

ABSTRACT

This study aims to analyze the effect of emotional intelligence on team performance with team conflict as mediation. This study consists of one independent variable, one dependent variable, and one mediating variable. The independent variable in this study is emotional intelligence. Team performance is the dependent variable and team conflict is the mediating variable of this study.

Census sampling method is used in this research. Data collected by distributing online questionnaires to the employees of Unit Pengelola Pengujian Kendaraan Bermotor (UP PKB) in East Jakarta. The data was analyzed by using SmartPLS 4.0.

The results of this study indicate that emotional intelligence has a significant positive effect on team performance. Meanwhile, team conflict does not mediate the effect of emotional intelligence on team performance.

Keywords: emotional intelligence, team conflict, team performance