

# Peran Emotional Intelligence, Perceived Organizational Support, Ethical Leadership, Dan Psychological Capital Terhadap Work Engagement Karyawan Perbankan = The Role of Emotional Intelligence, Perceived Organizational Support, Ethical Leadership, and Psychological Capital on Banking Employee Work Engagement

Primahesti Dyah Widowati, author

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## Abstrak

Tingkat work engagement(keterikatan kerja) karyawan dapat mempengaruhi ketahanan suatu organisasi di tengah persaingan bisnis. Namun karyawan perbankan kerap kali dihadapkan pada tingkat partisipasi konsumen, jam kerja yang kaku, dan cakupan target konsumen yang dapat mempengaruhi tingkat keterikatan kerja dari karyawan. Penelitian ini bertujuan untuk mengetahui peran dari emotional intelligence, perceived organizational support, dan ethical leadership, terhadap keterikatan kerja karyawan perbankan melalui mediasi dari psychological capital. Sampel yang dilibatkan dalam penelitian adalah 297 karyawan bank umum konvensional di Indonesia. Hasil analisis structural equation modeling (SEM) memperlihatkan bahwa emotional intelligence, perceived organizational support, ethical leadership, dan psychological capital dapat mempengaruhi work engagement. Psychological capital menunjukkan peran mediasi secara parsial terhadap pengaruh dari emotional intelligence, perceived organizational support dan ethical leadership terhadap work engagement. Pemahaman yang lebih mendalam terhadap emotional intelligence, perceived organizational support, ethical leadership, dan psychological capital sebagai upaya untuk meningkatkan work engagement dapat membantu sektor perbankan untuk mempertahankan karyawan, meningkatkan kinerja karyawan serta organisasi, dan mempertahankan keunggulan kompetitif organisasi di tengah ketatnya persaingan antar perbankan di Indonesia.

.....The level of employee work engagement can affect an organization's resilience amid business competition. However, banking employees are often faced with the level of consumer participation, rigid working hours, and the range of target consumers that can affect the level of work engagement of employees. This study aims to determine the role of emotional intelligence, perceived organizational support, and ethical leadership on banking employee engagement through mediation from psychological capital. The samples involved in the study were 297 employees of conventional commercial banks in Indonesia. The structural equation modeling (SEM) analysis shows that emotional intelligence, perceived organizational support, ethical leadership, and psychological capital can affect work engagement. Psychological capital shows a mediating role partially in the effect of emotional intelligence, perceived organizational support and ethical leadership on work engagement. A deeper understanding of emotional intelligence, ethical leadership, and psychological capital to increase work engagement can help the banking sector retain employees, improve employee and organizational performance, and maintain an organizational competitive advantage amid intense competition between banks in Indonesia.