ABSTRACT

This research is influenced by problems related to the non-physical work environment at the Balai Besar Pelatihan Peternakan (BBPP) Kupang. These problems are based on the results of the pre survey which shows that the formation of group relations among employees in the office environment, which is supported by the fluctuations in employee performance from 2016 to 2017.

This study has several goals, firstly to know the influence of the non-physical work environment on emotional intelligence. The second is to know the influence of non-physical work environment on employee performance. And the third is to know the influence of the non-physical work environment on employee performance through emotional intelligence as an intervening variable. Data collection is done through questionnaires. The type of data required for this research is the primary data and secondary data. This research uses an incidental sampling type of non probability sampling method with 87 respondents.The analytical tool in this study is uses SPSS version 20. Data analysis techniques using descriptive analysis and path analysis.

The results of the study shows that the variables of non-physical work environment, emotional intelligence and employee performance is in good category. The results of path analysis show that the non-physical work environment has a positive influence of 0.522 on emotional intelligence. Emotional intelligence has a positive influence on employee performance at 0.520. Non-physical work environment has a positive influence on employee performance by 0.150. The influence of the work environment is 0.271 on employee performance through emotional intelligence as an intervening variable with a residual variable value is 0.791, it mean that there are 79.1% are influenced by other variables outside of this research.

Keywords: non physical work environment, emotional intelligence, employee performance