

ABSTRACT

**THE EFFECT OF ROLE AMBITIOUSNESS AND
WORKLOAD ON JOB SATISFACTION WITH
EMOTIONAL INTELLIGENCE AS A MODERATING
VARIABLE**

(Case Study at Al-Ikhbal Company in Tasikmalaya City)

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This study aimed to determine the effect of role ambiguity on job satisfaction; the effect of workload on job satisfaction; and the effect of role ambiguity and workload on job satisfaction, with emotional intelligence as a moderating variable at Al-Ikhbal Company in Tasikmalaya. This quantitative study used a descriptive approach, using primary data and partial least squares structural equation modeling (PLS-SEM) analysis techniques. The respondents were 77 employees of Al-Ikhbal Company in Tasikmalaya. The results indicated that role ambiguity, workload, job satisfaction, and emotional intelligence were within the good criteria. The results of this study indicated that role ambiguity influenced job satisfaction and workload influences job satisfaction. Emotional intelligence was also able to moderate the influence of role ambiguity and workload on job satisfaction.

Keywords: Role Ambiguity, Workload, Job satisfaction, Emotional intelligence.

ABSTRAK

PENGARUH *ROLE AMBIGUITY* DAN *WORKLOAD* TERHADAP *JOB SATISFACTION* DENGAN *EMOTIONAL INTELLIGENCE* SEBAGAI VARIABEL MODERASI

(Kasus pada Perusahaan Al-Ikhhbal di Kota Tasikmalaya)

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Penelitian ini bertujuan untuk mengetahui pengaruh *role ambiguity* terhadap *job satisfaction*; pengaruh *workload* terhadap *job satisfaction*; pengaruh *role ambiguity* dan *workload* terhadap *job satisfaction* dengan *emotional intelligence* sebagai variabel moderasi pada Perusahaan Al-Ikhhbal Tasikmalaya. Penelitian ini berjenis kuantitatif dengan pendekatan deskriptif, menggunakan data primer serta menggunakan teknik analisis *partial least square – structural equation model* (PLS-SEM) dengan responden sebanyak 77 orang yang diambil dari karyawan Perusahaan Al-Ikhhbal Tasikmalaya. Berdasarkan hasil penelitian diketahui bahwa *role ambiguity*, *workload*, *job satisfaction* dan *emotional intelligence* berada dalam kriteria baik. Hasil penelitian ini menunjukkan bahwa terdapat pengaruh antara *role ambiguity* terhadap *job satisfaction* dan *workload* terhadap *job satisfaction*. Serta *emotional intelligence* dapat memoderasi pengaruh *role ambiguity* dan *workload* terhadap *job satisfaction*.

Kata Kunci: *Role Ambiguity, Workload, Job satisfaction, Emotional intelligence.*