

ABSTRACT

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THE EFFECT OF EMOTIONAL INTELLIGENCE, PERFORMANCE MANAGEMENT AND ORGANIZATIONAL LEARNING ON EMPLOYEE PERFORMANCE AT THE TRANS RESORT BALI

(xvi + 131 pages; 9 figures; 30 tables; 5 appendices)

This research aims to determine the influence of emotional intelligence, performance management, and organizational learning on the performance of The Trans Resort Bali employees. After observing, there were several problems with emotional intelligence, performance management and organizational learning

According to Yeti (2022) The emotional intelligence has significant effect on employee performance, According to Aldy Januar Rakhma (2019) The performance management has significant effect on employee performance, According to Setyowati and Sukarno (2023) Organizational learning has a significant effect on employee performances.

The research employs quantitative research design to gather data from a sample of 90 employees of Trans Resort Bali . Data were collected through simple random sampling technique by distributing questionnaires using Google Form. The data has passed the validity, reliability, and classic assumptions test of normality, multicollinearity and heteroscedasticity by using SPSS software.

Based on the final result, coefficient determination percentage is 62.1% with Tcount of emotional intelligence with $(3.878) > T_{table} (1.98)$, performance management $(2.989) > T_{table} (1.98)$, and organizational learning $(4.762) > T_{table} (1.98)$ with Fcount $> F_{table} (49.649 > 2.71)$.

The conclusion is emotional intelligence, performance management, and organizational learning have a partial and simultaneous effect on employee performance at The Trans Resort Bali. And the recommendations for The Trans Resort Bali are to improve employees' relation and emotional quotient through training and team building activities, give appreciation and suggestions on daily basis formally or informally to their employees, provide training to employees who are lacking skills and knowledge, and set clear targets and objectives to be achieved and learn how to manage time more efficiently.

Keywords : Emotional Intelligence, Employee Performance, Performance Management and Organizational Learning.

References : 29 (2016-2022)

ABSTRAK

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PENGARUH KECERDASAN EMOSIONAL, MANAJEMEN KINERJA DAN PEMBELAJARAN ORGANISASI TERHADAP KINERJA KARYAWAN PADA THE TRANS RESORT BALI.

(xvi + 131 halaman; 9 gambar; 30 tabel; 5 lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh kecerdasan emosional, manajemen kinerja, dan pembelajaran organisasi terhadap kinerja karyawan The Trans Resort Bali. Setelah dilakukan observasi, terdapat beberapa permasalahan pada kecerdasan emosional, manajemen kinerja dan pembelajaran organisasi

Menurut Yeti (2022) Kecerdasan emosional berpengaruh signifikan terhadap kinerja pegawai, Menurut Aldy Januar Rakhma (2019) Manajemen kinerja berpengaruh signifikan terhadap kinerja pegawai, Menurut Setyowati dan Sukarno (2023) Pembelajaran organisasi berpengaruh signifikan terhadap kinerja pegawai

Penelitian ini menggunakan desain penelitian kuantitatif dengan mengumpulkan data dari sampel 90 karyawan Trans Resort Bali. Data dikumpulkan melalui teknik simple random sampling dengan menyebarkan kuesioner menggunakan Google Form. Data telah lolos uji validitas, reliabilitas, dan asumsi klasik normalitas, multikolinearitas dan heteroskedastisitas dengan menggunakan software SPSS.

Berdasarkan hasil akhir persentase koefisien determinasi sebesar 62,1% dengan Thitung kecerdasan emosional dengan $(3,878) > T_{tabel} (1,98)$, manajemen kinerja $(2,989) > T_{tabel} (1,98)$, dan pembelajaran organisasi $(4,762) > T_{tabel} (1,98)$ dengan $F_{hitung} > F_{tabel} (49.649 > 2.71)$.

Kesimpulannya kecerdasan emosional, manajemen kinerja, dan pembelajaran organisasi berpengaruh secara parsial dan simultan terhadap kinerja karyawan The Trans Resort Bali. Dan rekomendasi bagi The Trans Resort Bali adalah meningkatkan hubungan dan kecerdasan emosional karyawan melalui kegiatan pelatihan dan team building, memberikan apresiasi dan saran sehari-hari secara formal maupun informal kepada karyawannya, memberikan pelatihan kepada karyawan yang kurang memiliki keterampilan dan pengetahuan, dan menetapkan target dan tujuan yang jelas yang ingin dicapai dan belajar bagaimana mengatur waktu dengan lebih efisien.

Kata Kunci : Kecerdasan Emosional, Kinerja Karyawan, Manajemen Kinerja, dan Pembelajaran Organisasi.

Referensi : 29 (2016-2022)