

ABSTRACT

Herni Kurnia Wani, NPM : 71210312113, The Influence of Emotional Intelligence and Work Stress on Job Satisfaction of Employees of the Cooperatives and Small and Medium Enterprises Service of North Sumatra Province. Supervised by Dr. Supriadi, S.E., M.M., M.Si as Supervisor I and Ilham Sonata, S.E., M.M as Supervisor II, Thesis-2025.

The purpose of this study was to determine and analyze the effect of emotional intelligence and work stress on employee job satisfaction. This study is a quantitative descriptive study. Data collection techniques were carried out through interviews, questionnaires and documentation studies. The sample in this study was 77 employees. Variables were measured using a Likert scale. Hypothesis testing used multiple linear regression analysis through the F test and t test.

The results of the study indicate that partially, emotional intelligence has a positive and significant effect on employee job satisfaction. Work stress has a negative and insignificant effect on employee job satisfaction. Simultaneously, emotional intelligence and work stress have a positive and significant effect on employee job satisfaction at the Cooperatives and Small and Medium Enterprises Service of North Sumatra Province. Emotional intelligence is the most dominant variable influencing employee job satisfaction at the Cooperatives and Small and Medium Enterprises Service of North Sumatra Province.

Keywords: Emotional Intelligence, Work Stress and Job Satisfaction

ABSTRAK

Herni Kurnia Wani, NPM : 71210312113, Pengaruh Kecerdasan Emosional Dan Stres Kerja Terhadap Kepuasan Kerja Pegawai Dinas Koperasi Dan Usaha Kecil Menengah Provinsi Sumatera Utara. Dibimbing oleh Dr. Supriadi, S.E., M.M., M.Si sebagai Pembimbing I dan Ilham Sonata, S.E., M.M sebagai Pembimbing II, Skripsi-2025.

Tujuan penelitian ini adalah untuk mengetahui dan menganalisis pengaruh kecerdasan emosional dan stres kerja terhadap kepuasan kerja pegawai. Penelitian ini merupakan penelitian deskriptif kuantitatif. Teknik pengumpulan data dilakukan melalui wawancara, daftar pertanyaan (*questionnaire*) dan studi dokumentasi. Sampel dalam penelitian ini sebanyak 77 orang pegawai. Variabel diukur dengan skala Likert. Pengujian hipotesis menggunakan analisis regresi linear berganda melalui uji F dan uji t.

Hasil penelitian menunjukkan bahwa secara parsial, Kecerdasan emosional berpengaruh positif dan signifikan terhadap kepuasan kerja pegawai. Stres kerja berpengaruh negatif dan tidak signifikan terhadap kepuasan kerja pegawai. Secara simultan, kecerdasan emosional dan stres kerja berpengaruh positif dan signifikan terhadap kepuasan kerja pegawai di Dinas Koperasi Dan Usaha Kecil Menengah Provinsi Sumatera Utara. kecerdasan emosional merupakan variabel yang paling dominan mempengaruhi kepuasan kerja pegawai di Dinas Koperasi Dan Usaha Kecil Menengah Provinsi Sumatera Utara.

Kata kunci : kecerdasan emosional, stres kerja, kepuasan kerja