

# The Influence of Emotional Intelligence, Creativity, Work Ethic, to Service Quality of High School Library in the Minahasa Regency

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**Abstract** The research objective was to prove the influence of emotional intelligence, creativity, work ethic to service quality of the high school library in the Minahasa Regency. This Research using quantitative approach with a survey method and the test hypothesis using Path Analysis. The population in this research are all of the librarians in the high school library of Minahasa regency. The samples in this research were the librarians with the amount of 70 respondents, that were taken technically simple random sampling. The result of the research and the test of hypothesis show that: (1) There is direct positive influence of the emotional intelligence toward the service quality of high school library in the Minahasa Regency. (2) There is direct positive influence of the creativity toward the service quality of high school libraries in the Minahasa Regency. (3) There is direct positive influence of the work ethic toward the service quality of the high school libraries in the Minahasa Regency. (4) There is direct positive influence of emotional intelligence toward the work ethic of high school libraries in the Minahasa Regency. (5) There is direct positive influence of the creativity toward the work ethic of high school libraries in the Minahasa Regency.

**Keywords:** *emotional intelligence, creativity, work ethic, quality service high school library, the minahasa regency*

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## 1. Introduction

### 1.1. Background of the Problem

One of the government's efforts to improve the quality of high school education, is to hold the ideal school library, with the aim to further improve the quality of teaching and learning, in relation to the cognitive, affective, and psychomotor learners.

One of the criteria that should receive attention from the "ideal school library" that can serve as an adequate source of student learning, is the quality of service from the school library.

Quality of service is a service that is performed by the service provider, to meet the expectations of service users.

In an effort to improve the quality of school library services, the service provider must be able to meet the basic indicators used by service users / students to assess the quality of the service itself.

Parasuraman, Zeithaml, and Berry put forward five main dimensions of quality of service (can be used to assess the quality of services consumer / services) are as follows: (1) Reliability, (2) Responseveness, (3) Assurance, (4) empathy, and (5) Tangibles.

But in fact the five main dimensions of service quality is yet to be realized / thoroughly reflected in the attitude / behavior fairly school library personnel in performing their duties in the existing school library. Therefore, in the execution / implementation of services for school librarian heavily criticized due to various weaknesses.

Based on observations and interviews special pre-study conducted by researchers to some school library personnel and the library service users, researchers found indications of library services that are less optimal power.

Problems encountered in the field in relation to the quality of library services personnel, among others, is not maximal: (1) The quality of library service personnel in connection with the reliability or reliability of library personnel to serve users of the library services. (2) The quality of school library personnel services in connection with responseveness that is related to the willingness of library personnel in helping our customers trouble. (3) The quality of school library personnel services in connection with assurance, which is related to the knowledge and courtesy as well as the ability of libraries to foster trust and confidence of customers. (4) The quality of service personnel in the school library empathy relationship with library personnel, namely care and attention to each individual library staff library service users. (5) The quality of school library personnel services in connection with the physical evidence, namely with regard to the

ability of libraries to show something real in the form of physical facilities (physical facilities), and how the library staff in the use of existing space as a library room which is useful (utilitarian space).

Judging from the theoretical side, then there are factors that directly affect the quality of services, among others: emotional intelligence, creativity and work ethic. This means that if the library staff has the ability, emotional intelligence, creativity and high work ethic, it is certain that the quality of service will increase.

The success is not only intellectual services needed, but emotional intelligence, control of one's emotions is needed in their quest to improve the quality of school library services.

The meaning of emotional intelligence is the ability to know what others feel, including the proper way to handle the problem. Someone else mentioned here could include leaders, peers, subordinates or customers.

The influence of emotional intelligence can be seen in the quality of library services that viewpoint was seen by the school library personnel. If it fails to control his emotions, it is possible to fail in school library service activities, so that the desired goals are not achieved, the user fails to give satisfaction to school library service users..

Attitude control emotions for waiters school library, among others: the attitude of self-control, compassion, and can read other people's feelings, communicative, not arrogant. The characteristics of this attitude is very supportive of the school library staff in an effort to achieve the success in the ministry, in the sense of school library services users can feel satisfied with the service provided.

Otherwise not uncommon library service users or students sometimes lazy to visit the school library as uncommunicative with the attitude of the school librarian, thus making the school library service is not maximal. This shows that the school library staff that has the ability emotional intelligence, it will give a direct impact on improving the quality of school library services. That is emotional intelligence directly influence the quality of school library services.

In addition, the school library staff must have high creativity. Creativity can also directly affect the quality of school library services. Creativity is the ability of school libraries staff in providing new ideas, new ideas, innovations or new breakthroughs in carrying out the service in the school library.

Creativity can be seen from three aspects, namely: products, processes, and people. In terms of products, creativity seen from the results of creative effort. Another opinion states that creativity is a product that reflects that meet two criteria, namely distinctiveness (novelty or originality) and useful (usefulness of value). In terms of the process of creativity is reflected in the creative thinking process itself. In terms of people, creativity seen the characteristics of the creative aspects, among others: dare argue, imaginative, confidence, flexibility, initiative, discipline.

Thus, there are at least three things that need to be associated with creativity, namely: the creativity of the person, the creativity of the nature of the work, and the work environment. So to create a school library service quality is good, then as a school library staff must have

high creativity, and must have the ability and willingness to implement them. To implement the new ideas are needed innovative capability is a good concept of renewal systems, procedures and rules and how to produce, process, behavior and optimal creative environment. Innovative library personnel should be able to give birth to a new way to implement creative ideas so that efficient and effective for the institution, in particular to provide quality school library services successfully.

Furthermore, whether or not the quality of service is also determined by the work ethic. Attitude of confidence and high morale characterize school library personnel who have a good work ethic attitude in performing work tasks, thus giving the opportunity to create excellent quality of library services.

Sutrisno proposed that the librarians who have a high work ethic, is given the opportunity to pursue his career faster, but for librarians who lack a high work ethic, is a significant bottleneck in the service.

With a high work ethic owned library personnel will bear positive behavior such as having far-sighted vision, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident, and satisfactory service on all sides so as to achieve success in school library services.

So the work ethic can be a driving force for school library staff to work hard in order to achieve the main goal is to give satisfaction service quality both technical services and information services to the users of the library services, especially in the high school students Minahasa regency.

The above description is to describe the role of emotional intelligence, creativity, and work ethic to the quality of school library services. This means that if the library staff has the ability, emotional intelligence, creativity and high work ethic, it is certain that the quality of service will increase.

In order to prove these allegations, it is necessary to research and testing related to the influence of emotional intelligence, creativity, work ethic on the quality of school.

## **1.2. Restrictions Problem**

The research problem is, limited to the variables of emotional intelligence, creativity, work ethic and quality of service, to examine the direct effect of the variables emotional intelligence, creativity and work ethic of service quality, as well as the direct influence of variables emotional intelligence and creativity of the work ethic.

