

ABSTRAK

Shintya Ayu Hapsari. NIM: 2061201323. Analisis Kecerdasan Emosional, Stress Kerja Dan Motivasi Kerja Terhadap Kinerja Karyawan PT. Sumber Alfaria Trijaya Tbk (Branch Balaraja Tangerang. Di bawah bimbingan Siti Maryama.

Tujuan penelitian ini adalah untuk mengetahui pengaruh kecerdasan emosional terhadap kinerja karyawan, stres kerja terhadap kinerja karyawan, pengaruh motivasi kerja terhadap kinerja karyawan dan untuk mengetahui pengaruh kecerdasan emosional, stres kerja dan motivasi kerja terhadap kinerja karyawan PT. Sumber Alfaria Trijaya Tbk (Branch Balaraja Tangerang). Desain penelitian ini menggunakan metode kuantitatif dengan pendekatan asosiatif dan teknik pengumpulan data penelitian kepustakaan (*Library Research*) serta penelitian lapangan (*Field Research*). Teknik analisis data yang dipakai dalam penelitian ini menggunakan analisis uji instrumen data, uji asumsi klasik, uji regresi linier berganda, uji korelasi, uji determinasi, uji t dan uji f dengan menguji variabel kecerdasan emosional (X_1), stres kerja (X_2), motivasi kerja (X_3) dan kinerja karyawan (Y). Hasil penelitian ini menunjukkan dengan analisis linier berganda diperoleh nilai konstanta sebesar 3,533 artinya nilai konstanta positif menunjukkan pengaruh variabel independen. Bila variabel independen naik atau berpengaruh dalam satu satuan, maka variabel Kinerja akan naik atau terpenuhi. Dari hasil uji t variabel kecerdasan emosional (X_1) terhadap kinerja karyawan (Y) mempunyai $T_{hitung} (3,335) > T_{tabel} (1,990)$, hasil uji t variabel stres kerja (X_2) terhadap kinerja karyawan (Y) mempunyai $T_{hitung} (4,686) > T_{tabel} (1,990)$, hasil uji variabel motivasi kerja (X_3) terhadap kinerja karyawan (Y) mempunyai $T_{hitung} (4,150) > T_{tabel} (1,990)$, sehingga dapat dinyatakan bahwa variabel kecerdasan emosional (X_1), stres kerja (X_2) dan motivasi kerja (X_3) mempunyai pengaruh secara parsial terhadap kinerja karyawan (Y). Nilai signifikans sebesar $0.000 < 0,05$ dan diperoleh nilai $F_{hitung} (167,519) > F_{tabel} (3,11)$ maka dapat disimpulkan bahwa kecerdasan emosional, stres kerja dan motivasi kerja berpengaruh simultan/memiliki pengaruh secara bersama-sama terhadap kinerja karyawan. Hasil analisis koefisien determinasi (R^2) diperoleh nilai (*Rsquare*) sebesar 0,864. Hal ini berarti seluruh variabel bebas yakni kecerdasan emosional (X_1), stres kerja (X_2), motivasi kerja (X_3) mempunyai kontribusi secara bersama-sama sebesar 86% terhadap variabel terikat (Y) yaitu kinerja, sedangkan sisanya 14% dipengaruhi oleh variabel-variabel lain di luar variabel kecerdasan emosional, stres kerja dan motivasi kerja.

Kata kunci: Kecerdasan emosional, Stres kerja, Motivasi kerja, Kinerja karyawan

ABSTRACT

Shintya Ayu Hapsari. NIM: 2061201323. Analysis of Emotional Intelligence, Work Stress and Work Motivation on Employee Performance of PT Sumber Alfaria Trijaya Tbk (Branch Balaraja Tangerang. Under the guidance of Siti Maryama.

The purpose of this study was to determine the effect of emotional intelligence on employee performance, work stress on employee performance, the effect of work motivation on employee performance and to determine the effect of emotional intelligence, work stress and work motivation on employee performance of PT Sumber Alfaria Trijaya Tbk (Branch Balaraja Tangerang). This research design uses quantitative methods with an associative approach and data collection techniques of library research and field research. The data analysis technique used in this study uses data instrument test analysis, classical assumption test, multiple linear regression test, correlation test, determination test, t test and f test by testing emotional intelligence variables (X1), work stress (X2), work motivation (X3) and employee performance (Y). The results of this study indicate that with multiple linear analysis, a constant value of 3.533 is obtained, meaning that the positive constant value shows the effect of the independent variable. If the independent variable increases or has an effect in one unit, the performance variable will increase or be fulfilled. From the results of the t test of the emotional intelligence variable (X1) on employee performance (Y) has Thitung (3.335) > Ttabel (1.990), the results of the t test of the work stress variable (X2) on employee performance (Y) has Thitung (4.686) > Ttabel (1.990), the test results of work motivation variables (X3) on employee performance (Y) have Thitung (4.150) > Ttable (1.990), so it can be stated that the variables of emotional intelligence (X1), work stress (X2) and work motivation (X3) have a partial influence on employee performance (Y). The significant value of $0.000 < 0.05$ and obtained the value of Fcount (167.519) > Ftable (3.11), so it can be concluded that emotional intelligence, work stress and work motivation have a simultaneous / joint influence on employee performance. The results of the analysis of the coefficient of determination (R²) obtained a value (Rsquare) of 0.864. This means that all independent variables, namely emotional intelligence (X1), work stress (X2), work motivation (X3) have a joint contribution of 86% to the dependent variable (Y), namely performance, while the remaining 14% is influenced by other variables outside the variables of emotional intelligence, work stress and work motivation.

Keywords: Emotional intelligence, work stress, work motivation, employee performance