

ABSTRACT

THE INFLUENCE OF EMOTIONAL INTELLIGENCE, WELFARE PROGRAMS AND WORK-LIFE BALANCE ON THE MORALE

*(Research on Emotional Intelligence, Welfare Programs and Work-Life Balance
on The Morale of Non-Organic Employees of Bank BTN Tasikmalaya Branch
Office)*

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The purpose of this study was to determine and analyze emotional intelligence, welfare programs, and work-life balance, as well as the influence of emotional intelligence, welfare programs, and work-life balance on the morale of non-manager organic employees of Bank BTN Tasikmalaya Branch Office. The research method used was a survey method, the data were obtained directly through questionnaires to 43 respondents taken from organic non-manager employees. Sampling using a census and the method of analysis used in this study is path analysis. Based on the results of the study, it is known that emotional intelligence is included in the high classification, welfare programs are included in the high classification, work-life balance is included in the high classification, and non-manager organic employee morale of Bank BTN Tasikmalaya Branch Office is included in the high classification. There is a significant influence between emotional intelligence, welfare programs and work-life balance on the morale of the non-organic employees of Bank BTN Tasikmalaya Branch Office.

Keywords: Emotional Intelligence, Welfare Programs, Work-Life Balance, The Morale

ABSTRAK

PENGARUH KECERDASAN EMOSIONAL, PROGRAM KESEJAHTERAAN, DAN KESEIMBANGAN KEHIDUPAN KERJA TERHADAP SEMANGAT KERJA

(Penelitian Terhadap Karyawan Organik Non Manajer
Bank BTN Kantor Cabang Tasikmalaya)

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Tujuan penelitian ini adalah untuk mengetahui dan menganalisis kecerdasan emosional, program kesejahteraan, dan keseimbangan kehidupan kerja, serta pengaruh kecerdasan emosional, program kesejahteraan, dan keseimbangan kehidupan kerja terhadap semangat kerja karyawan organik non manajer Bank BTN Kantor Cabang Tasikmalaya. Metode penelitian yang digunakan adalah metode survey, data yang diperoleh langsung melalui kuesioner kepada 43 responden yang diambil dari karyawan organik non manajer. Penarikan sampel menggunakan sensus dan metode analisis yang digunakan dalam penelitian ini adalah analisis jalur. Berdasarkan hasil penelitian, diketahui bahwa kecerdasan emosional termasuk dalam klasifikasi tinggi, program kesejahteraan termasuk dalam klasifikasi tinggi, keseimbangan kehidupan kerja termasuk dalam klasifikasi tinggi, dan semangat kerja karyawan organik non manajer Bank BTN Kantor Cabang Tasikmalaya termasuk dalam klasifikasi tinggi. Terdapat pengaruh yang signifikan antara kecerdasan emosional, program kesejahteraan dan keseimbangan kehidupan kerja terhadap semangat kerja karyawan organik non manajer Bank BTN Kantor Cabang Tasikmalaya.

Kata Kunci: Kecerdasan Emosional, Program Kesejahteraan, Keseimbangan Kehidupan Kerja, Semangat Kerja