## **1.3. Formulation of the Problem**

Formulation of the problem is as follows:

1. Is emotional intelligence directly influence the quality of service high school library personnel in Minahasa regency?
2. Is creativity a direct effect on the quality of service high school library personnel in Minahasa regency?
3. Is the work ethic directly influence the quality of service high school library personnel in Minahasa regency?
4. Is emotional intelligence directly influence the work ethic high school library personnel in Minahasa regency?

5. Is creativity directly influence the work ethic of high school library personnel in Minahasa regency?

## 2. The Theoretical Studies

### 2.1. Description of the Conceptual

#### 2.1.1. Quality of Service

Quality of service According to Zeithaml, "Service quality is the extent of discrepancy between customer's expectations or desires and their perceptions.

According to Boone & Kurtz "Service quality refers to the expected perceived quality of service offering. It is primary determinant of customer satisfaction or dissatisfaction. Then according to Mangold & Babakus "Service quality is the outcome of a process in which consumers' expectations for the service are compared with their perceptions of the service actually delivered.

Everard dkk., Gives an account of quality, namely : "Quality is meeting or exceeding the expectations of the customer.

Based on the expert opinion of the above it can be concluded that, the quality of service that is any activity services performed / provided by the provider / owner of services to meet the expectations of service users.

If the perceived service in accordance with the expected service, then the service quality will be assessed either. If perceived service exceeds the expected service, the quality of service perceived as the ideal quality. Conversely, if the perceived service worse than expected service, the quality of service perceived as negative or bad.

Parasuraman, Zeithaml, and Berry put forward five main dimensions of quality (can be used to assess the quality of service users services) are as follows: (1) Reliability (2) Responseveness, (3) Assurance (4) empathy and (5) Tangibles.

Based on the concept of service quality assessment above, it is the quality of service in this study is a measure of how good the level of school library services performed / provided by the school library personnel to meet the needs / expectations of customers / users of the school library services, student at the high school level Minahasa regency. Indicators of the quality of school library services are as follows: reliability, responsiveness, assurance, empathy, and tangible.

#### 2.1.2. Emotional Intelligence

Opinions of experts on emotional intelligence are as follows:

Jamaris explained that emotional intelligence consists of two aspects: (1) aspects related to the understanding of the self, such as the purpose of life, the meaning of life, the response to the behavior ; and (2) aspects relating to the understanding of the feelings of others

The concept of emotional intelligence is expressed Jamaris is in line with some of the opinions of experts below. Goleman, dividing two major dimensions of emotional intelligence framework, namely: (1) personal competence, namely how to organize themselves which consists of: (a) self- awareness, is to know and recognize the feelings themselves; (b) self-regulation / managing emotions, which is the ability to control his feelings ; and

(c) Motivating oneself, which is a trend that memvasilitasi itself to achieving the goal despite failures and difficulties.

(2) social competence, which regulates the relationship with other people, which consists of (a) empathy, ie to give a feeling of awareness /attention, needs, and concern for others, and (b) maintain social relationships, ie regulate emotions with other people social skills such as : leadership, teamwork, cooperation and negotiation.

Steiner describes emotional intelligence is the ability to understand the emotions themselves and others, as well as knowing how emotions expressed themselves to improve ethical maximum as personal power.

Emotional intelligence according to Thorndike which in Goleman is the ability to understand and manage other people to act wisely in relationships, including interpersonal and intrapersonal intelligence. Interprsonal intelligence is intelligence to the ability to understand others, while the intrapersonal intelligence is the ability to manage yourself.

Solovey and Mayer defines EQ (emotional quotient ) as the ability to understand your, which together play a role in increasing the level of one's life feelings, to empathize with the feelings of others and to regulate emotions.

Based on the opinions of experts mentioned above it can be concluded that emotional intelligence is to have one thing in common, namely that emotional intelligence is the ability to comprehend and understand the feelings of self and others so as to create a good and harmonious relationship between sesame very help smooth the task of working and can improve the quality of service so as to give satisfaction to the customers.

#### 2.1.3 Creativity

Kuhn describes creativity as the ability to discover new concepts, new ideas, new methods, new relationships, and a new operating style.

Drevdal, describes creativity as a person's ability to produce a composition, product, or idea of what is essentially a new, previously unknown and creators, Then added Moreno, which is important in creativity it is not the invention of something that has never been known before people, but rather the product of creativity that is something new for themselves and do not have to be something new for others or the world in general.

Veithzal Rivai and Sylviana Murni argued that " Creativity can be either new ideas or products that arise from the imagination which is then given a touch of technology into innovation or new breakthrough in solving various problems that arise.

Based on the expert opinion of the above, it can definitively conclude that creativity is the ability to produce something new, both in problem solving and in expressing ideas that are useful, and reflected in the actions/behavior of people in performing work assignments for the purpose of improve the quality of service, so as to give satisfaction to those who served

Indicators of creativity is: widespread interest, bold in thought, confidence, flexibility, initiative, full of imagination, discipline.

#### 2.1.4. Work Ethics

Etymologically derived ethic comes from the Greek ethos, which means " The disposition, character, or

fundamental peculiar to a specific person, people, culture, or movement.

The following will be presented expert opinions about work ethic.

According to Usman Pelly, work ethic is the attitude that appears on the will and consciousness itself which is constituted by a system of cultural value orientation towards work. Work ethic can be interpreted as the concept of work or work paradigm which is believed by someone or a group of people as good and true are manifested through their work in the typical behavior. According to Usman Pelly, work ethic is the attitude that appears on the will and consciousness itself which is constituted by a system of cultural value orientation towards work. Work ethic can be interpreted as the concept of work or work paradigm which is believed by someone or a group of people as good and true are manifested through their work in the typical behavior.

Furthermore Kusnadi express understanding the ethos of Geerts namely, "the ethos of a nation is the nature, character, quality of life, moral aesthetic styles and moods them." What is the nature, character, quality of life, moral, aesthetic style and mood would affect a person's behavior. According Tasmara work ethic is the totality of the personality and the way he expresses himself, see, believe and give meaning, to something, which prompted him to act and achieve optimal charity (High Performance). Husaini Usman argued meaning work ethic is to have a vision far ahead, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident, and satisfactory service all parties.

The work ethic is all good practice based on ethics that must be done in the workplace, such as: discipline, honesty, responsibility, diligent, patient, resourceful, creative, passionate, able to work together, environmentally conscious, loyal, dedicated, and be polite. A worker or leader how great intelligence / aptitude, but dishonest or irresponsible, undisciplined or disloyal, especially not able to work together, certainly hurt others. Work ethic greatly affect the behavior of workers in work. The higher a person's work ethic, the better the quality of work.

Referring to some opinions and explanations about the work ethic of the kind described above, it can be concluded, that work ethic is a working draft or working paradigm is good and right, as well as working with the behavior manifested through painstaking work, by streamlining and using abilities that is in accordance with the norms, values and objectives that apply, so as to improve the quality of service and satisfaction to others or to the people it serves.

## 2.2. The Theoretical Framework

### 2.2.1. Emotional Intelligence and Quality of Service in the School Library

Quality of service is the school library can be interpreted as a measure of how good a school library service levels provided by the school library staff is able to conform to the expectations of the customers.

