ABSTRACT

This research was held in PT. Bank Pembangunan Daerah Jawa Tengah Kantor Pusat, one of the banking companies in Semarang as the object of research. This study aims to determine the effect of emotional intelligence, psychological capital, employee engagement on employee performance. Respondents of this study were 260 employees, but only 95 data could be processed. This research uses Partial Least Square (PLS) with the Smart PLS computer program. The results of this study indicate that emotional intelligence has a significant effect on employee performance, psychological capital has a significant effect on employee performance, emotional intelligence has a significant effect on employee engagement, psychological capital has a significant effect on emotional intelligence, and employee engagement has a significant effect on employee performance.

Keyword: emotional intelligence, psychological capital, employee engagement, employee performance

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