

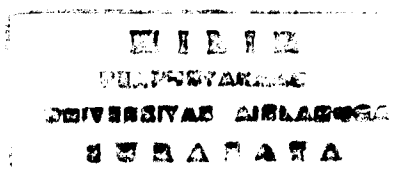
ABSTRAKSI

Perawat dalam melaksanakan tugas pekerjaannya sangat memerlukan kecerdasan emosional yang tinggi. Kecerdasan emosional dibutuhkan dalam berinteraksi dengan pasien, keluarga, teman sesama perawat, dokter, dan tim kesehatan lainnya. Dengan kecerdasan emosional yang tinggi, perawat akan dapat bekerja secara efektif sehingga dapat meningkatkan komitmennya dalam organisasi. Tujuan dari penelitian ini adalah untuk menguji dan menganalisis pengaruh kecerdasan emosional terhadap komitmen organisasi dengan *stressor* dan kepuasan kerja sebagai variabel intervening.

Data penelitian diperoleh dari 54 responden perawat bagian rawat inap Rumah Sakit Islam Surabaya. Pertanyaan diberikan dengan melakukan penyebaran kuesioner. Responden dalam penelitian ini adalah perawat yang berasal dari ruang Shofa-Marwah, Multazam, Arofah, Mina, dan Hijr Ismail.

Penelitian ini menggunakan pendekatan kuantitatif dan data diuji dengan menggunakan teknik analisis, yaitu *path analysis*. Hasil penelitian menunjukkan bahwa kecerdasan emosional berpengaruh signifikan terhadap *stressor*, kecerdasan emosional berpengaruh signifikan terhadap kepuasan kerja, kecerdasan emosional berpengaruh signifikan terhadap komitmen organisasi, kepuasan kerja berpengaruh signifikan terhadap komitmen organisasi, *stressor* berpengaruh signifikan terhadap komitmen organisasi, kecerdasan emosional berpengaruh signifikan terhadap komitmen organisasi dengan mediasi *stressor*, kecerdasan emosional berpengaruh signifikan terhadap komitmen organisasi dengan mediasi kepuasan kerja.

Kata kunci : kecerdasan emosional, *stressor*, kepuasan kerja, komitmen organisasional



ABSTRACT

Nurses in performing job duties require high emotional intelligence. Emotional intelligence is needed to interact with patients, family, fellow nurses, physicians and other health team. With high emotional intelligence, nurses will be able to work effectively so that they can increase their commitment in the organization. The aim of this study is to examine and analyze the influence of emotional intelligence on organizational commitment with stressor and job satisfaction as an intervening variable.

Research data were collected from 54 respondents from inpatient nurses at Surabaya Islamic Hospital by distributing questionnaire. The respondents in this study were nurses from Shofa-Marwah, Multazam, Arofah, Mina, and Hijr Ismail wards.

This research used Quantitative analysis and data were tested by using path analysis. The results show that emotional intelligence significantly influences stressor, emotional intelligence significantly influences job satisfaction, emotional intelligence significantly influences organizational commitment, job satisfaction significantly influences organizational commitment, stressor significantly influences organizational commitment, emotional intelligence significantly influences organizational commitment with stressor as intervening variable, emotional intelligence significantly influences organizational commitment with job satisfaction as intervening variable.

Suggestions for the Surabaya Islamic Hospital were more open to new information, adapting to the changes, less demanding on a high target to nurses but gradually. And suggestions for nurses of Surabaya Islamic Hospital were always trying to do the best, improve the skills and abilities, took advantage of existing opportunities, got promotion, always sharing experiences and knowledge with fellow nurses.

Keywords : *emotional intelligence, stressor, job satisfaction, organizational commitment.*