In the school library service quality achievement, it is not just intelligence or intellectual abilities required, but emotional control for a library personnel is needed in the quest for quality school library services are ideal.

Emotional intelligence requires self to learn to recognize and appreciate the sense of self and others and respond appropriately, implement effectively in life and daily work, including stints in the school library service.

Emotional intelligence relationship with quality of service, then Daniel Daniel Goleman explains that, in addition to intellectual intelligence (IQ), then there are other intelligences that help a person succeed the Emotional Intelligence (EQ). Even specifically said that emotional intelligence is instrumental in success than intellectual. This claim may seem somewhat raised although there are several studies that show the truth in that direction. A study even mentioned IQ only contribute 4% -25% of the success in the job. The rest is determined by the EQ or other factors beyond the IQ earlier.

Danta Jaya Ginter and Okti Adharian, in his research on emotional intelligence Ek and quality of services suggests that: "The results of correlation analysis showed that there was a significant positive correlation between the variables of emotional intelligence and excellent service quality ( $r_{xy} = 0.688$ ,  $p < 0.01$ ). Regression analysis showed regression equation  $\hat{y} = 35.677 + 0.688x$  and the contribution of emotional intelligence contribution towards improving the quality of service excellence 39.6%.

Both research results mentioned above have in common is an element of emotional intelligence is helping someone to be successful in working career even further assist in the success of the leadership, and certainly emotional intelligence is instrumental in the success of running the school library service tasks, which can create a library service user satisfaction.

The ability to control emotions is necessary for a library personnel. If it fails to control his emotions, not impossible to fail also in the works, especially in the school library service activities, resulting library personnel are less able to give satisfaction to the library service users / students

Thus it can be assumed that emotional intelligence is a positive direct impact on the quality of school library services.

### 2.2.2. Creativity and Quality of Service in the School Library

Soetjipto suggested that service quality can be defined as the extent to which the difference between reality and expectations of the customers with the services they receive. Service quality can be determined by comparing the customer expectations for service with the services they actually receive.

Quality of service according to the statement above is a comparison of the fact that acquired customers, whether in accordance with the expectations that they want. If in accordance with what they want, can be considered that the service of good quality.

Creativity is able to directly influence the quality of school library services. Creativity is the ability to think to be able to give birth or find new things such as new ideas are efficient, effective and appropriate, particularly in an effort to improve the quality of school library services

According to James C. Coleman and Coustance L, Hammen, which revealed again by Jalaluddin Rahmat, creative thinking is "Thinking the which produces new methods, new concepts, new understanding, new invention, a new work of art.

This explanation is confirmed that creativity is the ability to create something new, either in the form of ideas and real work, either in the form of new works as well as a combination with things that already exist, which is unprecedented by emphasizing the ability to combine, solve, and answer the question.

In relation to the ability of a person's creativity, the distinguished people who have high creativity and creativity is low, and the benefits of people who have high creativity is as follows: "The success achieved by successful entrepreneurs due to the tenacity and courage of doing business. In addition to the tenacity and courage are generally people who are successful are the ones who have high creativity, has the ability to move people, risk takers, confident, and so on. "

This statement shows that creative thinking is a process that is required by a person who wants to be successful in running a business, including successful in carrying out the activities of the library service.

Thus, creativity is an important factor, owned by library personnel in carrying out the main tasks, namely the school library service. Due to think and act creatively to make someone or library staff can provide new ideas, new ideas in problem solving, in an effort to improve service quality. People are categorized as high creativity is better able to carry out the task of school library services than those who enter the category of low creativity

On the basis of the description above, it can be assumed that creativity is a positive direct impact on the quality of service

### **2.2.3. Work Ethics and Quality of Service in the School Library**

The quality of service is determined by the work ethic. That is why the work ethic is one of the elements that must be owned by the ability of library personnel in carrying out the duties and responsibilities of library services, so as to give satisfaction to the users of the library services

People who have a high work ethic, certainly has / have a vision far ahead, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident, and certainly can further provide services satisfactory in general including a good school library services.

According to A. Tabarani Rusyan, work ethic functions are: (a) a driving force of action, (b) come-on activities, (c) propulsion, such as; engine for the car, then the size of the motivation that will determine quickly than an act

Triguno which states that the creation of a high work ethic that calls the work culture will increase job satisfaction, more intimate relationships, discipline increased, decreased functional control, reduced waste (efficient), absenteeism is down, want to learn continuously, to give the best for organizations and others.

Thus the work ethic is very influential in the success of someone dallam stints school library services. With a high work ethic expected someone to be capable, creative, independent and responsible, especially to himself.

Work ethic can be a driving force for school library personnel to carry out the work with discipline, confidence, full responsibility, that in order to achieve the main objective of providing school library service satisfaction. With a high work ethic owned library

personnel will bear positive behavior such as having a vision far ahead, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident, and services satisfy all parties so as to achieve success in the service of an ideal school library.

For library staff who have a high work ethic, have the opportunity to be able to provide quality services that satisfy the school library for the visitors / students. But for library personnel who have a low work ethic, be a significant obstacle, in running the school library services to the visitors.

The better work ethic of library personnel, the better the quality of library services, and thus it can be presumed that work ethic is a direct positive effect on the quality of school library services.

### **2.2.4. Emotional Intelligence and Work Ethics**

High / low work ethic someone is influenced by the working environment (external factors) and the factor of the (internal factors) individual. Emotional intelligence is one of the elements of the private person who can influence / boost a person's work ethic.

The higher the emotional intelligence, the greater the chances for success in all work activities, either as a worker, parent, manager, partner for our spouse, or a candidate for an office position.

This opinion indicates that a school library personnel who have high emotional intelligence can be more successful in school library services run the task, being able to master emotion or have good mental health, which resulted in a confident, energetic and confident and work. Confident, full of confidence and morale is also the characteristics of people who have a high work ethic.

Conversely when library staff is not able to deal with emotional problems at work satisfactorily, then not only are not able to understand / manage feelings themselves, but also the feelings of others who interact with us, among which the interaction with the visitors. As a result, frequent misunderstandings and interpersonal conflicts, and this situation greatly affects the work ethic of the school library personnel, and will affect the quality of school library services.

Thus it can be assumed that emotional intelligence is a positive direct impact on the work ethic.

### **2.2.5. Creativity and Work Ethics**

According to Gregory, that history proves that the country today become a developed country, and kept pace with technology / high information basically started with a very strong work ethic to succeed. This opinion explains that that the progress and success is as a result of a strong work ethic.

According to Max Weber, work ethic defined: ethical work habits that become habits berporoskan work ethic. In other words, the simpler, the work ethic that is all the good habits that should be based on ethics in the workplace, such as: discipline, honesty, responsibility, diligent, patient, resourceful, creative, passionate, able to work together, environmentally conscious, loyal, dedicated, be polite, and so on. A worker or leader how great intelligence / aptitude, but dishonest or irresponsible, undisciplined or disloyal, unable to work together,

certainly harm others as well as organizations, institutions in which we live and work.

