

HARDINESS SEBAGAI MEDIATOR HUBUNGAN ANTARA *EMOTIONAL INTELLIGENCE* DAN *WORK ENGAGEMENT* PADA KARYAWAN DI JABODETABEK SELAMA MASA TRANSISI PANDEMI KE ENDEMI COVID-19

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ABSTRAK

Penelitian ini membahas hubungan antara *emotional intelligence* terhadap *work engagement* sambil menyelidiki peran mediator dari *hardiness*. Pada masa pandemi Covid-19, pemerintah mengeluarkan kebijakan baru berupa social distancing yang bertujuan untuk mengurangi angka penyebaran virus Covid-19. Kebijakan tersebut memberikan dampak yang besar bagi para karyawan, dimana para karyawan harus dapat beradaptasi kembali ke aktifitas normal di masa pandemi ke endemi yang menjadi penyebab menurunnya *work engagement* bagi para karyawan. Penelitian ini bertujuan untuk mengetahui apakah *hardiness* memiliki peran sebagai mediator hubungan antara *emotional intelligence* dan *work engagement* pada karyawan selama masa transisi pandemi ke endemi Covid-19. Penelitian ini menggunakan metode kuantitatif melalui proses regresi mediasi dan teknik *accidental sampling*, sebanyak 667 karyawan yang bekerja di JABODETABEK pada masa transisi pandemi ke endemi Covid-19 menanggapi kuesioner dari alat ukur *Utrecht Work Engagement Scale* (UWES) yang dikembangkan oleh *Schaufeli & Bakker*, *Wong and Law Emotional Intelligence Scale* (WLEIS) yang dikembangkan oleh *Wong & Law*, dan *Hardiness Resilience Gange* (HRG) yang dikembangkan oleh *Kobasa*. Analisis proses regresi mediasi dalam penelitian ini menggunakan *PROCESS V3.5 Procedure for SPSS* oleh *Andrew F. Hayes*. Hasil penelitian menunjukkan bahwa *hardiness* berperan sebagai mediator hubungan antara *emotional intelligence* dan *work engagement*, hal ini menunjukkan bahwa *emotional intelligence* dan *work engagement* akan semakin meningkat dengan adanya peran dari *hardiness*. Penelitian ini diharapkan bisa memberi acuan pada karyawan dan perusahaan mengenai pentingnya memahami nilai-nilai *hardiness*, *emotional intelligence* dan *work engagement* sehingga dapat memahami kemampuan individu dalam beradaptasi terhadap perubahan karir selama masa pandemi guna meningkatkan *work engagement* karyawan terhadap perusahaan.

Kata kunci : *hardiness*, *emotional intelligence*, *work engagement*, *pandemi*, *endemi*, karyawan.

***HARDINESS AS A MEDIATOR OF THE RELATIONSHIP BETWEEN
EMOTIONAL INTELLIGENCE AND WORK ENGAGEMENT FOR WORKERS
IN JABODETABEK DURING THE TRANSITION OF THE PANDEMIC TO
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ABSTRACT

This study discusses the relationship between emotional intelligence and work engagement while investigating the role of mediators from hardiness. During the Covid-19 pandemic, the government issued a new policy in the form of social distancing which aims to reduce the number of spread of the Covid-19 virus. This policy has had a major impact on employees, where employees must be able to adapt back to normal activities during the pandemic to endemic which is the cause of decreased work engagement for workers. This study aims to determine whether hardiness has a role as a mediator of the relationship between emotional intelligence and work engagement in employees during the transition from the pandemic to the Covid-19 endemic. This study uses quantitative methods through mediation regression processes and accidental sampling techniques, as many as 667 employees who work in JABODETABEK during the transition from the pandemic to the Covid-19 endemic response to questionnaires from the Utrecht Work Engagement Scale (UWES) measuring instrument developed by Schaufeli & Bakker, Wong and Law Emotional Intelligence Scale (WLEIS) developed by Wong & Law, and Hardiness Resilience Gange (HRG) developed by Kobasa. The analysis of the mediation regression process in this study used the PROCESS V3.5 Procedure for SPSS by Andrew F. Hayes. The results show that hardiness acts as a mediator of the relationship between emotional intelligence and work engagement, this indicates that emotional intelligence and work engagement will increase with the role of hardiness. This research is expected to be able to provide a reference to workers and companies regarding the importance of understanding the values of hardiness, emotional intelligence and work engagement so that they can understand the individual's ability to adapt to career changes during the pandemic in order to increase employee work engagement with the company.

Keywords: hardiness, emotional intelligence, work engagement, pandemic, endemic, workers.