

ABSTRAK

PENGARUH *EMOTIONAL INTELLIGENT* DAN *TRANSFORMATIONAL LEADERSHIP* TERHADAP KINERJA KARYAWAN DIMEDIASI OLEH KEPUASAN KERJA KARYAWAN

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Penelitian ini bertujuan untuk melihat pengaruh langsung dari *Emotional Intelligent* dan *Transformational Leadership* terhadap kinerja dan kepuasan kerja karyawan, dan pengaruh langsung dari kepuasan kerja terhadap kinerja karyawan, serta melihat apakah kepuasan kerja memediasi pengaruh langsung *Emotional Intelligent* dan *Transformational Leadership* terhadap kinerja karyawan pada PT.Surya Tsabat Mandiri. Untuk mencapai tujuan tersebut, dilakukan penelitian menggunakan pendekatan kuantitatif dengan metode survey, teknik pengambilan sampel menggunakan *probability sampling*, dengan jumlah sampel yang diperoleh sebanyak 110 responden. Instrumen yang digunakan sebelumnya diuji terlebih dahulu menggunakan alat SPSS, pengujian hipotesis serta data hasil penelitian dianalisis menggunakan SEM pada *software SmartPLS* versi 3.2.9. Hasil penelitian menyimpulkan bahwa *Emotional Intelligent* berpengaruh langsung positif dan signifikan terhadap kepuasan dan kinerja karyawan, berbeda dengan *Transformational Leadership* yang hanya memiliki pengaruh langsung positif dan signifikan terhadap kepuasan kerja karyawan namun negatif dan tidak signifikan terhadap kinerja karyawan. Disisi lain kepuasan kerja berpengaruh langsung positif dan signifikan terhadap kinerja karyawan. Hasil lainnya menunjukkan bahwa adanya kepuasan kerja tidak signifikan dalam memediasi pengaruh *Emotional Intelligent* terhadap kinerja karyawan, namun signifikan dalam memediasi pengaruh *Transformational Leadership* terhadap kinerja karyawan. Hasil data yang telah diperoleh pada kuisioner indikator nilai terkecil adalah motivasi, keterampilan sosial, konsiderasi, sistem pembayaran, kuantitas pekerjaan, ketepatan waktu, dan kemampuan kerjasama. Hal ini perlu mendapat perhatian lebih dari manajemen PT.Surya Tsabat Mandiri dalam upaya meningkatkan kepuasan dan kinerja karyawan guna mencapai tujuan perusahaan. Penelitian selanjutnya disarankan menambah jumlah populasi dan sampel yang digunakan, serta melihat dari aspek variabel lainnya.

Kata Kunci: *Emotional Intelligence*, *Transformational leadership*, Kepuasan Kerja, Kinerja Karyawan.

ABSTRACT

THE EFFECT OF EMOTIONAL INTELLIGENT AND TRANSFORMATIONAL LEADERSHIP ON EMPLOYEE PERFORMANCE MEDIATED BY EMPLOYEE SATISFACTION

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This study aims to see the direct effect of emotional intelligent and transformational leadership on employee performance and job satisfaction, and the direct effect of job satisfaction on employee performance, and see whether job satisfaction mediates the direct effect of emotional intelligent and transformational leadership on employee performance at PT.Surya Tsabat Mandiri. To achieve these objectives, research was conducted using a quantitative approach with survey methods, sampling techniques using probability sampling, with a total sample of 110 respondents. The instruments used were previously tested using the SPSS tool, hypothesis testing and research data were analyzed using SEM on SmartPLS software version 3.2.9. The results concluded that Emotional Intelligent had a positive and significant direct effect on employee satisfaction and performance, in contrast to Transformational Leadership which only had a positive and significant direct effect on employee job satisfaction but negative and insignificant on employee performance. On the other hand, job satisfaction has a positive and significant direct effect on employee performance. Other results show that job satisfaction is not significant in mediating the effect of emotional intelligent on employee performance, but is significant in mediating the effect of transformational leadership on employee performance. The results of the data that have been obtained on the questionnaire with the smallest value indicators are motivation, social skills, consideration, payment systems, quantity of work, timeliness, and cooperation skills. This needs to get more attention from the management of PT.Surya Tsabat Mandiri in an effort to increase employee satisfaction and performance in order to achieve company goals. Further research is recommended to increase the number of population and sample used, as well as look at the aspects of other variables.

Keywords: *Emotional Intelligence, Transformational leadership, Job Satisfaction, Employee Performance.*