

ABSTRACT

Sindi Fitria Astuti (2022). The Influence of Emotional Intelligence, Self-Efficacy, and Role Conflict on the Performance of Employees at UPTD Puskesmas Martapura, OKU Timur District. This research was under the guidance of Darman Syafe'i, S.E., M.Si., and Yulitiawati, S.E., M.Si.

This research discussed the influence of emotional intelligence, self-efficacy, and role conflict on the performance of employees at UPTD Puskesmas Martapura, OKU Timur District. The data collection technique used in this study was through the distribution of questionnaires. The total population was 87 people. The method used was a quantitative method with Multiple Linear Regression analysis. Based on partial analysis results, emotional intelligence had an influence on the performance of employees at UPTD Puskesmas Martapura, OKU Timur District with a t-value of 6.882. Self-efficacy had an influence on the performance of employees at UPTD Puskesmas Martapura, OKU Timur District with a t-value of 3.836. Role conflict had an influence on the performance of employees at UPTD Puskesmas Martapura, OKU Timur District with a t-value of 2.952. Simultaneously, emotional intelligence, self-efficacy, and role conflict had an influence on the performance of employees at UPTD Puskesmas Martapura, OKU Timur District. The coefficient of determination (adjusted R square) was 0.748, which indicated the contribution of the influence of emotional intelligence, self-efficacy, and role conflict on employees' performance was 74.8%, while the remaining 25.2% was influenced by other factors such as skills and abilities, as well as knowledge. Kasmir (cited in Juniarti and Putri, 2021:45)

Keywords: emotional intelligence, self-efficacy, role conflict, employees' performance

ABSTRAK

Sindi Fitria Astuti (2022) Pengaruh Kecerdasan emosional, Efikasi diri dan Konflik peran ganda terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur. Skripsi ini dibimbing oleh Darman Syafe'i, S.E.,M.Si., dan Yulitiawati, S.E.,M.Si.

Penelitian ini membahas pengaruh Kecerdasan emosional, Efikasi diri dan Konflik peran ganda terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur. Teknik pengumpulan data yang digunakan dalam penelitian ini melalui penyebaran kuesioner. Jumlah populasi sebanyak 87 orang. Metode yang digunakan adalah metode kuantitatif dengan alat analisis Regresi Linear Berganda. Berdasarkan hasil analisis secara persial Kecerdasan emosional berpengaruh terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur dengan nilai t_{hitung} sebesar 6.882. Efikasi diri berpengaruh terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur dengan nilai t_{hitung} sebesar 3.836. Konflik peran ganda berpengaruh terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur dengan nilai t_{hitung} sebesar 2.952. Secara simultan Kecerdasan emosional, Efikasi diri dan Konflik peran ganda berpengaruh terhadap kinerja pegawai UPTD Puskesmas Martapura Kabupaten OKU Timur. koefisien determinasi (*adjusted R square*) sebesar 0.748 hal ini menunjukkan adanya sumbangan pengaruh Kecerdasan emosional, Efikasi diri dan Konflik peran ganda terhadap kinerja pegawai sebesar 74.8% sisanya 25.2% dipengaruhi oleh faktor lain seperti kemampuan dan keahlian, serta pengetahuan. Kasmir (dikutip di Juniarti dan Putri, 2021:45)

Kata kunci: kecerdasan emosional, efikasi diri, konflik peran ganda, kinerja pegawai