

ABSTRACT

Emotional intelligence is the ability to conceive and manage our emotions and our surroundings. It is a crucial ability that needs to be mastered in someone's life, in order that they are able to deal with all kinds of situations that might occur in life patiently. During this Covid-19 pandemic, there have been many changes that have appeared in people's lives, which cause them to feel stressed and burnout. This issue was also felt by some employees that experienced some changes in their work patterns when they have to implement a work-from-home system. This research has three objectives, 1) to find out and explore the point of view of sales support employees towards work-from-home work system; 2) to find out and analyze the strategies of sales support employees in managing their emotional intelligence during a pandemic when they feel burnout at work; and 3) to find out and analyze the effect of emotional intelligence on their performance when they are working on WFH system. The outcomes that were obtained from respondents show that the pandemic and WFH system make them experience burnout, while they also had to remain responsible for their work. Thus they were required to have various ways of dealing with burnout. In addition, the WFH system also has an influence on employees' performance and time flexibility at work.

Keywords : *Emotional Intelligence, Burnout, Work-from-Home System*