

ABSTRAK

Tesis ini bertujuan untuk menganalisis Pengaruh Kecerdasan Emosional dan Kepuasan Kerja terhadap Komitmen Organisasi dan dampaknya terhadap kinerja karyawan pada PT. Pegadaian (Persero) Cabang Radio Dalam.

Populasi dari penelitian ini adalah karyawan PT. Pegadaian (Persero) Cabang Radio Dalam, sebanyak 45 orang dimana sampel menggunakan sensus yaitu mengambil seluruh populasi. Analisis data menggunakan analisis deskriptif dan analisis kuantitatif memakai analisis jalur dengan bantuan SPSS versi 20.

Dari hasil yang telah dilakukan, test secara bersama-sama (uji-F) menunjukkan bahwa kecerdasan emosional dan kepuasan kerja bersama-sama berpengaruh signifikan terhadap komitmen organisasi juga menunjukkan bahwa kecerdasan emosional, kepuasan kerja, dan komitmen organisasi bersama-sama berpengaruh signifikan terhadap kinerja karyawan. Pengujian parsial (uji-t) menunjukkan bahwa kecerdasan emosional berpengaruh signifikan terhadap komitmen organisasi, kecerdasan emosional berpengaruh signifikan terhadap kinerja karyawan, kepuasan kerja berpengaruh signifikan terhadap komitmen organisasi, kepuasan kerja berpengaruh signifikan terhadap kinerja karyawan, dan komitmen organisasi berpengaruh signifikan terhadap kinerja karyawan.

Kata Kunci: kecerdasan emosional, kepuasan kerja, komitmen organisasi, dan kinerja karyawan.

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ABSTRACT

The purpose of this study is to analyze the effect of emotional intelligence and job satisfaction simultaneously or partially on the organizational commitment and performance of employees at PT. Pegadaian (Persero) Branch Radio Dalam.

As for the population in this study were all employees of PT. Pegadaian (Persero) Branch Radio Dalam, amounting to 45 people and the entire population sampled in this study using census. Analysis of the data used is descriptive analysis, and also it is a quantitative analysis using path analysis with SPSS version 20.

From the results of testing that has been done, the simultaneous regression test (F-test) showed that emotional intelligence and job satisfaction simultaneously significant effect on organizational commitment also showed that emotional intelligence, job satisfaction, and organizational commitment simultaneously significant effect on employee performance. Partial assay results (t-test) showed that of emotional intelligence is partially significant effect on organizational commitment, emotional intelligence is partially significant effect on employee performance, job satisfaction is partially significant effect on organizational commitment, job satisfaction is partially significant effect on employee performance and organizational commitment partially significant effect on employee performance.

Keywords: emotional intelligence, job satisfaction, organizational commitment and employee performance.