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ANALISIS KECERDASAN EMOSI TERHADAP PERENCANAAN KARIR INDIVIDUAL PADA WANITA YANG MEMILIKI KONFLIK PERAN GANDA DI PT. PLN (PERSERO) UIP JBTB

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Abstrak
Tujuan dari penelitian ini adalah untuk melihat bagaimana persepsi dan identifikasi, fasilitasi, pemahaman, dan pengelolaan yang merupakan bagian kecerdasan emosi berdampak pada perencanaan karir individu pada wanita yang memiliki konflik peran ganda. Penelitian ini adalah penelitian kuantitatif, dan sampel yang digunakan adalah sampel non-probabilitas menggunakan metode purposive. Pemilihan sampel dilakukan secara subjektif berdasarkan karakteristik sampel yang ditentukan, dan 44 wanita di PT. PLN (PERSERO) UIP JBTB. Hasil kuesioner diolah menggunakan program SPSS 16.0. Hasil penelitian menunjukkan bahwa faktor-faktor berikut tidak mempengaruhi perencanaan karir individu: persepsi dan identifikasi, pemahaman, dan elemen pengelolaan. Sebaliknya, fasilitasi mempengaruhi perencanaan karir individu. Hal ini menunjukkan bahwa organisasi dapat melakukan intervensi dan menawarkan dukungan nyata dalam membantu orang, terutama perempuan yang mengalami konflik peran ganda, merencanakan karir mereka. Oleh karena itu, diharapkan bahwa penelitian ini akan memberikan pemahaman yang lebih komprehensif tentang manajemen sumber daya manusia dan memberikan kontribusi yang signifikan untuk pengembangan informasi baru dalam bidang ini.
Kata Kunci: Karir, Kecerdasan Emosional, Konflik Peran, Peran Ganda, Wanita.

INTRODUCTION

In the modern era, women in Indonesia are increasingly being asked to increase their productivity, especially in large companies such as PT. PLN (Persero), which has taken gender mainstreaming policy steps to ensure that men and women have the same status in their work.

Even though the rapid development of education and technology provides positive support for Indonesian women to explore their competencies, there are still problems that need to be overcome. One of them is the dual role conflict that women often experience, especially after getting married and having children. Research has shown that many women feel their careers slow down after having children, and this can also be seen from a survey which found that most Indonesian women experience difficulties in developing their careers after getting married and having children.

Multiple role conflicts in women often arise due to their strong traditional role as housewives, where they feel the need to be perfect in all roles [1]. However, this demand for perfection often creates stress, especially when women have to juggle tasks at the office and pay attention to their family as a whole [2]. This can also affect relationships at home, especially if women feel burdened by tasks outside the home and lack time for family.

In this context, emotional intelligence plays an important role. Emotional intelligence includes the ability to deal with frustration,

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control emotions, optimism, and the ability to build relationships with other people [3]. Studies have shown that the presence of good emotional intelligence will make an employee display better performance and work results. This is related to a person's ability to manage their emotions wisely, which in turn can reduce stress and increase effectiveness in overcoming multiple role conflicts.

In overcoming multiple role conflicts and influencing career planning, companies also have an important role. Fair treatment and support from organizations is very necessary for women to advance their careers. However, challenges remain, especially when it comes to getting the same opportunities as their male counterparts. Companies in Indonesia need to adapt their human resources functions to capitalize on the ambitions and competencies of Indonesian women at the executive level.

This research will explore more deeply the relationship between perception and identification, facilitatimg, understanding, managing which are part of emotional intelligence towards individual career planning in women who have multiple role conflicts.

LITERATURE REVIEW

The influence of perception and identification on individual career planning for women who experience multiple role conflicts is very important. As explained by [4], women who can recognize that their dual roles can be a source of reinforcement between work and family can develop more effective career planning strategies. This is also supported by [5] which shows that perceptions of organizational support in overcoming conflicts between work and family can help in planning a more focused career. In addition, [6] underscore the importance of awareness of dual role conflicts in strengthening work and family policies to increase productivity and life balance. By understanding these challenges, women can identify appropriate opportunities and solutions in developing their careers in line

with their domestic roles. From the description above, it can be concluded that H1: There is an influence of perceiving and identifying on individual career planning for women who have multiple role conflicts.

Facilitating has a very important role in helping women who experience multiple role conflicts to plan their careers more effectively. According to [4], organizational facilitation in creating a work environment that supports balance between work and personal life can increase employee satisfaction and performance. This was also confirmed by [5] who found that organizational support for work-family balance can reduce conflict and increase employee well-being. In addition, [6] stated that work policies that support a balance between work and personal life can help individuals, especially women, in planning a more structured career. Implementation of employee training and development programs can also be a form of facilitation that supports individual career planning [7]. Thus, facilitating a supportive work environment may help women who experience multiple role conflicts to achieve their career goals more effectively. From the description above, it can be concluded that H2: There is a facilitating influence on individual career planning for women who have multiple role conflicts.

