

# Pengaruh Emotional Intelligence Transformational Leadership Job Satisfaction dan Organizational Commitment Terhadap Job Performance Karyawan Di Sektor Jasa Keuangan Dan Asuransi = The Effect of Emotional Intelligence Transformational Leadership Job Satisfaction And Organizational Commitment On Employee Performance In The Financial Services And Insurance Sector

Hasan Syarif, author

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## Abstrak

Penelitian ini bertujuan untuk mengkaji pengaruh positif emotional intelligence, transformational leadership, job satisfaction, dan organizational commitment secara langsung terhadap job performance. Selain pengaruh langsung, penelitian ini juga mengkaji peran job satisfaction dan organizational commitment sebagai mediating variable dalam pengaruh emotional intelligence dan transformational leadership terhadap job performance. Objek penelitian ini adalah karyawan sektor jasa keuangan dan asuransi di wilayah DKI Jakarta dan sekitarnya. Data penelitian dikumpulkan menggunakan kuesioner online dan offline kepada 500 orang karyawan yang telah bekerja pada sektor jasa keuangan dan asuransi minimal dalam kurun waktu setengah tahun terakhir. Hasil analisis data dengan Structural Equation Modelling (SEM) menunjukkan bahwa emotional intelligence, transformational leadership, job satisfaction, dan organizational commitment memiliki pengaruh langsung positif yang signifikan terhadap job performance. Selain itu, job satisfaction dan organizational commitment terbukti memediasi pengaruh emotional intelligence dan transformational leadership terhadap job performance secara parsial.

.....This study aims to examine the positive effects of emotional intelligence, transformational leadership, job satisfaction, and organizational commitment directly on job performance. Apart from the direct effect, this study also examines the role of job satisfaction and organizational commitment as mediating variables in the influence of emotional intelligence and transformational leadership on job performance. The objects of this research are employees of the financial and insurance services sector in DKI Jakarta and its surroundings. Research data was collected using online and offline questionnaires to 500 employees who had worked in the financial services and insurance sector for at least the last half year. The results of data analysis using Structural Equation Modelling (SEM) show that emotional intelligence, transformational leadership, job satisfaction, and organizational commitment have a significant positive direct effect on job performance. In addition, job satisfaction and organizational commitment are proven to partially mediate the effect of emotional intelligence and transformational leadership on job performance.