On one side is the creativity is the ability to think to be able to give birth or discover new things, new ideas, targeted and appropriate. Then Munandar, explained that a person shows his creativity not only depend on the intellectual aspect, but is also determined by factors such as their imaginative personality, initiative, and has a broad interest, free thinking, curiosity strong, want to gain experi- new experience, full of passion, energetic, confident, risk-taking, and bold in thought and belief. The properties of this kind of work is also in people who have a high work ethic, and means that people who have high creativity certainly have a high work ethic and vice versa. Thus, creativity is one of the important elements, which must be held in the school library personnel running the main tasks of school library services, due to thinking and acting creatively is to boost the work ethic, so as to give satisfaction to the service user. Therefore it can be assumed that the creativity of a positive direct effect on work ethic.

### 2.3. The Research Hypothesis

The research hypothesis can be formulated as follows:

2.3.1 There is a positive direct effect of emotional intelligence on the quality of service in the school library.

2.3.2 There is a positive direct effect on the quality of service of creativity in the school library.

2.3.3 There is a direct positive effect on the quality of the work ethic of service in the school library.

2.3.4 There is a direct positive influence on the emotional intelligence work ethic.

2.3.5 There is a direct positive influence on the creativity of the work ethic.

## 3. Research Methodology

### 3.1. Research Purposes

The research objective to be achieved is to prove the existence of:

[1] positive direct effect of emotional intelligence ( $X_1$ ) on the quality of school library services ( $X_4$ ).

[2] The direct effect of positive creativity ( $X_2$ ) on the quality of school library services ( $X_4$ ).

[3] The direct effect positive work ethic ( $X_3$ ) on the quality of school library services ( $X_4$ ).

[4] The direct effect positive emotional intelligence ( $X_1$ ) against the work ethic ( $X_3$ ).

[5] The direct effect of positive creativity ( $X_2$ ) against the work ethic ( $X_3$ ).

### 3.2. Research Methods

This study used a quantitative approach, survey methods and analysis techniques pathway (path analysis).

Variable that will be examined are:

[1] The dependent variable is:

Variabel  $X_4$  (quality of service in the school library)

[2] The independent variables are:

Variable  $X_1$  (emotional intelligence),

Variable  $X_2$  (creativity)

Variabel  $X_3$  (work ethic)

The constellation of the relationship between the study variables can be seen in the following figure:

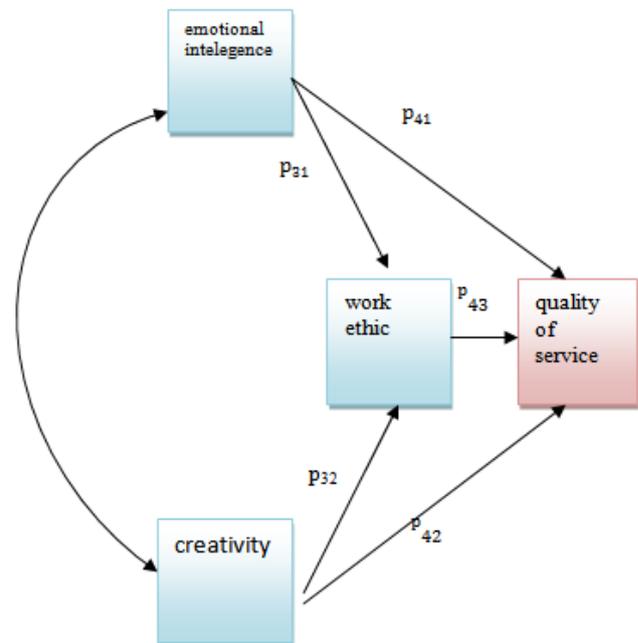


Figure 1. Model hypothetical study

### 3.3. Population and Sample

#### 3.3.1. Population

The main population in this study were all school library personnel, senior secondary level in Minahasa District Parent / Minahasa Raya.

#### 3.3.2. Sample

Engineering samples are used is to use simple random sampling. Then determining the amount / number of library personnel to be sampled is the starting point: "the formula of Taro Yamane in Grace, then in Buchari Alma" as follows:

$$n = \frac{N}{N \cdot d^2 + 1}$$

Where: n = number of samples;

N = Number of population

$d^2$  = Precision set.

Unknown number of library personnel population is 110 people. Precision level / degree of error was set at 0.1.

Focused on the above formula, the obtained number of samples (n) for library personnel as follows:

$$n = \frac{110}{110 \cdot 0,1^2 + 1} = \frac{110}{2,1} = 52,38, \text{rounded to } 52.$$

So from the calculations, the sample size of 52 people, and for this study using 70 people, meaning that qualify. So the sample size of 70 library staff

### 3.4 Data Collection Techniques and Instruments Research

Data collection was performed using 4 pieces of research instruments in the form of a questionnaire. In accordance with the variables studied, the questionnaire was made to the instrument emotional intelligence, creativity, work ethic, and quality of service in the school library.

After testing, the instrument each variable was scored and analyzed using validity and reliability of the instrument. Then proceed with the actual research. In testing the validity of the instruments used product moment correlation and reliability calculations using Cronbach alpha.

The data collected in this study is based on the variables to be studied as follows:

### 3.4.1. The Dependent Variable Instrumen

#### a. Quality of Service

##### 1) Definition of Conceptual

Quality of service is any activity performed services / service providers to be able to meet the expected service / expectations of the people it serves.

##### 2) Operational Definition

As for the quality of service in this study are all forms of library service activities performed / provided by library staff in order to meet or correspond with the needs / expectations of customers / service users senior high school library in Minahasa regency.

Indicators of quality of service are as follows: reliability, responsiveness, assurance, empathy, and tangible.

### 3.4.2. The Independent Variable Instrumen

#### a Emotional Intelligence

##### 1) Definition of Conceptual

Emotional intelligence is the ability to comprehend and understand the feelings themselves, and others, so as to create a good relationship, harmony among fellow who was very helpful will smooth the task of working in the effort to improve the quality of work, quality of service so as to give satisfaction to the customer / service users, the indicators are: (1) the individual dimension which consists of: (a) self-awareness, is to know and recognize the feelings themselves, (b) self-regulation (self-regulation / managing emotions), which is the ability to control his feelings, and (c) motivating oneself, namely the tendency memvasilitasi itself to achieving the goal despite failures and difficulties. (2) the social dimension which consists of: (a) empathy, ie to give a feeling of awareness / attention, needs, and concern for others, and (b) maintain social relationships, which regulate emotions with others such as: leadership, teamwork, cooperation and negotiation.

##### 2) Operational Definition.

Definition of emotional intelligence in this study is the ability of libraries to understand, understand library services users, so as to create a good relationship, harmony between library staff with service users were very helpful will smooth the task of working in the business achievement of work objectives of improving the quality of work, quality of service so as to give satisfaction to the users of the library services.

Emotional intelligence is measured using indicators sebaga following: (a) the individual dimension (the ability to understand personal feelings): the introduction of self-regulation, and self-motivated; (b) the social dimension (the ability to understand the feelings of others): empathy

(caring, concern for others, recognizing emotions in others), maintaining social relationships (cooperation).

