

ABSTRACT

Dinan Silmi Iskandar (2026), *The Influence of Emotional Intelligence, Work Stress, and Job Satisfaction on Employee Performance at KPKNL Denpasar*. Thesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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This study aims to analyze the influence of emotional intelligence, work stress, and job satisfaction on employee performance at the State Assets and Auction Service Office (KPKNL) Denpasar.

This research employed a quantitative approach with a survey method. The population consisted of all employees of KPKNL Denpasar, and a saturated sampling technique was used, in which the entire population was taken as respondents. Data were collected through questionnaires that had been tested for validity and reliability. The data were analyzed using multiple linear regression with the assistance of SPSS.

The results show that emotional intelligence has a positive and significant effect on employee performance, work stress has a negative but not significant effect on employee performance, and job satisfaction has a positive and significant effect on employee performance. Simultaneously, all three variables have a significant effect on employee performance, with a coefficient of determination (R^2) of 0.425, indicating that 42.5% of the variation in employee performance can be explained by emotional intelligence, work stress, and job satisfaction, while the remaining is influenced by other variables outside this study. Employee performance improvement is primarily influenced by the ability to manage emotions and the level of job satisfaction, while work stress remains at a manageable level and does not significantly affect performance.

Keywords: Emotional Intelligence, Work Stress, Job Satisfaction, Employee Performance.

ABSTRAK

Dinan Silmi Iskandar (2026), *Pengaruh Kecerdasan Emosional, Stres Kerja, dan Kepuasan Kerja terhadap Kinerja Pegawai di Kantor Pelayanan Kekayaan Negara dan Lelang Denpasar*. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini sudah disetujui dan diperiksa oleh Pembimbing I : Dr. Ni Made Ary Widiastini, S.St.Par., M.Par. dan Pembimbing II : Dr. I Nengah Suarmanayasa, S.E., M.Si.

Penelitian ini bertujuan untuk menganalisis pengaruh kecerdasan emosional, stres kerja, dan kepuasan kerja terhadap kinerja pegawai di Kantor Pelayanan Kekayaan Negara dan Lelang (KPKNL) Denpasar.

Penelitian ini memakai pendekatan kuantitatif dengan metode survei. Populasinya seluruh pegawai KPKNL Denpasar, dengan teknik sampel jenuh sehingga semua populasi dijadikan responden. Pengumpulan data dilakukan melalui kuesioner yang telah diuji validitas dan reliabilitasnya. Analisis data menggunakan regresi linier berganda dengan bantuan SPSS.

Hasil penelitian menunjukkan kecerdasan emosional berpengaruh positif dan signifikan terhadap kinerja pegawai, stres kerja berpengaruh negatif tetapi tidak signifikan, sedangkan kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja pegawai. Secara simultan, ketiga variabel berpengaruh signifikan terhadap kinerja pegawai dengan nilai koefisien determinasi (R^2) sebesar 0,425, yang berarti 42,5% variasi kinerja pegawai dapat dijelaskan oleh kecerdasan emosional, stres kerja, dan kepuasan kerja, sementara sisanya dipengaruhi faktor lain di luar penelitian. Peningkatan kinerja pegawai terutama dipengaruhi oleh kemampuan mengelola emosi dan tingkat kepuasan kerja, sedangkan stres kerja masih berada pada tingkat yang terkendali.

Kata-kata kunci: Kecerdasan Emosional, Stres Kerja, Kepuasan Kerja, Kinerja Pegawai.