

**ABSTRAK**

M. Luthfi Fernando, 111614153017, Pengaruh kecerdasan emosional dan *perceived organization support* terhadap *resistance to change* dengan *psychology capital* sebagai variabel mediasi, Tesis, Fakultas Psikologi Universitas Airlangga Surabaya, Indonesia 2018.

Xii + 144 halaman, 7 lampiran.

Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh kecerdasan emosional dan *perceived organization support* terhadap *resistance to change* dengan *psychology capital* sebagai variabel mediasi. Definisi kecerdasan emosional dalam penelitian ini menggunakan Wong & Law (2002), *perceived organization support* menggunakan teori Eisenberger (1986), *resistance to change* menggunakan teori Oreg (2003), dan *psychology capital* menggunakan teori Luthans, Youssef, dan Avolio (2007).

Penelitian ini dilakukan pada 107 responden/ karyawan perusahaan atau organisasi yang sedang melakukan perubahan diorganisasinya. Teknik sampling yang digunakan oleh peneliti adalah *accidental sampling* dan *snowball sampling*. Alat pengumpulan data dalam penelitian ini menggunakan empat skala yaitu *Wong & Law Emotional Intelligence Scale (WLEIS)* untuk mengukur kecerdasan emosional, *Survey of Perceived Organizational Support Short Form (SPOS-SF)* untuk mengukur *Perceived Organizational Support*, *resistance to change scale* untuk mengukur *resistance to change*, dan *Psychology Capital Questionnaire (PCQ-SF12)* untuk mengukur *Psychology Capital*. Analisis data pada penelitian ini dilakukan dengan *Partial Least Square (PLS)* dengan menggunakan Warp-PLS 5.0.

Berdasarkan hasil analisis data, terdapat pengaruh langsung dan tidak langsung antara kecerdasan emosional terhadap *resistance to change* melalui *psychology capital*. Serta terdapat pengaruh tidak langsung *perceived organization support* terhadap *resistance to change* melalui *psychology capital*.

**Kata Kunci :** *Kecerdasan emosional, Perceived organization support, Resistance to change, Psychology capital.*

Daftar Pustaka 136 (1986-2018)

**ABSTRACT**

M. Lutfi Fernando, 111614153017, The influence of emotional intelligence and perceived organization support to resistance to change with psychology capital as a mediating variable, Thesis, Faculty of Psychology, Airlangga University Surabaya, Indonesia 2018.

Xii + 144 pages, 7 attachments.

This research aim to know whether there is influence of emotional intelligence and perceived organization support toward resistance to change with psychology capital as mediation variable. The definition of emotional intelligence in this study uses Wong & Law (2002), perceived organization support uses Eisenberger's (1986) theory, resistance to change using Oreg theory (2003), and psychology capital using the theory of Luthans, Youssef, and Avolio (2007).

This research was conducted on 107 respondents / employees of companies or organizations who were making changes in their organization. The sampling technique used by researchers was accidental sampling and snowball sampling. Data collection tools in this study used four scales namely Wong & Law Emotional Intelligence Scale (WLEIS) to measure emotional intelligence, Survey of Perceived Organizational Support Short Form (SPOS-SF) to measure Perceived Organizational Support, resistance to change scale to measure resistance to change, and Psychology Capital Questionnaire (PCQ-SF12) to measure Psychology Capital. Data analysis in this study was carried out with Partial Least Square (PLS) using Warp-PLS 5.0.

Based on the results of data analysis, there is a direct and indirect influence between emotional intelligence to resistance to change through psychology capital. As well as the indirect influence, perceived organization supports resistance to change through psychology capital.

**Keywords:** *Emotional intelligence, Perceived organization support, Resistance to change, Psychology capital.*

Bibliography 136 (1986-2018)