

# Pengaruh Kecerdasan Emosional Terhadap Kepuasan Kerja Yang Dimediasi Stress-coping style Tenaga Kesehatan Di Wilayah Jabodetabek Pada Masa Pandemi Covid-19. = The Influence of Emotional Intelligence toward Job Satisfaction Mediated by Stress-coping Style of Healthcare Worker In Greater Jakarta Area During Covid-19 Outbreak.

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## Abstrak

Penelitian ini meneliti tentang pengaruh kecerdasan emosional terhadap kepuasan kerja tenaga kesehatan di wilayah Jabodetabek yang dimediasi oleh adaptasi stress-coping style (cognitive-appraisal, problem-solving, dan emotion-focused coping style). Penelitian dilakukan terhadap 287 responden tenaga kesehatan saat pandemi Covid-19, di wilayah Jabodetabek. Analisis uji struktural penelitian ini menggunakan metode analisis Structural Equation Modelling (SEM) yang menghasilkan kesimpulan bahwa 2 dari 4 dimensi kecerdasan emosional yakni self-emotion appraisal dan use of emotion tidak memiliki pengaruh secara langsung terhadap kepuasan kerja. Namun, apabila dimediasi dengan gaya adaptasi terhadap stres (stress coping style) problem solving coping style maka pengaruh kecerdasan emosional signifikan terhadap kepuasan kerja. Sedangkan kedua jenis stress coping style lainnya yakni: cognitive-appraisal coping dan emotion focused coping, tidak memediasi pengaruh dimensi kecerdasan emosional terhadap kepuasan kerja. Hasil temuan penelitian membuktikan bahwa kemampuan individu dalam memecahkan suatu permasalahan yang dihadapi dapat memediasi kecerdasan emosional terhadap kepuasan kerja tenaga kesehatan di wilayah Jabodetabek saat pandemi Covid-19 berlangsung.

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This study examines the influence of emotional intelligence on job satisfaction of health workers in the Greater Jakarta area mediated by stress coping style (cognitive appraisal, problem solving, and emotion focused coping style). This study was conducted during the quarantine period due to the Covid 19 pandemic, which examined 287 respondents who live in the Greater Jakarta area, using the Structural Equation Modeling (SEM) analysis method. The results showed that 2 of 4 emotional intelligence dimensions which are self emotion appraisal and use of emotion did not have a direct effect on job satisfaction. However, if 4 emotional intelligence dimensions are mediated by problem solving coping, it will significantly influenced job satisfaction. Meanwhile, emotional intelligence has a significant influence on 3 stress coping styles which of them are cognitive appraisal coping, problem solving coping, and emotion focused coping. This study found that only problem solving coping that has a significant direct effect on job satisfaction of health workers of 3 stress coping styles that used in covid-19 outbreak.