

ABSTRAK

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Pengaruh *Emotional Intelligence* dan *Emotional Labour* Terhadap *Quiet Quitting* Dengan *Job Burnout* Sebagai Variabel Medias: Studi Pada Karyawan Generasi Z Di DKI Jakarta Serta Tinjauannya Dari Sudut Pandang Islam
(128 + xvi halaman, 19 tabel, 5 gambar, dan 6 lampiran)

Uraian Abstrak

Penelitian ini bertujuan untuk menguji pengaruh *Emotional Intelligence* dan *Emotional Labour* terhadap *Quiet Quitting* pada Karyawan Generasi Z Di DKI Jakarta dengan *Job Burnout* sebagai Mediasi serta Tinjauannya dari Sudut Pandang Islam. Data dikumpulkan melalui kuesioner dengan jumlah sampel sebanyak 160 orang. Metode analisis data yang digunakan adalah Partial Least Square Structural Equation Modeling (PLS-SEM) dengan bantuan WarpPLS 8.0. Hasil penelitian menunjukkan bahwa *Emotional Labour* berpengaruh positif signifikan terhadap *Quiet Quitting*, serta berpengaruh positif signifikan terhadap *Job Burnout*. Sementara itu, *Emotional Intelligence* tidak berpengaruh langsung terhadap *Quiet Quitting*, juga tidak berpengaruh langsung terhadap *Job Burnout*. *Job Burnout* terbukti memiliki pengaruh positif signifikan terhadap *Quiet Quitting* dan secara signifikan memediasi pengaruh antara *Emotional Labour* terhadap *Quiet Quitting*. Namun, *Job Burnout* tidak memediasi pengaruh antara *Emotional Intelligence* terhadap *Quiet Quitting*. Dalam tinjauan Islam, penting bagi perusahaan untuk memperhatikan kesejahteraan emosional dan psikologis karyawan, serta menerapkan prinsip keadilan dan penghargaan terhadap hak-hak pekerja sebagaimana diatur dalam syariat Islam, agar dapat menciptakan lingkungan kerja yang harmonis dan produktif.

Kata kunci : *Emotional Intelligence, Emotional Labour, Quiet Quitting, Job Burnout*

ABSTRACT

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The Influence of Emotional Intelligence and Emotional Labour on Quiet Quitting with Job Burnout as a Mediating Variable: A Study on Generation Z Employees in DKI Jakarta and Its Review from an Islamic Perspective
(128 + xvi pages, 19 tables, 5 figures, and 6 appendices)

Abstract Description

This study aims to examine the influence of Emotional Intelligence and Emotional Labour on Quiet Quitting among Generation Z employees in DKI Jakarta, with Job Burnout as a mediating variable and its review from an Islamic perspective. Data were collected through a questionnaire with a total sample of 160 respondents. The data analysis method used was Partial. The results of the study show that Emotional Labour has a significant positive effect on Quiet Quitting and also a significant positive effect on Job Burnout. Meanwhile, Emotional Intelligence does not have a direct effect on Quiet Quitting, nor does it have a direct effect on Job Burnout. Job Burnout is proven to have a significant positive effect on Quiet Quitting and significantly mediates the influence of Emotional Labour on Quiet Quitting. However, Job Burnout does not mediate the relationship between Emotional Intelligence and Quiet Quitting. From the Islamic perspective, it is important for companies to pay attention to the emotional and psychological well-being of employees, and to uphold the principles of justice and respect for workers' rights as prescribed in Islamic law, in order to create a harmonious and productive work environment.

Keywords: Emotional Intelligence, Emotional Labour, Quiet Quitting, Job Burnout