

ABSTRAK

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PENGARUH *EMOTIONAL INTELLIGENCE* TERHADAP *WORK OUTCOMES* YANG DIMEDIASI OLEH *PERCEIVED ORGANIZATIONAL POLITICS* PADA TENAGA KEPENDIDIKAN DI IPTS XYZ

(xii + 95 halaman; 5 gambar; 13 tabel; 3 lampiran)

Pada masa persaingan global ini, pendidikan tetap menjadi salah satu ujung tonggak perubahan dunia untuk melahirkan generasi pembaharu yang berkualitas dan mampu bersaing di kancah dunia. Di tengah ketatnya persaingan Institusi Pendidikan Tinggi, maka peningkatan mutu dan kualitas layanan Institusi Pendidikan menjadi sangat penting. Pencapaian mutu tersebut tidak lepas dari pengelolaan SDM yang sepadan agar para tenaga kependidikan tidak hanya bekerja namun juga mau berkarya bagi kemajuan Institusi agar tetap kompetitif dalam persaingan. Penelitian ini bertujuan untuk mengetahui: (1) Pengaruh *Emotional Intelligence* terhadap *Perceived Organizational Politics*. (2) Pengaruh mediasi *Perceived Organizational Politics* terhadap *Work Outcomes* (3) Pengaruh langsung *Emotional Intelligence* terhadap *Work Outcomes*.

Penelitian ini adalah penelitian survei dengan menggunakan instrumen penelitian kuesioner. Populasi penelitian ini adalah tenaga kependidikan dari sebuah Institusi Pendidikan Tinggi Swasta XYZ dengan berbagai level jabatan dan tipe pekerjaan, sebanyak 193 sampel. Alat ukur terbukti *valid* dan *reliable* untuk instrumen penelitian. Analisis uji hipotesis dan analisis data menggunakan analisis *Partial Least Square Structural Equation Modelling* (PLS SEM) yang diolah menggunakan program Smart PLS versi 3.0.

Hasil penelitian menunjukkan bahwa *Emotional Intelligence* berpengaruh negatif terhadap *Perceived Organizational Politics*, dan *Perceived Organizational Politics* memediasi *Emotional Intelligence* dan *Work Outcomes* secara *partial*. Temuan empiris tersebut mengindikasikan pentingnya *Emotional Intelligence* sebagai penawar bagi dinamika politik dalam institusi. Dan dengan mengetahui pengaruh hubungan tersebut, maka dapat dijadikan masukan untuk merancang strategi pengelolaan SDM yang paling sepadan.

Kata kunci: *Emotional Intelligence, Perceived Organizational Politics, Work Outcomes, Job Satisfaction, Turnover Intention, Negligent Behavior*

ABSTRACT

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THE INFLUENCE OF EMOTIONAL INTELLIGENCE TOWARDS WORK OUTCOMES MEDIATED BY PERCEIVED ORGANIZATIONAL POLITICS ON NON ACADEMIC STAFF AT XYZ PRIVATE HIGHER EDUCATION INSTITUTION

(xii + 95 pages; 5 pictures; 13 tables; 3 attachments)

In this competitive global era, education remains one of the cornerstones of the world's change to create a generation of reformers who are qualified and able to compete on the world stage. In the midst of intense competition for Private Higher Education Institutions, the improvement in the quality and quality of service itself become very important. Achieving these qualities is inseparable from human resource management, which is commensurate so that the non academic staff are not only working but also want to work for the progress of the Institution to remain militant in the competition. This study aims to determine: (1) The Effect of Emotional Intelligence on Perceived Organizational Politics, (2) Effects of mediating Perceived Organizational Politics on Work Outcomes, (3) Direct influence of Emotional Intelligence on Work.

The research is categorized as a survey research using questionnaire. The population of this research is non academic staff of a private higher education institution XYZ with various job levels and types of work, i.e. 193 samples. The measuring instrument is proven to be valid and reliable as a research instrument. The hypothesis test analysis and data analysis utilize Partial Least Square Structural Equation Modelling (PLS SEM) processed with Smart PLS Program version 3.0.

The result of the research shows that Emotional Intelligence affects Perceived Organizational Politics negatively, and Perceived Organizational Politics mediates Emotional Intelligence and Work Outcomes partially. The empirical findings indicate the importance of Emotional Intelligence as an antidote to political dynamics within the institution. And by recognizing the correlation among those three, inputs can be drawn to design the best fit human resource management strategy.

Key words: Emotional Intelligence, Perceived Organizational Politics, Work Outcomes, Job Satisfaction, Turnover Intention, Negligent Behavior