Understanding the role is important in helping women who experience multiple role conflicts better plan their careers. According to [1], a deep understanding of the challenges faced by women in combining professional and domestic roles can help them develop more effective career planning strategies. This study was also confirmed by [2] who found that understanding the conflict between work and family can reduce its negative impact. In addition, [3] highlights the importance of emotional intelligence in helping individuals understand and manage multiple role conflicts, that understanding individual feelings and needs can help in identifying appropriate solutions to resolve these conflicts. Thus, a

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deep understanding of dual role conflict can be a strong foundation in planning individual careers, especially for women who experience challenges in integrating professional and domestic roles. From the description above, it can be concluded that H3: There is an influence of understanding on individual career planning in women who have multiple role conflicts.

Managing multiple role conflicts is an important factor in career planning for women who experience these challenges. A study by [4] highlights that the ability to manage professional and domestic roles effectively can improve the balance between work and family. [5] found that organizational support in managing multiple role conflicts proactively can facilitate individual career development. [6] also emphasize the importance of management strategies in overcoming multiple role conflicts to increase individual productivity and welfare. In addition, [7] suggests that effective management of work tasks and family responsibilities can optimize job performance and satisfaction. By managing multiple role conflicts wisely, women can plan their careers better and increase efficiency and effectiveness in integrating their professional roles with family responsibilities. From the description above, it can be concluded that H4: There is an influence of Managing on individual career planning in women who have multiple role conflicts.

Emotional intelligence plays a crucial role in career planning for women who face multiple role conflicts. [4] emphasize that the ability to manage emotions, understand oneself, and adapt to complex situations can help women develop more effective career strategies. Research by [5] also showed that emotional intelligence is closely related to the ability to cope with stress, which is an important aspect in dealing with multiple role conflicts. Another study by [6] highlighted that high levels of emotional intelligence can influence better career decisions, such as prioritizing career goals that are in line with

personal values and managing conflicts between work and personal life more efficiently. According to [7], good emotional intelligence can also help women develop the interpersonal skills needed to build professional networks and overcome obstacles in their careers. Thus, emotional intelligence not only influences individual career planning, but also plays an important role in improving the well-being and success of women who face the challenges of multiple role conflicts. From the description above, it can be concluded that H5: There is an influence of emotional intelligence on individual career planning in women who have multiple role conflicts.
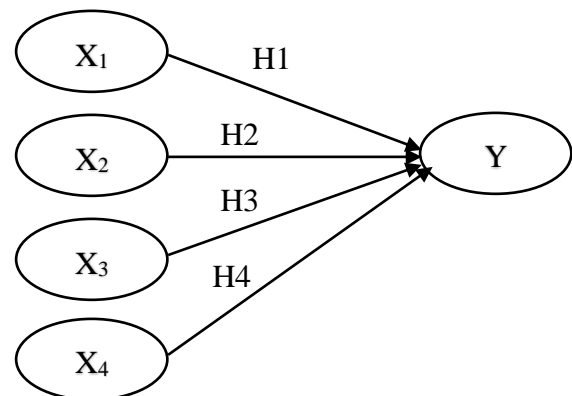
Figure 1 Conceptual Framework

Information:
X1 = Perception and identification
X2 = Facilitating
X3 = Understanding
X4 = Managing
Y = Individual career planning

METHODOLOGY

This study uses a quantitative approach. The type of research that will be carried out includes explanatory research, namely research that aims to determine the influence between research variables and test hypotheses that have been previously formulated, therefore it is also called hypothesis research or testing research

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[8]. This research is to reveal whether or not there is an influence between emotional intelligence on individual career planning in women who have multiple role conflicts.

The variables used in this research are as follows:

- Independent variable (independent variable) or variable X: An independent or independent variable is a variable that is used as a cause for the emergence of a variable which is a result variable [8]. The independent variable in this research is Emotional Intelligence which consists of: perceiving and identifying, facilitating, understanding and managing [9].

- Dependent variable (dependent variable) or variable Y: The dependent or bound variable is a dependent or bound variable whose variations can be observed as a result which is assumed to come from the independent variable [8]. The dependent variable in this research is Individual Career Planning which was developed from [7], namely: career anchor, labor market assessment, setting career goals, matching opportunities to needs and goals as well as developing career strategies and career transition planning.

