

ABSTRAK

Penelitian ini dilakukan berdasarkan fenomena yang terjadi bahwa PT Pos Indonesia (Persero) Kantor Pusat Cilaki Bandung belum dapat maksimal dalam menerapkan lingkungan kerja, kecerdasan emosional dan budaya kerja terhadap kinerja pegawai. Penelitian ini bertujuan untuk mengetahui pengaruh lingkungan kerja, kecerdasan emosional, dan budaya kerja terhadap kinerja pegawai. Metode penelitian yang digunakan adalah deskriptif dan verifikatif dengan jumlah sampel 86 responden. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan menyebarkan kuesioner. Metode analisis data yang digunakan adalah analisis regresi linier berganda, analisis korelasi berganda, analisis determinasi dan uji hipotesis. Serta metode analisis menggunakan alat bantu SPSS version 25 (*Statistical Product and Service Solution*)

Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara lingkungan kerja, kecerdasan emosional dan budaya kerja terhadap kinerja pegawai secara simultan sebesar 62,9% dan sisanya 37,1% dipengaruhi oleh variabel lain diluar variabel yang diteliti. Secara parsial besarnya pengaruh lingkungan kerja terhadap kinerja pegawai sebesar 20,7%, pengaruh kecerdasan emosional terhadap kinerja sebesar 23,2% dan pengaruh budaya kerja terhadap kinerja pegawai sebesar 19%, sehingga dapat disimpulkan bahwa kecerdasan emosional memberikan pengaruh paling besar terhadap kinerja pegawai.

Kata Kunci: Lingkungan Kerja, Kecerdasan Emosional, Budaya Kerja dan Kinerja Pegawai

ABSTRACT

This research was conducted based on phenomenon that accured that the PT Pos Indonesia (Persero) Kantor Pusat Cilaki Bandung has not been able to maximal in applying work environment, emotional intelligence and organisational culture on employee performance. This study aims to find out the effect of work environment, emotional intelligence, and organisational culture influence to employee performance. The research using descriptive and verification methode with a sample of 86 respondents. Data was collected through observation, interviews, and questionnaires. The analytical method used is multiple linear regression analysis, multiple correlation analysis, analysis of determination and hypothesis testing. And the method of analysis is using SPSS version 25 (Statistical Product and Service Solution).

The results showed that there was a positive and significant influence between work environment, emotional intelligence and organisational culture on employee performance simultaneously is 62.9% meanwhile 37.1% influenced by other variables. Partially the amount of the influence of the work environment on employee performance is 20.7%, the influence of emotional intelligence on performance is 23.2% and the influence of organisational culture on employee performance is 19%, so it can be concluded that emotional intelligence has the greatest influence. on employee performance.

Keyword: Work Environment, Emotional Intelligence, Organisational Culture and Employees Performance