#### b. creativity

##### 1) Definition of Conceptual

Creativity is the potential that one has to produce something new both in solving problems and in promoting the idea useful in the field of work, reflected in the action / behavior of people in performing work tasks with the aim to improve the quality of service, so as to give satisfaction to those who served. By indicator: widespread interest, bold in thought, confidence, flexibility, initiative, full of imagination, discipline.

##### 2) Operational Definition

Definition of creativity in this study, is the potential of library personnel to produce something new both in solving problems and in promoting the idea useful in the field of work, which is reflected in the actions / behaviors of library personnel in running library services so as to improve the quality of service, provide satisfaction to service users senior high school library in Minahasa regency.

Creativity indicators of library personnel are: bold in thought, confidence, initiative, full of imagination, discipline, respect properties.

#### c. Work Ethic

##### 1) Definition of Conceptual

That work ethic is the concept of a person's employment or work paradigm of the work, which is directed to obtain maximum work with painstaking work, by streamlining and use all capabilities in accordance with the norms, values, and the main purpose of the organization / institution where the work. Work ethic greatly affect the behavior of workers in work. The higher a person's work ethic, the better the quality of work.

##### 2). Operational definitions

Work ethic in this study is the concept of work or work paradigm of school library staff to work directed to obtain maximum work, the work seriously, with all the capabilities streamline and use in accordance with the norms, values, and the main goal is to improve the quality school library services, so as to give satisfaction to the users of the library service, in this case siswatingkat high school in Minahasa District, the following indicators: (1) working with full morale, and (2) working with confidence work.

## 3.5. Data Analysis

Data analysis techniques include a description of the data, the testing requirements analysis and hypothesis testing.

### 3.5.1. Description of Data

For each variable describing data used descriptive statistics which includes a list of the frequency distribution, histogram to calculate the mode, median, mean, and standard deviation.

### 3.5.2. Testing Requirements Analysis

Requirements normal distribution normality test error estimation using the Kolmogorov-Smirnov test. Linearity requirements done using simple regression analysis

### 3.5.3.Hypothesis Testing

Testing hypotheses 1 to 5 using path analysis.

## 4. Research Result and Discussion of Research

### 4.1. Results from Research

#### 4.1.1. Deskripsi Research Data

Description of the data in this study is focused on the research variables include: emotional intelligence variable ( $X_1$ ), creativity ( $X_2$ ) work ethic ( $X_3$ ), and quality of service ( $X_4$ ). Data description of each variable as follows:

##### [1] Emotional intelligence ( $X_1$ )

Based on research data, to the variables of emotional intelligence ( $X_1$ ) with a sample size of 70 was obtained respectively for the highest score is 149, and the lowest score is 111, the average score of 134.12 and a standard deviation value of 8:06. Subsequent calculation of the value obtained by 136 mode, and median 137.2. Variable frequency distribution of emotional intelligence ( $X_1$ ) can be seen in the following table.

**Table 1. Distribution of the frequency of emotional intelligence variable ( $X_1$ )**

No	Class interval	Absolute frequency (F)	Relative frequency (%)	cumulative frequency (%)
1	110 - 115	1	1,43	1,43
2	116 - 121	5	7,14	8,57
3	122 - 127	6	8,57	17,14
4	128 - 133	17	24,29	41,43
5	134 - 139	22	31,43	72,86
6	140 - 145	15	21,43	94,29
7	146 - 151	4	5,71	100
	TOTAL	70	100	

From the frequency distribution table above, shows that emotional intelligence scores ( $X_1$ ) varies. Based on the average value of 134.12, which lies in the interval 134-139 class, it is seen that there are 22 respondents (31.43%) which is the average of the group. 29 respondents (41.43%) is below the average, and 19 respondents (27.14%) are above the average.

##### [2] Creativity

Based on data collected for creativity variables ( $X_2$ ) with a sample of 70 obtained the highest score was 157 and the lowest score was 118, an average of 139.88 and a standard deviation value of 8:38. Subsequent calculation of the value obtained 143.5 mode, and median 142.32. Frequency distribution of scores creativity variable ( $X_2$ ) can be seen in the following table:

**Table 2. Distribution of of the frequency of creativity variable ( $X_2$ )**

No	Class interval	Absolute frequency (F)	Relative frequency (%)	cumulative frequency (%)
1	117 - 122	2	2,86	2,86
2	123 - 128	4	5,71	8,57
3	129 - 134	7	10	18,57
4	135 - 140	15	21,43	40
5	141 - 146	23	32,86	72,86
6	147 - 152	15	21,43	94,29
7	153 - 158	4	5,71	100
	TOTAL	70	100	

From the table above shows that the frequency distribution of the variable scores creativity ( $X_2$ ) varies, Based on the average value of 139.88, which is located at 135 -140 interval class, there were 15 respondents (21.43%) were on average values, 13 respondents (18.57%) is below the average, and 42 respondents (60%) are above the average.

##### [3] work ethic ( $X_3$ )

Based on data collected for the work ethic variable ( $X_3$ ) with a sample of 70 obtained the highest score is 167, and the lowest score is the average of 152.13 and 130. The standard deviation of 7.95. Further calculations obtained value of 153.7 mode, and median 153. Frequency distribution of scores work ethic variable ( $X_3$ ) can be seen in the following table:

**Table 3. Distribution of the frequency of work ethic variable ( $X_3$ )**

No	Class interval	Absolute frequency (F)	Relative frequency (%)	cumulative frequency (%)
1	129 - 134	1	1,43	1,43
2	135 - 140	5	5,71	7,14
3	141 - 146	10	10	17,14
4	147 - 152	18	17,14	34,28
5	153 - 158	20	34,29	68,57
6	159 - 164	12	24,29	92,86
7	165 - 170	4	7,14	100
	TOTAL	70	100	

From the frequency distribution table above shows that skorvariabel work ethic ( $X_3$ ) varies. Based on the average score (mean) 152.13 which lies in the interval 147-152 class, then there are 18 respondents (25.71%) are the average value, and 16 respondents (22.86%) is below the mean average, and 36 respondents (51.43%) are above the average.

##### [4] Quality of service in the school library ( $X_4$ )

Based on the collected data is to the variable quality of service ( $X_4$ ) with a sample of 70 Obtained the highest and lowest score score of 168 and 130, an average of 149.16 and a standard deviation of 8.9. Subsequent calculation of the value Obtained 156.5 mode, and median of 146.9. Frequency distribution of scores of variable quality of service ( $X_4$ ) can be seen in the following table:

**Table 4. Distribution of frequency scores of school library service quality variables ( $X_4$ )**

No	Class interval	Absolute frequency (F)	Relative frequency (%)	cumulative frequency (%)
1	131 - 136	5	5,71	5,71
2	137 - 142	11	14,29	20
3	143 - 148	12	20	40
4	149 - 154	20	25,71	65,71
5	155 - 160	14	22,86	88,57
6	161 - 166	5	7,14	95,71
7	167 - 172	3	4,29	100
	TOTAL	70	100	

From the frequency distribution table above shows that skorvariabel quality of service ( $X_4$ ) varies. Based on the average score (mean) 149.16 which lies in the interval 149-154 class, then there are 20 people (28.57%) which

gained on average, and 28 people (40%) were below average, and 22 people (31.43%) are above the average.