The research instrument used to measure Perception and Identification, Facilitation, Understanding, Managing and Individual Career Planning is to use a questionnaire founded on an evaluation system with a Likert scale. This approach involves scaling attitude statements by calculating scale values based on response distribution. On a 5-point Likert scale, there are five possible responses: strongly agree (5 points), agree (4 points), neutral (3 points), disagree (2 points), and strongly disagree (1 point). The gathered data was then processed with SPSS version 16.0.

The sampling technique used in this research is a non-probability sample with a purposive sampling method where the sample selection is carried out subjectively according to the specified sample characteristics. This is done so that accurate information can be produced.

The number of samples taken in this study was 44 people, where in this study the population size is unknown. This is based on Gay's opinion which states that the minimum acceptable sample size is based on the research method used, namely as follows [10]:

- Descriptive method, minimum 10% of the population. For relatively small populations, a minimum of 20%.
- Correlational descriptive method, minimum 30 subjects.
- Ex post facto method, minimum 15 subjects per group.
- Experimental method, minimum 15 subjects per group.

Therefore, the researchers took a sample of 44 women where this research method was correlational research.

RESULTS AND DISCUSSION
Respondent Characteristics

Respondent characteristics were identified based on the respondent's age, the respondent's length of work, the respondent's number of children, the age of the respondent's children and the type of conflict experienced by the respondent. Below is presented data from identifying the characteristics of respondents.

Table 1 Respondent Characteristics

Description	Frequency	Percentage
Age (year)		
20-25	0	0
26-35	17	38.6%
36-45	22	50%
46-56	5	11.4%
Total	44	100%
Status		
Marry	38	86.4%
Not married yet	6	13.6%
Total	44	100%
Service year		
0-5	21	47.7%
6-10	8	18.2%
11-15	10	22.7%

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16-25	5	11.4%
Total	44	100%
Total	44	100%
Education Background		
Bachelor	33	75%
Diploma	5	11.4%
High school/vocational high school	10	13.6%
Total	5	100%

It is evident from the following table 1 that the bulk of respondents' traits fall within 36-45 years old 50%, the majority are married 86.4%, the majority have worked for 0-5 years 47.7%, and the majority have a bachelor's educational background 75%.

Validity Test

To ascertain the validity of every statement item in the questionnaire, validity testing is done. The validity of the study was examined with SPSS 16.0 software, and the r-calculation and r-table results were then compared. After calculating degrees of freedom (df) = n-2 = 42 for a total of n = 44 participants, the r-table value was 0.2973 when α (alpha) = 0.05 or 5% was used. The value of r-count > r-table indicates that an indicator is considered valid if it meets this requirement. A table with the research findings summarized is provided below.

Table 2 Validity Test Results

Indicator	Item	Coefficient Correlation (r-$_{count}$)	Remark
X1 Perception and identification	X1.1	0.453	Valid
	X1.2	0.637	Valid
	X1.3	0.637	Valid
	X1.4	0.453	Valid
	X1.5	0.367	Valid
	X1.6	0.448	Valid
	X1.7	0.513	Valid
	X1.8	0.499	Valid
	X1.9	0.513	Valid
	X1.10	0.621	Valid
	X1.11	0.406	Valid
	X1.12	0.454	Valid
	X1.13	0.440	Valid
	X1.14	0.454	Valid
	X1.15	0.717	Valid
	X1.16	0.621	Valid
	X1.17	0.688	Valid
	X1.18	0.371	Valid
X2 Facilitating	X2.1	0.716	Valid
	X2.2	0.570	Valid
	X2.3	0.424	Valid
	X2.4	0.349	Valid
	X2.5	0.640	Valid
	X2.6	0.650	Valid
	X2.7	0.619	Valid
	X2.8	0.323	Valid
	X2.9	0.738	Valid
X3 Understanding	X3.1	0.534	Valid
	X3.2	0.734	Valid
	X3.3	0.656	Valid
	X3.4	0.665	Valid
X4 Managing	X4.1	0.538	Valid
	X4.2	0.409	Valid
	X4.3	0.623	Valid
	X4.4	0.747	Valid
Y Individual career planning	Y1	1.000	Valid
	Y2	1.000	Valid
	Y3	1.000	Valid
	Y4	1.000	Valid
	Y5	1.000	Valid
	Y6	1.000	Valid
	Y7	1.000	Valid
	Y8	1.000	Valid
	Y9	1.000	Valid
	Y10	1.000	Valid
	Y11	1.000	Valid
	Y12	1.000	Valid
	Y13	1.000	Valid
	Y14	1.000	Valid
	Y15	1.000	Valid
	Y16	1.000	Valid
	Y17	1.000	Valid
	Y18	1.000	Valid
	Y19	1.000	Valid
	Y20	1.000	Valid
	Y21	1.000	Valid

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The results of calculations made with SPSS 16.0 software are displayed in Table 2 above. For each research indication, the calculated r-value is greater than the r-table value of 0.2973. Stated differently, any variables' indicators can serve as reliable instruments for measurement.

