

## RINGKASAN

Penelitian ini bertujuan untuk mengetahui pengaruh kecerdasan emosional, motivasi dan kompetensi terhadap kinerja auditor Inspektorat Kabupaten Eks-Karesidenan Banyumas melalui *problem solving ability*. Jenis penelitian yang digunakan adalah penelitian survei. Populasi dalam penelitian ini adalah seluruh auditor Inspektorat Kabupaten Eks-Karesidenan Banyumas yang mencakup auditor Inspektorat Kabupaten Banyumas, Purbalingga, Cilacap dan Banjarnegara. Teknik pengambilan sampel yang digunakan adalah *simple random sampling* dengan sampel minimum yang diperoleh dari perhitungan rumus slovin sejumlah 74 responden. Teknik pengumpulan data dalam penelitian ini menggunakan teknik survei dengan membagikan kuesioner kepada auditor Inspektorat Kabupaten Eks-Karesidenan Banyumas. Teknik analisis data dalam penelitian ini menggunakan analisis *Structural Equation Modeling* (SEM) dibantu dengan *software Smartpls* 3.0. Hasil penelitian ini menunjukkan bahwa : (1) Kecerdasan emosional berpengaruh secara positif dan signifikan terhadap *problem solving ability* auditor Inspektorat Eks-Karesidenan Banyumas. (2) Motivasi berpengaruh secara positif dan signifikan terhadap *problem solving ability* auditor Inspektorat Eks-Karesidenan Banyumas. (3) Kompetensi berpengaruh secara positif dan signifikan terhadap *problem solving ability* auditor Inspektorat Eks-Karesidenan Banyumas. (4) *Problem solving ability* tidak berpengaruh signifikan terhadap kinerja auditor Inspektorat Eks-Karesidenan Banyumas. (5) Kecerdasan emosional tidak berpengaruh signifikan terhadap kinerja auditor Inspektorat Eks-Karesidenan

Banyumas melalui *problem solving ability*. (6) Motivasi tidak berpengaruh signifikan terhadap kinerja auditor Inspektorat Eks-Karesidenan Banyumas melalui *problem solving ability*. (7) Kompetensi tidak berpengaruh signifikan terhadap kinerja auditor Inspektorat Eks-Karesidenan Banyumas melalui *problem solving ability*. Hasil pengujian Koefisien Determinasi (*R Square*) menunjukkan bahwa perubahan variabel *Problem Solving Ability* (PSA) sebesar 65.70 persen dapat dijelaskan oleh variabel Kecerdasan Emosional (KE), Motivasi (MO) dan Kompetensi (KOM). Sedangkan, 34.30 persen dijelaskan oleh variabel lain yang tidak diteliti dalam penelitian ini. Serta, perubahan variabel Kinerja Auditor (KIN) sebesar 36.60 persen dapat dijelaskan oleh variabel *Problem Solving Ability* (PSA). Sedangkan, 63.40 persen dijelaskan oleh variabel lain yang tidak diteliti dalam penelitian ini. Implikasi dari penelitian ini yaitu : Auditor Kantor Inspektorat Kabupaten, khususnya Kabupaten Eks-Karesidenan Banyumas yang mencakup Kabupaten Banyumas, Purbalingga, Banjarnegara dan Cilacap diharapkan mampu memperhatikan berbagai faktor yang berkaitan dengan kecerdasan emosional, motivasi dan kompetensi dalam upaya untuk terus meningkatkan *problem solving ability*.

**Kata kunci:** kecerdasan emosional, motivasi, kompetensi, *problem solving ability*, kinerja auditor.

## SUMMARY

*This study aims to determine the effect of emotional intelligence, motivation and competence on the performance of the Banyumas Ex-Residency Inspectorate auditor through problem solving ability. This type of research is a survey research. The population in this study were all auditors of the Banyumas Ex-Residency Regency which included inspectors from the Banyumas Regency, Purbalingga, Cilacap and Banjarnegara Regencies. The sampling technique used was simple random sampling with a minimum sample obtained from the calculation of the Slovin formula of 74 respondents. Data collection techniques in this study used survey techniques by distributing questionnaires to the auditor inspectorate of the Banyumas Ex-Residency District. Data analysis techniques in this study used Structural Equation Modeling (SEM) analysis assisted with Smartpls 3.0 software. The results of this study indicate that: (1) Emotional intelligence has a positive and significant effect on the problem solving abilities of the Banyumas Inspectorate Ex-Residency auditor. (2) Motivation has a positive and significant effect on the problem solving ability of the Banyumas Inspectorate Ex-Residency auditor. (3) Competence has a positive and significant effect on the problem solving ability of the Banyumas Inspectorate Ex-Residency Residency. (4) Problem solving ability does not significantly influence the performance of the Banyumas Inspectorate Ex-Residency auditor. (5) Emotional intelligence has no significant effect on the performance of the Banyumas Inspectorate Ex-Residency auditor through problem solving ability. (6) Motivation has no significant effect on the performance of the*

*Banyumas Ex-Residency Inspectorate auditor through problem solving ability. (7) Competence has no significant effect on the performance of the Banyumas Ex-Residency Inspectorate auditor through problem solving ability. The test results of the Determination Coefficient (R Square) show that changes in the Problem Solving Ability (PSA) variable by 65.70 percent can be explained by the variables Emotional Intelligence (KE), Motivation (MO) and Competence (KOM). Meanwhile, 34.30 percent is explained by other variables not examined in this study. Also, the change in Auditor Performance (KIN) variable of 36.60 percent can be explained by the Problem Solving Ability (PSA) variable. Meanwhile, 63.40 percent is explained by other variables not examined in this study. Implications of this research are: District Inspectorate Office Auditors, particularly the Banyumas Ex-Residency District covering Banyumas, Purbalingga, Banjarnegara and Cilacap Regencies are expected to be able to pay attention to various factors related to emotional intelligence, motivation, and competence in an effort to continuously improve its problem solving abilities.*

**Keywords:** *emotional intelligence, motivation, competence, problem solving ability, auditor performance.*