**4.1.2. Testing Requirements Analysis Data**

To be able to use the path analysis (path analysis) in testing the hypothesis, first needs to be tested against the requirements of statistical data. Testing requirements analysis include:

- Normality test error
- Anova Test linearity regression and regression significance test

**[1] Testing Normality Error Estimates**

Testing for normality in this study was conducted to estimate the error  $X_4$  variables on  $X_1$ ,  $X_4$  on ( $X_2$ ),  $X_4$  on  $X_3$ , then  $X_3$  on  $X_1$ , dan  $X_3$  on  $X_2$ .

The technique used in this test is the Kolmogorov-Smirnov test for normality.

Hypothesis testing is as follows:

$H_0$ : Data derived from normally distributed populations.

$H_1$ : Data from the population is not normally distributed.

Testing criteria is received  $H_0$ , if the price of the maximum  $D < D$  table () at significance level of 5%.

Testing criteria is received  $H_0$ , if the price of the maximum  $D$  maksimum  $< D$  table ( $D_{Max} < D_{Tab}$ ) at significance level of 5%.

Price  $D$  table with  $n > 40$  with a significance level of 5% is:  $D = 1.36 / \sqrt{N}$ , where  $N$  is the number of samples.

For  $N = 70$ , then the price of  $D$  table =  $\frac{1.36}{\sqrt{70}} = \frac{1.36}{8.36} = 0.162$ .

**Table 5. Summary of overall test of normality Error Estimates**

Regression	Value $D_{max}$	Value $D_{(0.05)(70)}$	Information
$X_4$ on $X_1$	0,066	0,162	normal
$X_4$ on $X_2$	0,064	0,162	normal
$X_4$ on $X_3$	0,116	0,162	normal
$X_3$ on $X_1$	0,080	0,162	normal.
$X_3$ on $X_2$	0,055	0,162	normal

**[2] Regression and ANOVA test Linearity Regression Significance Test**

**Table 6. Summary of tests of significance and linearity regression**

regression equation	Significant test		linearity test	
	$F_{count}$	$F_{table\alpha(=0.05)}$	$F_{count}$	$F_{table\alpha(=0.05)}$
$X_4$ on $X_1$	213,63*	3,9	0.65**	1.78
$X_4$ on $X_2$	129,245*	3,98	1.575**	1.80
$X_4$ on $X_3$	159,136*	3,9	0.85**	1.76
$X_3$ on $X_1$	197,52*	3,9	1.01**	1.78
$X_3$ on $X_2$	150,08*	3.9	0,534**	1.80

Information : \* = significant \*\* = linear.

**4.1.3. Testing the Hypothesis**

From the testing requirements analysis, it appears that the independent variables and the dependent relationship is linear, the estimated standard error of the dependent variable is normally distributed independent variables. With fulfilled requirements analysis, then further testing is testing the hypothesized model of causality. This test was

conducted to test whether the model has been hypothesized to be the final model in this study.

Prior to testing the hypothesis that one of the requirements that must be met is that there is a significant correlation between the variables related.

Based on the results of the calculation of the contribution of independent variables (emotional intelligence, creativity, work ethic) and dependent variable (quality of school library services) through SPSS has produced coefficients of independent variables with the dependent variable in which data such as falling in Table 7 and Figure 2, and Table 8 below :

**Table 7. Matrix of correlation coefficients between variables**

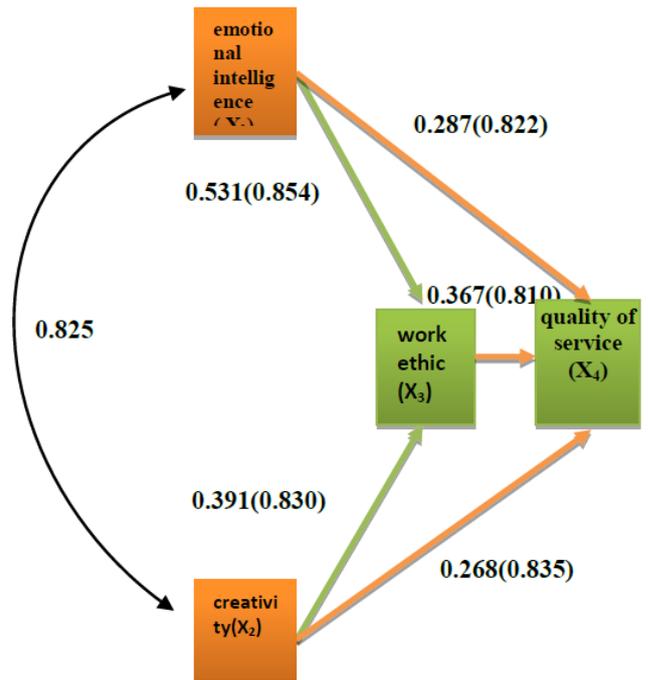
	$X_2$	$X_3$	$X_4$
$X_1$	0.825**	0.854**	0.822**
$X_2$	1	0.830**	0.810**
$X_3$		1	0.835**
$X_4$			1

Information: \*\* = correlation is significant at the 0.01 level(2-tailed)

$X_1$  = emotional intelligence

$X_2$  = creativity,  $X_3$  = work ethic,

$X_4$  = quality of service.



**Figure 2.** Diagram of research. Correlation between variables calculation results (numbers in parentheses) and the path coefficients (numbers in front of the parentheses)

**Table 8. Results of calculation of significance testing**

Path coefficient	Magnitude path coefficient	$t_{count}$	$t_{table\alpha(=0.05)(70)}$	information
$p_{41}$	0,287	2,269	2.0	Koefisien signifikan
$p_{42}$	0,268	2,270	2.0	Koefisien signifikan
$p_{43}$	0,367	2,864	2.0	Koefisien signifikan
$p_{31}$	0,531	5,214	2.0	Koefisien signifikan
$p_{32}$	0,391	3,843	2.0	Koefisien signifikan

From Table 8 it can be concluded that the hypothesized structural models have met the requirements of the path analysis.

After various tests required on the data obtained, the next step is to test the hypothesis.

**[1] Uji hipotesis pertama**

The first hypothesis states that there is a positive direct influence of emotional intelligence ( $X_1$ ) on the quality of services ( $X_4$ ) in the school library

The hypothesis tested is:

$$H_0: \beta_{41} \leq 0$$

$$H_1: \beta_{41} > 0.$$

From the calculation of the path coefficients for the hypothesized causal model obtained path coefficient  $\rho_{41} = 0,287$  with  $t_{count} = 2,269$  and  $t_{table} = 2.0$  (0:05, 70). Because  $t_{count} > t_{table}$  then  $H_0$  rejected, and  $H_1$  accepted, means that emotional intelligence variable positive direct effect on the quality of school library services.

