

**PENGARUH RESILIENSI DAN KECERDASAN EMOSIONAL
TERHADAP KETERIKATAN KERJA PADA PEGAWAI INDUSTRI JASA
KEUANGAN DIKOTA MEDAN**

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ABSTRAK

Penelitian ini bertujuan menentukan pengaruh kecerdasan emosional dan resiliensi dengan keterikatan kerja karyawan di industri jasa keuangan Kota Medan. Menggunakan metode kuantitatif. Penelitian ini menggunakan subjek yang berjumlah 111 individu. Subjek ditentukan dengan metode *simple random sampling*. Pada skala resiliensi terdapat 16 aitem, skala kecerdasan emosional 14 aitem, dan skala keterikatan kerja 15 aitem. Data dikumpulkan melalui pemberian skala likert pada subyek penelitian. Penelitian ini menggunakan analisis data regresi linier berganda. Pengujian uji asumsi klasik meliputi normalitas, heteroskedastisitas, multikolinearitas, dan autokorelasi dilakukan sebelum uji hipotesa. Teknik analisis penelitian ini menggunakan teknik regresi berganda untuk menganalisis hipotesis mayor, hipotesis minor pertama dan hipotesis minor kedua. Teknik analisis penelitian ini menggunakan teknik regresi berganda untuk menganalisis hipotesis mayor dan hipotesis minor pertama dan hipotesis minor kedua. Hasil penelitian menunjukkan (1) ada hubungan signifikan antara Resiliensi dan Kecerdasan Emosional dengan Keterikatan Kerja, nilai $F_{hitung} 63.673 > \text{nilai } F_{tabel} (3.08)$, dan $\text{sig. } 0,000 < 0,05$, artinya hipotesis mayor diterima. (2) tidak ada hubungan signifikan antara Resiliensi dengan keterikatan kerja, nilai $t_{hitung} = -0.782 < t_{tabel} = 1.9821$ dan nilai sig lebih tinggi dari 0,05, artinya hipotesis minor pertama penelitian ini ditolak. (3) ada hubungan signifikan antara kecerdasan emosional dengan keterikatan kerja, Nilai $t_{hitung} 11.258 > t_{tabel} (1,9821)$ dan nilai sig. $0,000 < 0,05$, artinya hipotesis minor kedua dalam penelitian ini diterima.

Kata kunci : Resiliensi, Kecerdasan Emosional, Keterikatan Kerja

**THE INFLUENCE OF RESILIENCE AND EMOTIONAL
INTELLIGENCE ON WORK ENGAGEMENT OF EMPLOYEES IN THE
FINANCIAL SERVICES INDUSTRY IN MEDAN CITY**

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ABSTRACT

The purpose of this study is to determine the effect of emotional intelligence and resilience on work engagement of employees in the financial services industry in Medan City. Using quantitative methods. This study used 111 samples. Samples were determined by simple random sampling method. The resilience scale there consists of 16 items, the emotional intelligence scale consists of 14 items, and the work engagement scale consists of 15 items. Data was collected by administering a Likert scale to research subjects. This study uses multiple linear regression data analysis. Classical assumption tests such as normality, heteroscedasticity, multicollinearity, and autocorrelation carried out before the hypothesis test. The analysis technique in this study uses multiple regression techniques to analyze the major hypothesis, the first minor hypothesis and the second minor hypothesis. The results showed (1) there is a significant relationship between Resilience and Emotional Intelligence and Work Engagement, the F count is 63,673 greater than the F table (3.08), and sig. 0.000, which is less than 0.05. (2) there was no significant relationship between resilience and work engagement, T count = -0.782 < T table = 1.9821 and the sig value was higher than 0.05, meaning that the first minor hypothesis in this study was rejected. (3) there is a significant relationship between emotional intelligence and work engagement, T count 11.258 > T table (1.9821) and sig. 0.000 < 0.05, meaning that the second minor hypothesis in this study is accepted.

Keywords : Resilience, Emotional Intelligence, Work-Engagement