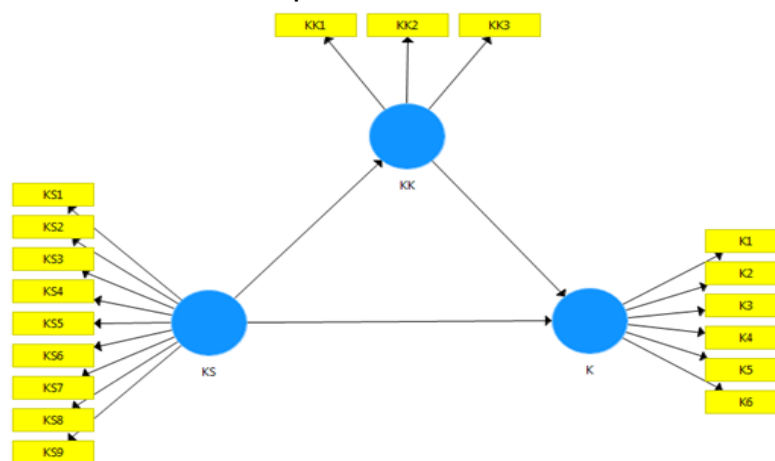


Figure 1. Theoretical Framework

3. Results and Discussions

Results

The construct is said to have high reliability if the Composite Reliability value is above 0.70 and the Cronbach Alpha value is above 0.60 (Ghozali, 2008). Table 1 presents the Composite Reliability and Cronbach Alpha values for all variables.

Table 1. Composite Reliability and Cronbach's Alpha Value

	Cronbach's Alpha	Composite Reliability
Catur Paramitha-Based Social Intelligence	0.927	0.939
Work Commitment	0.885	0.929
Performance	0.926	0.942

Table 1 shows that the Composite Reliability value of all variables is above 0.70 with the lowest value of 0.929 in the Work Commitment construct and the Cronbach's Alpha value above 0.60 with the

lowest value of 0.885 in the Work Commitment construct. So, it can be concluded that the construct in the study is reliable.

The researcher also uses the Average Variance Extracted (AVE) method to strengthen the valid statements in this study. Average Variance Extract (AVE) is said to be good if it has a value above 0.50 (Ghozali, 2008). Table 2 presents the results of the Average Variance Extracted (AVE) test.

Table 2. Average Variance Extracted Value (AVE)

Variable	Average Variance Extracted (AVE)
Catur Paramitha-Based Social Intelligence	0.639
Work Commitment	0.814
Performance	0.730

Table 2 shows the AVE value for all constructs above 0.50 with the lowest AVE value found in the Catur Paramitha-Based Social Intelligence construct, namely 0.639. So, it can be concluded that the construct in this study is valid.

Structural Model Testing (Inner Model)

In assessing the model with PLS, it starts by looking at the R-square for each latent dependent variable (Ghozali, 2008). Table 3 is the result of R-square estimation using SmartPLS.

Table 3. R Square Value

	R Square	R Square Adjusted
Work Commitment	0.665	0.660
Performance	0.906	0.903

Based on the coefficient of determination, it is known that the R-Square value of the Work Commitment construct is 0.665 which is equal to 66.5% of the Work Commitment construct can be explained by the construct variable of Catur Paramitha-Based Social Intelligence. While the R-Square value of the companion Performance construct is 0.906 which is equal to 90.6% of the companion performance construct can be explained by the Catur Paramitha-Based Social Intelligence.

The significance of the endogenous indicators can be seen from the T-statistic value. If t-value > t-Table, all indicators can be said to be significant in measuring endogenous constructs. The results of testing with the bootstrapping method of SEM PLS analysis are shown in Figure 2.

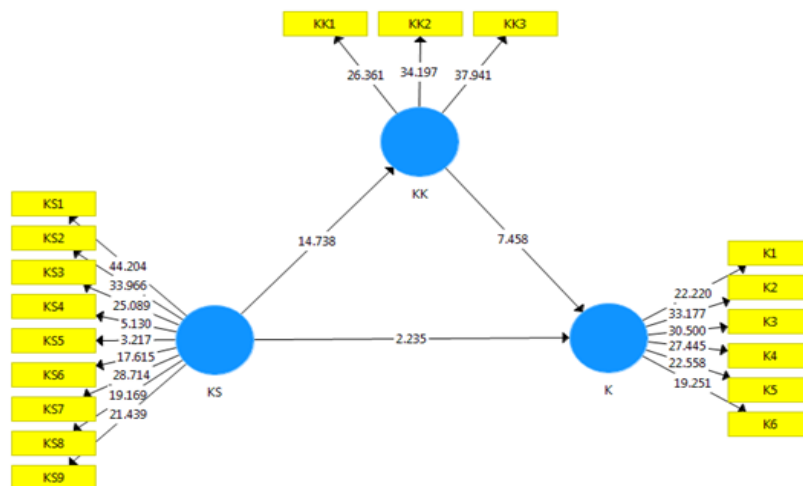


Figure 2. Testing with the bootstrapping method of SEM PLS

The basis used in testing hypotheses is the value contained in the output result for inner weight. Table 4 provides estimated outputs for testing structural models.

