

ABSTRACT

Title : The Effect of Emotional Intelligence on Work Engagement in Bank C Cab Employees Kebayoran Baru

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Study Program : Psychology

The success achieving targets at Bank C Kebayoran Baru, cannot be separated from the involvement of its employees who are full of enthusiasm, dedication and totality in their work or in other words, have high work engagement. One of the factors that can affect work engagement is the personality factor, namely emotional maturity. The purpose of this study was to determine the effect of emotional intelligence on work engagement on employees of Bank C Cab. New Kebayoran. Subjects in this study amounted to 74 employees. This research is aquantitative research with a comparative causal approach. The sampling technique in this study is the saturated sampling method. The work engagement data collection tool uses a work engagement scale measuring instrument with 38 valid items and a reliability coefficient value (α) of 0.957 and while the emotional intelligence measurement tool uses a measuring tool (Emotional Intelligence Self Evaluation (EISE). 30 items. The results showed that there was a significant positive effect between the variables of emotional intelligence and work engagement on employees of Bank C. Kebayoran Baru. It is known from the results of the F test that the F count is 12,482 when compared to the F table with df 1: 73 of 1.993 at the 5% significance level, the calculated F is greater than F table ($12,482 > 1.993$). Another finding is that more employees have low empathy with a value of 48.6%, so the company needs attention to develop it.

Keywords: Bank Employees, Emotional Intelligence, Work Engagement