

ABSTRAK

Pegawai Merupakan salah satu SDM yang berada di suatu organisasi. Kinerja pegawai di organisasi mempunyai peran penting dalam pencapaian tujuan organisasi. Pegawai harus benar-benar kompeten dibidangnya dan pegawai juga harus mampu mengabdikan secara optimal. Kinerja seseorang yang baik dapat dipengaruhi oleh Kompetensi, *Self Efficacy* dan *Emotional Quotient*.

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh Kompetensi, *Self Efficacy* dan *Emotional Quotient* terhadap Kinerja Karyawan di *Morning Bread* Bandung baik secara parsial maupun simultan. Metode penelitian yang digunakan adalah deskriptif dan verifikatif dengan jumlah populasi 39 responden. Teknik pengumpulan data yang digunakan adalah observasi, wawancara dan menyebarkan kuesioner. Metode analisis data yang digunakan adalah regresi linier berganda, korelasi berganda, dan Koefisien Determinasi.

Hasil penelitian menunjukkan bahwa Kompetensi, *Self Efficacy* dan *Emotional Quotient* terhadap Kinerja Karyawan di *Morning Bread* Bandung dapat dikatakan kurang baik. Kompetensi, *Self Efficacy* dan *Emotional Quotient* memberikan pengaruh cukup kuat terhadap peningkatan kinerja karyawan yaitu sebesar 70,8% dilihat dari Koefisien Determinasi secara parsial Kompetensi memberikan Pengaruh yang signifikan sebesar 26,1 %, sedangkan *Self Efficacy* memberikan pengaruh signifikan yaitu sebesar 21,9% dan *Emotional Quotient* memberikan pengaruh signifikan terhadap kinerja karyawan sebesar 22,8%.

Kata Kunci : Kompetensi, *Self Efficacy*, *Emotional Quotient*, Kinerja Karyawan

ABSTRACT

Employee Is one of the HR who is in an organization. Employee performance in the organization has an important role in achieving organizational goals. Employees must be truly competent in their fields and employees must also be able to serve optimally. A person's good performance can be influenced by Competence, Self Efficacy and Emotional Quotient.

This study aims to determine how much influence the Competence, Self Efficacy and Emotional Quotient on Employee Performance in Morning Bread Bandung both partially and simultaneously. The research method used is descriptive and verification with a population of 39 respondents. Data collection techniques used were observation, interviews and distributing questionnaires. Data analysis methods used are multiple linear regression, multiple correlation, and the coefficient of determination.

The results showed that Competency, Self Efficacy and Emotional Quotient on Employee Performance in Morning Bread Bandung can be said to be less good. Competence, Self Efficacy and Emotional Quotient give a strong enough influence on improving employee performance that is equal to 70.8% seen from the partial Determination Coefficient Competence gives a significant influence of 26.1%, while Self Efficacy gives a significant influence of 21.9% and Emotional Quotient has a significant effect on employee performance by 22.8%.

Keywords: Competence, Self Efficacy, Emotional Quotient, Employee Performance