**[2] The second hypothesis test**

The second hypothesis states that there is a direct positive influence creativity ( $X_2$ ) on the quality of service ( $X_4$ ) in the school library

The hypothesis tested is:

$$H_0: \beta_{42} \leq 0$$

$$H_1: \beta_{42} > 0.$$

From the calculation of the path coefficients for the hypothesized causal model obtained path coefficient  $\rho_{42} = 0,268$  with  $t_{count} = 2.270$  and  $t_{table} = 2$  (0:05, 70). Because  $t_{count} > t_{table}$  then it  $H_0$  rejected, and  $H_1$  accepted means that the variable creativity positive direct effect on the quality of service in the school library.

**[3] The third hypothesis test**

The third hypothesis states that the work ethic ( $X_3$ ) positive direct effect on the quality of service ( $X_4$ ) in the school library

The hypothesis tested is:

$$H_0: \beta_{43} \leq 0$$

$$H_1: \beta_{43} > 0.$$

From the calculation of the path coefficients for the hypothesized causal model obtained ( $\rho_{43}$ ) = 0367 with  $t_{count} = 2,864$  and  $t_{table} = 2$  (0:05) Because  $t_{count} > t_{table}$ , then it  $H_0$  rejected, and  $H_1$  accepted, it means, that work ethic variable positive direct effect on the quality of services in the library school..

**[4] The fourth hypothesis test**

The fourth hypothesis states that emotional intelligence ( $X_1$ ) positive direct impact on the work ethic ( $X_3$ )

The hypothesis tested is:

$$H_0: \beta_{31} \leq 0$$

$$H_1: \beta_{31} > 0.$$

From the calculation of the path coefficients for the hypothesized causal model obtained  $\beta_{31} = 0.531$  with  $t_{count} = 5.214$ , and  $t_{table} = 2$  (0:05, 70). Because  $t_{count} > t_{table}$ , then  $H_0$  rejected, and  $H_1$  accepted, it

means, that the variable emotional intelligence positive direct effect on the work ethic

**[5] The fifth hypothesis test**

The fifth hypothesis states that creativity ( $X_2$ ) positive direct impact on the work ethic ( $X_3$ ).

The hypothesis tested is:

$$H_0: \beta_{32} \leq 0$$

$$H_1: \beta_{32} > 0.$$

From the calculation of the path coefficients for the hypothesized causal model obtained  $\beta_{32} = 0.391$  with  $t_{count} = 3,843$  and  $t_{table} = 2$  (0:05, 70). Because  $t_{count} > t_{table}$ , then  $H_0$  rejected, and  $H_1$  accepted, it means, that the variable creativity positive direct effect on the work ethic.

**Calculation of direct and indirect influence between the variables**

After calculation and test path coefficient values, then the next step is to perform the calculation of direct and indirect influence between variables. The value of direct and indirect influence between variables can be seen in the following table.

**Table 9. Summary of calculation of direct and indirect influence between variables**

No.	Variable	Causal influence		The remaining $\epsilon_1$ dan $\epsilon_2$	Total
		Direct-ly	indirect (through $X_3$ )		
1	$X_1$ to $X_3$	0,531			0,531
2	$X_2$ to $X_3$	0,391			0,391
3	$X_1, X_2$ to $X_3$	0,778		0,222	1
4	$X_1$ to $X_4$	0,287			0,287
			0,287+(0,531X0,367)		0,482.
5	$X_2$ to $X_4$	0,268			0,268
			0,268+(0,391X0,367)		0,411
6	$X_3$ to $X_4$	0,367			0,367
7	$X_1, X_2$ to $X_3$ to $X_4$	0,760		0,240	1

**4.2. Discussion of Results Analysis of Research Data**

Based on the analysis of research data on the influence of emotional intelligence, creativity, work ethic of service quality senior high school library in Minahasa District, has proved that the five hypotheses proposed path coefficients between the variables is significant. This suggests that the compatibility between the results of data analysis with the theories presented by experts.

First, the results showed that emotional intelligence is a direct positive effect on the quality of school library services.

From the calculation results obtained path coefficient  $\rho_{41} = 0.287$ . dengan  $t_{count} = 2,269$  and  $t_{table} = 2$ , at  $\alpha = 0.05$ , because  $t_{count} > t_{table}$  hen path coefficients are significant and  $H_0$  is rejected, and  $H_1$  is accepted. From this calculation can be interpreted that emotional

intelligence positive direct effect on the quality of school library services, meaning that changes in the increase in the ability of emotional intelligence, is able to cause a change in the improvement of service quality school library personnel.

The results of this research in line with the results of Daniel Goleman states besides intellectual intelligence (IQ) there are other intelligences that help a person succeed the Emotional Intelligence (EQ). Even specifically said that emotional intelligence is instrumental in success than intellectual. A study even mentioned IQ only contribute 4% -25% of the success in the job.

The results of this study indicate that emotional intelligence plays 75% of success in work, and in the sense of emotional intelligence plays in the success of 75% duty sekolah library services.

Furthermore Danta Eka Jaya Ginter and Okti Adhariani, in his research on emotional intelligence and quality of services suggests that the results of correlation analysis showed that there was a significant positive correlation between the variables of emotional intelligence and excellent service quality ( $r_{xy} = 0.688$ ;  $p < 0.01$ ) in. Regression analysis showed Recourse equation  $\hat{Y} = 35.677 + 0,688x$  and donations contribute to improving the emotional intelligence of excellent service quality 39.6%.

Thus, it can be argued that emotional intelligence is able to direct positive effect on the quality of school library services.

Second, the results showed that creativity positive direct effect on the quality of school library services.

From the calculation results obtained path coefficient  $p_{42} = 0.268$ . with  $t_{count} = 2,270$  and  $t_{table} = 2$ , at  $\alpha = 0.05$ , because  $t_{count} > t_{table}$ , then path coefficients are significant, and  $H_0$  is rejected, and  $H_1$  is accepted. From this calculation can be interpreted that emotional intelligence positive direct effect on the quality of school library services, and this implies that with an increase in the ability of creativity, is that it can lead to an increase in the quality of service for school librarian.

Veithzal Rivai and Sylviana M argued that creativity can be either new ideas or products that arise from the imagination which is then given a touch of innovation or technology into a new breakthrough in solving a variety of problems that arise, and means including being able to solve the problem of quality of service that can provide useful ideas for improving the quality of service.

Thus, creativity is essential for the library personnel in carrying out their duties that the school library service. Think and act creatively to make someone or library staff is able to bring new ideas, new ideas in solving problems, improving the quality of school library services.

So it is true to say that creativity is a positive direct impact on the quality of school library services.

Third, the results showed that a positive work ethic direct effect on the quality of school library services.

From the calculation results obtained path coefficient  $p_{43} = 0.367$ . With  $t_{count} = 2,864$  and  $t_{table} = 2$ , at  $\alpha = 0.05$ , because  $t_{count} > t_{table}$  then path coefficients are significant and  $H_0$  rejected, and  $H_1$  accepted. From the results of this calculation can be interpreted that the work ethic of a positive direct effect on the quality of school

library services, meaning that with the increased work ethic, is that it can lead to an increase in the quality of service for school librarian.