Table 4. Result for Inner Weight

	Original Sample (O)	Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values
Catur Paramitha-Based Social Intelligence -> Performance	0.250	0.234	0.112	2.235	0.026
Catur Paramitha-Based Social Intelligence -> Work Commitment	0.816	0.820	0.055	14.738	0.000
Work Commitment -> Performance	0.737	0.754	0.099	7.458	0.000

Discussion

The Effect of Catur Paramitha-Based Social Intelligence on Performance

The results of testing the first hypothesis indicate that the relationship between Catur Paramitha-based social intelligence affects the performance of the companion. The output results show that the parameter coefficient value is 0.250 with a t value of 2.235 where the value is greater than the t table (1.669). These results indicate that Catur Paramitha-based social intelligence has a positive and significant relationship to performance. Hypothesis 1 is accepted. The higher the social intelligence, the higher the performance. Social intelligence which is guided by the teachings of Catur Paramitha has a significant positive effect on the performance of PKH facilitators. The results of this study reinforce the research conducted by (Mamangkey et al., 2018; Sulianti, 2009), which states that social intelligence has a significant effect on employee performance. This is also in line with research conducted by (Bontis et al., 2000; Mulyasari, 2018) which found that social intelligence has a significant positive effect on performance. This has linearity with the theory of (Honeywill, 2015) that social intelligence is a combination of self-awareness and social awareness, the evolution of social beliefs and attitudes, and the capacity and ability to manage complex social change.

Social intelligence, which is intelligence which involves group interaction and has a close relationship with socialization. Individuals who have strong social intelligence will easily communicate and interact proactively without waiting for other people. Meanwhile, individuals who have low social intelligence will work alone, not being able to work in teams as one and solidly together. Individuals who are not socially intelligent are only able to work alone. In the teachings of Catur Paramitha there are four parts that form the basis for PKH social assistants in carrying out their duties in the midst of society. The first teaching is Maitri which is a guide in socializing, where the companions are able to place themselves in society. The second teaching is Karuna, which means compassion, so that in accompanying beneficiary residents, a companion can understand the difficulties experienced by the people he is assisting. The third teaching is Mudita which means full of sympathy for other people and politeness, a PKH companion who spends a lot of time in the field, of course, will meet many people, Mudita teachings that are owned by a companion are able to put him in behaving with others. The fourth teaching, Upeksa, means always giving in for good, even though other people are offended, he remains calm and always tries to do good. So that the implementation of Catur Paramitha-based social intelligence can improve the performance of PKH facilitators. The social intelligence based on Catur Paramitha which is owned by PKH social assistants helps them in carrying out their duties as a companion. With their social intelligence, they can help assistants in interacting and easily get along with the surrounding community, especially those who are assisted by them.

The Effect of Catur Paramitha-Based Social Intelligence on Work Commitment

The results of testing the second hypothesis show that the relationship between Catur Paramitha-based social intelligence and work commitment has a parameter coefficient value of 0.816 with a t value of 14.738 where this value is greater than the t table (1.669). These results indicate that the Catur Paramitha-based social intelligence has a positive and significant relationship to work commitment. Hypothesis 2 is accepted. The higher the social intelligence, the higher the work commitment. This is in line with research conducted (Furnadi, 2016) which shows that social intelligence has a significant positive effect on agricultural extension work commitments, the higher the agricultural instructor's social intelligence, his work commitment will increase.

Social intelligence is the ability to understand and manage human relationships where social intelligence is related to interactions between individuals and others in a group in the work environment or social environment, or it is called the ability to socialize with the environment in which the individual is

located. Social intelligence is related to interactions between individuals and others in a group or community, be it the work environment group or the community environment, or it is called the ability to socialize with the environment in which the individual is also meant whether someone can recognize himself or herself or even people (Ambarita, 2014). So, it can be said that social intelligence is related to the ability to socialize with others and is able to influence one's commitment to work. The social intelligence possessed by PKH's social companion is already present in a companion. Because PKH social assistants do more of their activities in the field than in the office. Without social intelligence, the facilitators will be difficult to accept in the community. Catur Paramitha-based social intelligence which is the basis or foundation of a companion in carrying out morals or ethics. So that with the Catur Paramitha-based social intelligence possessed by a PKH social companion, it will be able to increase its work commitment.

The Effect of Work Commitment on Performance

The results of testing the third hypothesis indicate that the relationship between work commitment and performance of companions has a parameter coefficient value of 0.737 with a t value of 7.458 where this value is greater than the t table (1.669). These results indicate that work commitment has a positive and significant relationship to the companion's performance. Hypothesis 3 is accepted. The higher the work commitment, the higher the companion's performance. This is in line with the research conducted (Fitriastuti, 2013; Oktavia & Amar, 2014) which shows that work commitment has a significant positive effect on employee performance at the Kopperindag and UMKM Department of Dharmasraya Regency. Research conducted by (Furnadi, 2016) also shows that work commitment has a positive effect on performance. The higher the work commitment of an agricultural extension worker, the higher the performance will be. An agricultural extension worker who wants to excel will certainly be committed to work well so that the activities given to him run well and be successful.

Commitment to work shows a strong and close feeling from a person to the goals and values of an organization in relation to their role in achieving these goals and values (Noor, 2010). Commitment becomes the relative strength of an individual in identifying his involvement in the organization. PKH social assistant who has a high commitment, means that the companion will have full responsibility for his job and can carry out his work function without asking for help from others. A companion with high commitment is able to show optimal performance, so as to be able to make a meaningful contribution to the organization. The commitment of a PKH social facilitator is to improve his performance for the achievement of organizational goals, namely to help break the chain of poverty through the next generation. The manifestation of the commitment of a PKH social assistant is to always be there in the community when needed and to provide understanding and motivation to the poor so that they want to rise up and fight to get out of the poverty chain.

4. Conclusion

The conclusion in this study is that social intelligence based on Catur Paramitha has a positive and significant relationship to the performance of the companion. The higher the social intelligence, the higher the performance. Second, social intelligence based on Catur Paramitha has a positive and significant relationship to work commitment. The higher the social intelligence, the higher the work commitment. Third, work commitment has a positive and significant relationship to the companion's performance. The higher the work commitment, the higher the companion's performance.

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