



ABSTRAK

Penelitian ini dilakukan dengan tujuan untuk menguji dan menganalisis peran *Employee Adaptability* dan *Perceived Organizational Support* dalam pengaruh *Emotional Intelligence* terhadap *Job Satisfaction* dan *Stress at Work* pada karyawan *frontline* sektor Perbankan di Indonesia. Adapun sampel yang digunakan dalam penelitian ini terdiri dari 214 sampel yang diambil dari proses teknik purposive sampling. Lebih lanjut, penelitian ini menggunakan pendekatan kuantitatif dan teknik analisis *Structural Equation Modelling – Partial Least Square* (SEM-PLS). Penelitian ini menunjukkan bahwa *Emotional Intelligence* berpengaruh positif signifikan terhadap *Job Satisfaction*, namun terbukti tidak berpengaruh negatif signifikan terhadap *Stress at Work*. Kemudian, penelitian ini juga berhasil membuktikan adanya peran mediasi *Employee Adaptability* yang bersifat *partial mediation* dan *full mediation* pada pengaruh *Emotional Intelligence* terhadap *Job Satisfaction* dan *Stress at Work*. Sementara itu, *Perceived Organizational Support* terbukti memoderasi pengaruh antara *Employee Adaptability* dan *Stress at Work*. Namun, *Perceived Organizational Support* tidak terbukti memoderasi pengaruh antara *Employee Adaptability* dan *Job Satisfaction*.

Kata Kunci: *Emotional Intelligence, Employee Adaptability, Job Satisfaction, Stress at Work, Perceived Organizational Support.*

ABSTRACT

This research was conducted with the aim of examining and analyzing the role of Employee Adaptability and Perceived Organizational Support in the influence of Emotional Intelligence on Job Satisfaction and Stress at Work for frontline employees in the banking sector in Indonesia. The samples used in this study consisted of 214 samples taken from a purposive sampling technique. Furthermore, this study uses a quantitative approach and Structural Equation Modeling – Partial Least Square (SEM-PLS) analysis techniques. This study shows that Emotional Intelligence has a significant positive effect on Job Satisfaction, but it is proven not to have a significant negative effect on Stress at Work. Then, this study also succeeded in proving the mediation role of Employee Adaptability which is partial and full mediation in the effect of Emotional Intelligence on Job Satisfaction and Stress at Work. Meanwhile, Perceived Organizational Support is proven to moderate the influence between Employee Adaptability and Stress at Work. However, Perceived Organizational Support is not proven to moderate the influence between Employee Adaptability and Job Satisfaction.

Key words: Emotional Intelligence, Employee Adaptability, Job Satisfaction, Stress at Work, Perceived Organizational Support.