

BUDAYA ORGANISASI, KECERDASAN EMOSI DAN KINERJA PEGAWAI PEMERINTAH PROVINSI DKI JAKARTA

A.A. Anwar Prabu Mangkunegara¹
Nurmansyah Latuconsina²

^{1,2}Fakultas Psikologi Universitas Mercu Buana Jakarta
Jl. Meruya Selatan No.1 Jakarta Barat
anwarpm@mercubuana.ac.id

Abstrak

Pemerintahan DKI Jakarta diharapkan mampu membangun pemerintah yang baik di mana pegawainya harus mampu memberikan pelayanan kepada masyarakat dengan sepenuh hati, cepat, ramah tamah, mematuhi nilai-nilai, norma-norma dan peraturan yang berlaku. Penelitian ini difokuskan pada pengaruh budaya organisasi dan kecerdasan emosi terhadap kinerja pegawai Biro Perlengkapan Provinsi DKI Jakarta. Pendekatan penelitian digunakan kuantitatif dengan survei eksplanatori (kuesioner). Data penelitian dianalisis secara deskriptif dan menggunakan analisis statistika inferensial dengan regresi. Hasil penelitian menunjukkan bahwa budaya organisasi secara umum diklasifikasikan kuat, kecerdasan emosi dan kinerja pegawai tinggi. Hasil analisis statistika inferensial menunjukkan bahwa budaya organisasi dan kecerdasan emosi pegawai berpengaruh positif dan signifikan secara parsial maupun simultan (bersama-sama). Berdasarkan hasil penelitian ini, budaya organisasi perlu ditingkatkan secara nyata guna membangun budaya organisasi yang kuat, pimpinan harus mengidentifikasi nilai-nilai yang dikembangkan dengan persetujuan pegawai. Pegawai juga perlu memahami pentingnya pemahaman budaya organisasi dan kecerdasan emosi di lingkungan kerja agar mampu mencapai kinerja tinggi.

Kata Kunci: Budaya organisasi, Kecerdasan emosi, Kinerja

ORGANIZATIONAL CULTURE, EMOTIONAL INTELLIGENCE, AND JOB PERFORMANCE OF CIVIL SERVANT OF DKI JAKARTA PROVINCE

Abstract

Government of DKI Jakarta is expected to build government with good governance. The officer must be able to give service to public obligingly, quickly, obeys values, norms and regulation applied. The research is focused on the influence of organizational culture and emotional intelligent to officer's job performance at Equipment Bureau of DKI Jakarta Province. The research approach used is quantitative approach with explanatory survey method (questionnaire). Research data analyzed descriptively and inferential statistics with regressions. The result of descriptive analysis show that organizational culture generally relative strong classified, emotional intelligent and officers high of job performance classified. The result of inferential statistical analysis show that organizational culture and emotional intelligent partial and simultaneously have positive and significant influence on officer job performance at Equipment Bureau of DKI Jakarta Province. Based on these findings, the organizational culture needed to improve with taken the actual actions for build the strong organizational culture. Management have to identified the values to developed with ask the inputs and agreement from officer. The officers also need to give the understanding about the importance of organizational culture and developing emotional intelligent in the workplace in order to achieving high level of job performance.

Key Word: Organizational culture, Emotional intelligence, Job performance

