

PENTINGNYA KECERDASAN EMOSIONAL DALAM BEKERJA DI PT. MEGA SURYA ERATAMA MOJOKERTO

ABSTRAK

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Penelitian ini bertujuan untuk untuk menjelaskan tingkat kecerdasan emosional yang dimiliki karyawan teknik *maintenance* dalam bekerja di PT. Mega Surya Eratama Mojokerto. Penelitian menggunakan metode penelitian deskriptif yang dilaksanakan melalui pengumpulan data di lapangan. Populasi semua karyawan teknik *maintenance* PT. Mega Surya Eratama Mojokerto dengan sampel penelitian sebanyak 30 karyawan, analisa data dengan menggunakan metode deskriptif. Berdasarkan hasil penelitian menunjukkan tingkat kecerdasan emosional yang dimiliki karyawan teknik *maintenance* dalam bekerja di PT. Mega Surya Eratama Mojokerto cukup baik. Lima dimensi dari kecerdasan emosional tersebut membantu karyawan menyelesaikan dan memahami kondisi maupun situasi dalam bekerja. Dimensi mengenali emosi diri (*self awareness*) cukup baik, dimensi mengelola emosi diri (*self management*) termasuk cukup baik, dimensi motivasi diri (*motivation*) tergolong rendah, Dimensi Empati (*sosial awarness*) selama ini cukup baik dan Dimensi membina hubungan (*relationship management*) juga termasuk cukup baik

Kata Kunci: Kecerdasan Emosional dan Bekerja

**THE IMPORTANCE OF EMOTIONAL INTELLIGENCE IN WORK
PT. MEGA SURYA ERATAMA MOJOKERTO**

ABSTRACT

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This research aims to explain the level of emotional intelligence that maintenance engineering employees have in working at PT. Mega Surya Eratama Mojokerto. Research uses descriptive research methods implemented through data collection in the field. The population of all maintenance engineering employees of PT. Mega Surya Eratama Mojokerto with a research sample of 30 employees, analyzed the data using descriptive methods. Based on the results of research shows the level of emotional intelligence that maintenance engineering employees have in working at PT. Mega Surya Eratama Mojokerto is quite good. The five dimensions of emotional intelligence help employees resolve and understand the conditions and situations at work. The dimensions of self awareness are quite good, the dimensions of self management include quite good, motivation dimension is classified as low, Empathy Dimension (social awarness) so far is quite good and Dimension fostering relationship management (relationship management) also includes quite good

Keywords: Emotional Intelligence and Work