Triguno stated that the creation of a high work ethic calls the work culture will increase job satisfaction, more intimate relationships, discipline increased, decreased functional control, reduced waste (efficient), absenteeism is down, want to learn continuously, to give the best for the organization and others, and the concept of this kind of work is very supportive in improving the quality of service, so as to give satisfaction to the service user.

Work ethic can be a driving force for library personnel to carry out the work with full responsibility, that in order to achieve the main goal is to give satisfaction to the users of school library services. With a high work ethic owned library personnel will bear positive behavior such as having a vision far ahead, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident, and services satisfy all parties so as to achieve success in the service of an ideal school library.

For library staff who have a high work ethic, is having the opportunity to be able to provide a satisfactory quality of library services for the visitors / users of library services. But for library personnel who have a low work ethic, be a significant obstacle, for library staff to achieve success in running the school library service.

So it is accurate to say that the work ethic is a direct positive effect on the quality of school library services.

Fourth, the results showed that, emotional intelligence positive direct effect on work ethic

From the calculation results obtained path coefficient  $p_{31} = 0.531$ . with  $t_{count} = 5.214$ ,  $t_{table} = 2.0$  at  $\alpha = 0.05$ , because  $t_{count} > t_{table}$  then path coefficients are significant and  $H_0$  rejected,  $H_1$  accepted. From this calculation can be interpreted that emotional intelligence positive direct effect on work ethic, meaning that with an increase in emotional intelligence, is that it can cause to an increase in the school library personnel work ethic.

The results of the Sovia Emmy, 2011. Meaning emotional and spiritual intelligence in human resource development organizations, giving them the following conclusion: the emotional and spiritual intelligence in human resource development is defined by the presence of emotional control and maintain the clarity of heart, work commitment, toward awareness, openness and sharing and empathy. Spiritual values that have formed a positive attitude that looks at changes in behavior that occur in communication, cooperation, responsibility, discipline and performance.

So emotional intelligence is one of the elements of the private person who can influence / boost a person's work ethic. That is why as a library personnel in carrying out their duties must be supported with good emotional intelligence.

Emotional intelligence is the ability to be able to recognize, organize, develop a good emotion to feelings of self and others in life and daily work.

Obviously if a library personnel have high emotional intelligence can be more successful in the field of work particularly successful in the task run the school library service, being able to master emotion or have good mental

health, which resulted in a confident, energetic and confident and work.

Confidence and high morale are the characteristics of people who have a high work ethic.

Conversely, when the library staff is not able to deal with emotional problems at work satisfactorily, it is not only unable to understand / manage feelings themselves, but also incapable of understanding the feelings of others who interact with us, especially the interaction with the visitors. As a result, frequent misunderstandings and interpersonal conflicts, and this situation greatly affects the work ethic of the school library personnel, and will affect the quality of school library services.

Thus, it can be argued that emotional intelligence is a direct positive effect on work ethic.

Fifth, the results showed that, the creativity of a positive direct effect on work ethic.

From the calculation results obtained path coefficient  $\rho_{32} = 0.391$ . with  $t_{count} = 3.843$  and  $t_{table} = 2$ , at  $\alpha = 0.05$ , and because  $t_{count} > t_{table}$  then the path coefficients are significant, and  $H_0$  is rejected, and  $H_1$  is accepted. From this calculation can be interpreted that creativity positive direct effect on work ethic.

This implies that with an increase in the ability of creativity, is that it can cause an increase in the school library personnel work ethic.

Based on the results of Hendarto Budi Wijaya, the topic of foster creativity in the workplace, giving the conclusion, that the creativity needed to create a conducive working environment that is fun. Getting better and continues to grow element of creativity in the workplace, then uphold the principles of respect, confidence higher. Principles uphold and high confidence are the characteristics of people who have a high work ethic, meaning that continues to grow element of creativity in the workplace, then the higher the work ethic.

Husaini Usman argued that the ethos is to work with far-sighted vision, a strong motive to achieve, innovative, creative, adaptive, work hard, work systematically, responsible, disciplined, confident and satisfying service to all parties. So in the work ethic, there is intelligence creativity. In the sense of people who have the ability to creativity, certainly has a good work ethic.

Thus it can be argued that creativity is a positive direct impact on the work ethic of library personnel.

Further calculation of direct and indirect influence between variables, the results are as follows: The results showed that the variables of emotional intelligence ( $X_1$ ), affecting the quality of service ( $X_4$ ) directly is equal to 28.7%, while the indirect effect by 48.2%, then the variable creativity ( $X_2$ ) affects the variable quality of service ( $X_4$ ) is directly by 26.8%, while the indirect effect of 41.1%. Variable work ethic ( $X_3$ ) directly affect the quality of service ( $X_4$ ) was 36.7%.

The results of this study can be interpreted that, the variables emotional intelligence, creativity and variable variables work ethic each positive direct impact on the variable quality of service, even specifically for variable emotional intelligence and creativity to boost the variable variable work ethic to further improve the quality of service, meaning with an increased ability emotional

intelligence, creativity and work ethic, then there must be an increase in the quality of service in any field in general and in particular the quality of school library services.

## 5. Conclusions and Recommendations

### 5.1. Conclusions

Based on the results of research and research hypothesis testing is concluded as follows:

5.1.1 There is a direct positive influence on the emotional intelligence service quality senior high school library personnel in Minahasa District, meaning that changes in the increase in the ability of emotional intelligence, is able to cause a change in the improvement of service quality school library personnel.

5.1.2 There is a positive direct effect on the quality of service personnel creativity sekolahtingkat high school library in Minahasa District, meaning that changes in the increase in the ability of creativity, is that it can cause changes in the improvement of service quality school library personnel.

5.1.3 There is a direct positive influence on the work ethic of service quality senior high school library personnel in Minahasa District, meaning that changes in the increase in work ethic, is that it can cause changes in the improvement of service quality school library personnel.

5.1.4 There is a direct positive influence on the emotional intelligence work ethic in senior high school library personnel in Minahasa District, meaning that changes in the increase in the ability of emotional intelligence, is able to cause a change in an increase in the school library personnel work ethic.

5.1.5 There is a direct positive influence on the creativity of the work ethic in senior high school library personnel in Minahasa District, meaning that changes in the increase in the ability of creativity, is that it can cause changes in the increase in the school library personnel work ethic.

### 5.2. Recommendations

Based on the conclusions can be put forward several suggestions in an effort to improve the quality of energy services in the high school library Minahasa District, namely:

5.2.1 The library staff in the school library, are expected to always be an effort to develop the skills of emotional intelligence, creativity, and work ethic, so as to provide maximum service and satisfaction to the users of the library services.

5.2.2 The Government of Minahasa District, in particular the Head of the Department of Education and Culture in Minahasa District, should be able to design education and training programs related to the business of improving the quality of school library services the library staff

5.2.3 School leaders should give an example and role model in relation to the ability of emotional intelligence, creativity and work ethic in increasing the quality of school library services.

5.2.4 Heads of School, as the direct supervisor should carry out surveillance activities of the school library on a

regular basis for the purpose of evaluating the performance of library personnel for coaching and improvement and quality improvement / quality of school library services. Library personnel are assessed either need to be rewarded for providing motivation to improve their service.

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