

ABSTRAK

Pengaruh Kecerdasan Emosional Terhadap *Work engagement* Pada Badan Kepegawaian Daerah Provinsi Lampung

Oleh

Muhammad Farid Alfarisi

Pada era globalisasi ini tuntutan dalam dunia kerja juga semakin bertambah tentunya para pegawai memiliki tantangan yang baru sesuai dengan sektor pekerjaannya masing-masing. Untuk memenuhi kebutuhan pekerjaan maka organisasi perlu memiliki sistem manajemen yang baik agar organisasi mampu bersaing dengan organisasi lainnya. Permasalahan penelitian ini adalah kinerja pegawai pada Badan Kepegawaian Daerah Provinsi Lampung yang diindikasikan masih relatif rendah karena kurangnya *work engagement* pegawai terhadap pekerjaannya. Faktor yang mempengaruhi *Work Engagement*, salah satunya adalah kecerdasan emosional seseorang dalam pengendalian emosi dirinya dan ke orang lain. Metode penelitian yang digunakan adalah kuantitatif yaitu suatu proses menemukan pengetahuan yang menggunakan data berupa angka sebagai alat menganalisis keterangan mengenai apa yang ingin diketahui. Pada penelitian ini menggunakan kuesioner dengan skala likert. Populasi dalam penelitian ini adalah Pegawai yang bekerja di Badan Kepegawaian Daerah Provinsi Lampung serta sampel penelitian yang digunakan sebanyak 120 sampel. Tujuan penelitian ini ialah untuk dapat mengetahui pengaruh kecerdasan emosional terhadap *work engagement* pada Badan Kepegawaian Daerah Provinsi Lampung. Hasil penelitian ini menunjukkan bahwa *Self Emotion Appraisal* (X1) mempunyai angka signifikansi $\alpha < 0,05$ yaitu sebesar 0,038 sehingga *self emotion appraisal* berpengaruh positif dan signifikan terhadap *work engagement* (Y), *Other Emotion Appraisal* (X2) mempunyai angka signifikansi $\alpha < 0,05$ yaitu sebesar 0,001 sehingga *other emotion appraisal* berpengaruh positif dan signifikan terhadap *work engagement* (Y), *Use Of Emotion* (X3) mempunyai angka signifikansi $\alpha < 0,05$ yaitu sebesar 0,032 sehingga *use of emotion* berpengaruh positif dan signifikan terhadap *work engagement* (Y), dan *Regulation Of Emotion* (X4) mempunyai angka signifikansi $\alpha < 0,05$ yaitu sebesar 0,000 sehingga *self emotion appraisal* berpengaruh positif dan signifikan terhadap *work engagement* (Y).

Kata Kunci: Kecerdasan Emosional, *Self emotion appraisal*, *Other emotion appraisal*, *Use Of Emotion*, *Regulation Of Emotion*, *Work Engagement*.

ABSTRACT

The Influence of Emotional Intelligence on Work Engagement at the Regional Civil Service Agency of Lampung Province

By

Muhammad Farid Alfarisi

In this era of globalization, demands in the world of work are also increasing, of course, employees have new challenges according to their respective work sectors. To meet the needs of work, the organization needs to have a good management system so that the organization is able to compete with other organizations. The problem of this research is the performance of employees at the Lampung Provincial Civil Service Agency which is indicated to be relatively low due to a lack of employee engagement with their work. Factors that influence Work Engagement, one of which is a person's emotional intelligence in controlling his own emotions and to others. The research method used is quantitative, namely a process of finding knowledge that uses data in the form of numbers as a tool to analyze information about what you want to know. In this study using a questionnaire with a Likert scale. The population in this study were employees who worked at the Lampung Provincial Civil Service Agency and the research sample used was 120 samples. The purpose of this study was to be able to determine the effect of emotional intelligence on work involvement at the Regional Employment Agency of Lampung Province. The results of this study indicate that Self Emotion Appraisal (X1) has a significance rating of $\alpha < 0.05$, which is equal to 0.038 so that self emotion appraisal has a positive and significant effect on work engagement (Y), Other Emotion Appraisal (X2) has a significance rating of $\alpha < 0, 05$ which is equal to 0.001 so that other emotion appraisal has a positive and significant effect on work engagement (Y), Use Of Emotion (X3) has a significance number $\alpha < 0.05$ which is equal to 0.032 so that use of emotion has a positive and significant effect on work engagement (Y) , and Regulation Of Emotion (X4) has a significance level of $\alpha < 0.05$, which is equal to 0.000 so that self emotion appraisal has a positive and significant effect on work engagement (Y).

Keywords: Emotional Intelligence, Self emotion appraisal, Other emotion appraisal, Use Of Emotion, Regulation Of Emotion, Work Engagement.