

ABSTRACT

The success of PT. Bank Panin Tbk achieves strategic goals highly dependent of the support, contribution, and commitment of qualified human resources (HR) quality and have the right competence in maximizing the performance of the organization. This study aims to find out how the emotional intelligence of employees, employee performance, and how big the effect of emotional intelligence on the performance of Telemarketing Department employees in 2017 this performance decreased and the state of emotional intelligence in the category quite well.

This research is included in descriptive and causal research. The population of this study is Telemarketing Department employees who numbered 85 people but, the company only allows 70 people to be respondents. This study uses a saturated sampling technique that makes all members of the population into sample research. The analysis used is descriptive analysis and simple linear regression analysis.

Based on the results of simple linear regression analysis of emotional intelligence can improve the performance of 0.805. Partially, emotional intelligence has a positive and significant effect on employee performance with t value equal to 7.059 and significant is 0.000. Emotional intelligence effect on employee performance of 42.3% and the remaining 57.7% influenced by other factors not examined in this study.

Key Words: Emotional Intelligence, Employee's Performance, Human Resource