

ABSTRACT

Improving the performance of employees needs to be done so that more optimal in doing work, where performance is also determined by ability to manage themselves in controlling emotions and the ability of employees to deal with others. Based on results of the data in the BRI Bank Semarang Pattimura Branch, there are problems that exist in the performance of the employees and also branch leaders. The company's performance has decreased every month. The relationship between emotional intelligence and leadership has attracted a lot of attention. Previous research has focused on specific human resource behavior. However, not much research has been conducted to investigate the effects of emotional intelligence and leadership in the banking sector. Therefore, this study will help fill gaps and efforts to increase understanding of the influence of emotional intelligence and leadership in the banking sector.

This study uses quantitative methods by distributing questionnaires to obtain respondent data. The population of this study were 308 employees of PT. Bank Rakyat Indonesia Tbk Pattimura Semarang Branch. The sample used amounted to 75 people. Data analysis techniques in this study used Partial Least Square with SmartPLS 3.0 software to determine the path efficiency and the effect of independent variables on the dependent variable.

The result show that emotional intelligence has a positive but not significant effect on employee performance. While leadership has a positive significant effect on employee performance.

Keywords: Emotional Intelligence, Leadership, Employee Performance, Quantitative