

MODEL KINERJA KARYAWAN BERBASIS *EMOTIONAL INTELLIGENCE*, KEPEMIMPINAN TRANSFORMASIONAL DAN KOMPETENSI YANG DIMEDIASI OLEH *WORK LIFE BALANCE*

(Karyawan BPJS Ketenagakerjaan Jabodetabek)

DISERTASI

**Diajukan untuk Memenuhi Sebagian Syarat Memperoleh Gelar Doktor
Manajemen**



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Disertasi diajukan untuk memenuhi salah satu syarat
memperoleh gelar Doktor (Dr.) pada Program Studi Manajemen

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Universitas Pendidikan Indonesia
Agustus 2023

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MODEL KINERJA KARYAWAN BERBASIS *EMOTIONAL INTELLIGENCE*, KEPEMIMPINAN TRANSFORMASIONAL DAN KOMPETENSI YANG DIMEDIASI OLEH *WORK LIFE BALANCE*

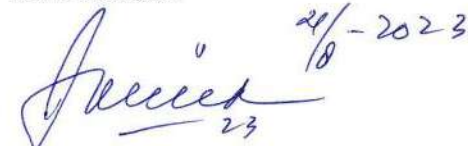
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SURAT PERNYATAAN

Dengan ini saya menyatakan bahwa Disertasi dengan judul “**Model Kinerja Karyawan Berbasis *Emotional Intelligence*, Kepemimpinan Transformasional dan Kompetensi yang dimediasi oleh *Work Life Balance* (Karyawan BPJS Ketenagakerjaan Jabodetabek)**” beserta isinya adalah benar-benar karya saya sendiri. Saya tidak melakukan penjiplakan atau pengutipan dengan cara-cara yang tidak sesuai dengan etika ilmu yang berlaku dalam masyarakat keilmuan.

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Demikian pernyataan ini dibuat dengan sebenar-benarnya.

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Yang membuat pernyataan,

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KATA PENGANTAR

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Semoga hasil penelitian disertasi ini dapat memberikan manfaat sebesar-besarnya baik secara teoritis maupun praktis.

Penulis menyadari masih terdapat kekurangan, sehingga mohon pembaca dapat memberikan saran yang membangun untuk peningkatan kualitas disertasi ini.

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Model Kinerja Karyawan Berbasis *Emotional Intelligence*, Kepemimpinan Transformasional, dan Kompetensi yang dimediasi oleh *Work Life Balance* (Karyawan BPJS Ketenagakerjaan Jabodetabek)

ABSTRAK

Dellia Mila Vernia, NIM: 1803006, Model Kinerja Karyawan Berbasis Emotional Intelligence, Kepemimpinan Transformasional, Kompetensi yang dimediasi oleh Work Life Balance (Karyawan BPJS Ketenagakerjaan Jabodetabek)

Promotor: Prof. Dr. H. Syamsul Hadi Senen, MM, ChFI, CBSA; Ko-Promotor: Prof. Dr. Hj. Tjutju Yuniarsih, SE., M.Pd dan Anggota: Dr. Rofi Rofaida, S.P., M.Si

Penelitian ini membahas tentang gambaran kinerja karyawan pada BPJS Ketenagakerjaan (Jabodetabek). Kajian ini bertujuan untuk menganalisis pengaruh *emotional intelligence*, kepemimpinan transformasional dan kompetensi terhadap kinerja karyawan yang dimediasi oleh *work life balance*. Populasi penelitian ini adalah seluruh karyawan BPJS Ketenagakerjaan (Jabodetabek) sebanyak 2106 orang, dengan menggunakan teknik sampel Isaac & Michael diperoleh responden sebanyak 382 orang. Metode yang digunakan dalam penelitian ini yaitu metode deskriptif dengan pendekatan kuantitatif. Pengumpulan data dilakukan dengan metode survei menggunakan instrumen kuesioner terhadap karyawan BPJS Ketenagakerjaan (Jabodetabek) dengan *proportional stratified random sampling*, menggunakan tujuh kategori jawaban skala ordinal. Penelitian ini menggunakan teknik analisis SEM PLS sehingga diperoleh hasil bahwa *emotional intelligence* berpengaruh positif dan signifikan terhadap kinerja karyawan, kepemimpinan transformasional berpengaruh positif dan signifikan terhadap kinerja karyawan, kompetensi berpengaruh positif dan tidak signifikan terhadap kinerja karyawan, *work life balance* berpengaruh positif dan signifikan terhadap kinerja karyawan, *emotional intelligence* berpengaruh positif dan signifikan terhadap *work life balance*, kepemimpinan transformasional berpengaruh positif dan signifikan terhadap *work life balance*, kompetensi berpengaruh positif dan signifikan terhadap *work life balance*, *work life balance* memediasi positif dan signifikan pengaruh *emotional intelligence* terhadap kinerja karyawan, *work life balance* memediasi positif dan signifikan pengaruh kepemimpinan transformasional terhadap kinerja karyawan, *work life balance* memediasi positif dan signifikan pengaruh kompetensi terhadap kinerja karyawan. *Novelty* penelitian ini ialah model kinerja karyawan yang berbasis *emotional intelligence*, kepemimpinan transformasional dan kompetensi yang dimediasi oleh *work life balance*.

Kata Kunci: Emotional Intelligence, Kepemimpinan Transformasional, Kompetensi, Work Life Balance, Kinerja Karyawan.

**Employee Performance Model Based on Emotional Intelligence,
Transformational Leadership, Competence mediated by Work Life Balance
(Employees of BPJS Ketenagakerjaan at Jabodetabek)**

ABSTRACT

Dellia Mila Vernia, NIM: 1803006, Model Employee Performance Model Based on Emotional Intelligence, Transformational Leadership, Competence mediated by Work Life Balance (Employees of BPJS Ketenagakerjaan at Jabodetabek)

Under guidance: Prof. Dr. H. Syamsul Hadi Senen, MM, ChFI, CBSA; Prof. Dr. Hj. Tjutju Yuniarsih, SE., M.Pd; Dr. Rofi Rofaida, S.P., M.Si

This study discussed the description of employee performance at BPJS Employment (Jabodetabek). This study aimed to analyze the effect of emotional intelligence, transformational leadership and competence on employee performance mediated by work life balance. The population of this study was all 2106 employees of BPJS Ketenagakerjaan (Jabodetabek), using the Isaac & Michael sample technique, 382 respondents were obtained. The method used in this research was descriptive method with a quantitative approach. Data collection was carried out using a survey method using a questionnaire instrument for BPJS Employment (Jabodetabek) employees with proportional stratified random sampling, using seven ordinal scale answer categories. This study used the SEM PLS analysis technique to obtain the results that emotional intelligence has a positive and significant effect on employee performance, transformational leadership had a positive and significant effect on employee performance, competence had a positive and insignificant effect on employee performance, work life balance had a positive and significant effect on performance employees, emotional intelligence had a positive and significant effect on work life balance, transformational leadership had a positive and significant effect on work life balance, competence has a positive and significant effect on work life balance, work life balance mediates a positive and significant effect of emotional intelligence on employee performance, work life balance mediated a positive and significant effect of transformational leadership on employee performance, work life balance mediated a positive and significant effect of competence on employee performance. The novelty of this research was a model of employee performance based on emotional intelligence, transformational leadership and competencies mediated by work life balance.

Keywords: Emotional Intelligence, Transformational Leadership, Competence, Work Life Balance, Employee Performance.

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