

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh *Emotional Quotient*, *Intelligence Quotient* dan *Reward* terhadap Prestasi Kerja karyawan Divisi *Frontliner* PT. Bank Mega Syariah Seluruh Indonesia. Penelitian ini menggunakan pendekatan kuantitatif deskriptif. Populasi dalam penelitian ini adalah seluruh karyawan divisi *frontliner* PT. Bank Mega Syariah seluruh Indonesia dengan jumlah 152 karyawan. 70 responden di ambil dari populasi dengan teknik pengambilan sampel *nonprobability sampling* dengan menggunakan *purposive sampling*. Teknik pengumpulan data menggunakan kuesioner, observasi dan dokumentasi kemudian dianalisis menggunakan uji instrumen, asumsi klasik, regresi linier berganda, uji t dan uji F dengan bantuan *software* SPSS (*Statistical Package for Social Science*). Berdasarkan analisis data menggunakan uji-t disimpulkan bahwa variabel *Emotional Quotient*, *Intelligence Quotient* dan *Reward* berpengaruh secara parsial dan signifikan terhadap Prestasi Kerja. Dengan hasil variabel *Emotional Quotient* memiliki nilai thitung sebesar 1,698 dengan nilai signifikan sebesar 0,004 sehingga ($0,004 < 0,05$), variabel *Intelligence Quotient* memiliki nilai thitung 1,422 dengan nilai signifikan sebesar 0,005 sehingga ($0,005 < 0,05$) dan variabel *Reward* memiliki nilai thitung 2,557 dengan nilai signifikan sebesar 0,013 sehingga ($0,013 < 0,05$). Sedangkan pengujian secara simultan uji-F disimpulkan bahwa *Emotional Quotient*, *Intelligence Quotient* dan *Reward* diperoleh nilai F-hitung sebesar 181,068 dengan nilai signifikan sebesar 0,000 sehingga ($0,000 < 0,05$). Sehingga dapat ditarik kesimpulan bahwa *Emotional Quotient*, *Intelligence Quotient* dan *Reward* berpengaruh terhadap Prestasi Kerja.

Kata Kunci : *Emotional Quotient*, *Intelligence Quotient*, *Reward* dan Prestasi Kerja

ABSTRACT

This study aims to determine and analyze the effect of Emotional Quotient, Intelligence Quotient and Reward on Work Performance of Frontliner Division employees of PT. Mega Syariah Bank throughout Indonesia. This study uses a descriptive quantitative approach. The population in this study were all employees of the frontliner division of PT. Bank Mega Syariah throughout Indonesia with 152 employees. 70 respondents were taken from the population with a non-probability sampling technique using purposive sampling. Data collection techniques using questionnaires, observation and documentation were then analyzed using instrument tests, classical assumptions, multiple linear regression, t-test and F-test with the help of SPSS (Statistical Package for Social Science) software. Based on data analysis using t-test, it can be concluded that the variables Emotional Quotient, Intelligence Quotient and Reward partially and significantly affect work performance. With the results of the Emotional Quotient variable having a tcount of 1.698 with a significant value of 0.004 so ($0.004 < 0.05$), the Intelligence Quotient variable has a tcount of 1.422 with a significant value of 0.005 so ($0.005 < 0.05$) and the Reward variable has a tcount of 2,557 with a significant value of 0.013 so ($0.013 < 0.05$). While the simultaneous testing of the F-test concluded that Emotional Quotient, Intelligence Quotient and Reward obtained an F-count value of 181.068 with a significant value of 0.000 so ($0.000 < 0.05$). So that it can be concluded that Emotional Quotient, Intelligence Quotient and Reward have an effect on Work Performance.

Keywords: Emotional Quotient, Intelligence Quotient, Reward and Job Performance