

ABSTRAK
PENGARUH KECERDASAN EMOSIONAL DAN
KEPUASAN KERJA TERHADAP KINERJA PEGAWAI
(Studi pada Kantor Dinas Penanaman Modal dan
Pelayanan Terpadu Satu Pintu Kota Tasikmalaya)

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Penelitian ini bertujuan untuk mengetahui besarnya pengaruh kecerdasan emosional dan kepuasan kerja terhadap kinerja pegawai pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Tasikmalaya. Metode penelitian yang digunakan adalah metode survei dengan pendekatan kuantitatif, sedangkan teknik penarikan sampel menggunakan sampling jenuh atau sensus. Teknik pengumpulan data dilakukan melalui kuesioner yang disebarakan kepada seluruh pegawai Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Tasikmalaya yang berjumlah 31 orang. Alat analisis yang digunakan adalah Partial Least Squares–Structural Equation Modeling dengan bantuan perangkat lunak SmartPLS versi 4. Hasil penelitian menunjukkan bahwa kecerdasan emosional dan kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja pegawai. Selain itu, kedua variabel tersebut memiliki kontribusi yang besar dalam menjelaskan kinerja pegawai. Dengan demikian, peningkatan kecerdasan emosional dan kepuasan kerja dapat mendukung peningkatan kinerja pegawai pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Tasikmalaya.

Kata Kunci: kecerdasan emosional, kepuasan kerja, kinerja pegawai.

ABSTRACT
***THE EFFECT OF EMOTIONAL INTELLIGENCE AND
JOB SATISFACTION ON EMPLOYEE PERFORMANCE
(Study at the Investment and One-Stop Integrated Service
Office of Tasikmalaya City)***

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This study aimed to determine the magnitude of the influence of emotional intelligence and job satisfaction on employee performance at the Investment and One-Stop Integrated Service Office of Tasikmalaya City. The research employed a survey method with a quantitative approach, while the sampling technique used was saturated sampling or census. Data were collected through questionnaires distributed to all employees of the Investment and One-Stop Integrated Service Office of Tasikmalaya City, totaling 31 respondents. The data were analyzed using Partial Least Squares–Structural Equation Modeling with the assistance of SmartPLS version 4 software. The results showed that emotional intelligence and job satisfaction had a positive and significant effect on employee performance. In addition, both variables made a substantial contribution to explaining employee performance. Therefore, improving emotional intelligence and job satisfaction was considered important in enhancing employee performance at the Investment and One-Stop Integrated Service Office of Tasikmalaya City.

Keywords: *emotional intelligence, job satisfaction, employee performance.*