Reliability Test

The Cronbach alpha value was compared with a threshold value of 0.6 in order to conduct the reliability test. If a variable's Cronbach alpha value is higher than 0.6, it is regarded as dependable.

Table 3 Reliability Test Results

Variable	Cronbach Alpha	Remark
Perception and identification (X1)	0.836	Reliable
Facilitating (X2)	0.726	Reliable
Understanding (X3)	1.000	Reliable
Managing (X4)	1.000	Reliable
Individual career planning (Y)	1.000	Reliable

Every variable in this study has a Cronbach Alpha value greater than 0.6, as Table 3 demonstrates. Thus, it can be concluded that every variable used in this research is trustworthy.

Classic assumption test

Normality Test

The residual value must be determined before the normalcy test using Kolmogorov Smirnov can be performed. The test is then conducted based on judgment: The data is regularly distributed if Asymp. Sig (2-Tailed) is greater than 0.05 and if Asymp. Sig (2-tailed) is less than 0.05, it indicates that the data are not normally distributed.

Table 4. Kolmogorov smirnov test result

One-Sample Kolmogorov-Smirnov Test

			Unstandardized Residual
N			44
Normal Parameters	Mean		.0000000
	Std. Deviation		8.36713256
Most Extreme Differences	Absolute		.150
	Positive		.150
	Negative		-.092
Test Statistic			.150
Asymp. Sig. (2-tailed)			.015
Monte Carlo Sig. (2-tailed)	Sig.		.254
	99% Confidence Interval	Lower Bound	.243
		Upper Bound	.265

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. Based on 10000 sampled tables with starting seed 2000000.

Table 4 above indicates that the data utilized is normally distributed because the Sig value is greater than 0.05, or 0.254.

Multicolinearity Test

The multicollinearity test can be used to assess whether or not there is a significant link between the independent variables or variable X in a regression model. The tolerability value in the multicollinearity test must be greater than 0.01 and the difference inflation factor value, or VIF, must be less than 10. If these requirements are satisfied by the regression model, variables do not exhibit multicollinearity symptoms.

Table 5 Multicollinearity Test Results

Coefficients[a]

Model		Collinearity Statistics	
		Tolerance	VIF
1	PERCEIVING AND IDENTIFYING	.501	1.997
	FACILITATING	.600	1.667
	UNDERSTANDING	.655	1.527
	MANAGING	.806	1.240

a. Dependent Variable: PERENCANAAN KARIR INDIVIDUAL

It can be inferred from Table 5 above that there is no multicollinearity because the tolerance values obtained for the four independent variables are 0.501, 0.600, 0.655, and $0.806 > 0.10$ and the VIF values for the four independent variables are 1.997, 1.667, 1.527, and $1.240 < 10$.

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Heteroscedasticity Test

The heteroscedasticity test can be seen from the table below.

Table 6 Heteroscedasticity Test Results

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	.038	.057		.668	.508
	PERCEIVING AND IDENTIFYING	-.001	.001	-.343	-1.600	.118
	FACILITATING	.003	.002	.328	1.680	.101
	UNDERSTANDING	-2.580E-5	.002	-.003	-.016	.987
	MANAGING	-.002	.002	-.107	-.634	.529

a. Dependent Variable: ABRESID2

From the table 6 above it can be concluded that:

- X1 (Perceiving and Identifying) is not significant because the significance value is 0.118 > 0.05 so that X1 does not have symptoms of heteroscedasticity.
- X2 (Facilitating) is not significant because the significance value is 0.101 > 0.05 so that X2 does not have symptoms of heteroscedasticity.
- X3 (Understanding) is not significant because the significance value is 0.987 > 0.05 so that X3 does not have symptoms of heteroscedasticity.
- X4 (Managing) is not significant because the significance value is 0.529 > 0.05 so that X4 does not have symptoms of heteroscedasticity.

Therefore, it may be said that the regression model is feasible because heteroscedasticity does not occur in it..

Hypothesis testing

t test

In this research, a partial test (t test) was carried out to determine whether the independent variables (X1) Perceiving and Identifying, (X2) Facilitating, (X3) Understanding and (X4) Managing partially or individually have an effect on Individual Career Planning (Y). The following is a table of t test results:

Table 7 Result of t test

Coefficients[a]

Model		Unstandardized Coefficients B	Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	34.833	17.714		1.966	.056
	PERCEIVING AND IDENTIFYING	.142	.253	.107	.560	.579
	FACILITATING	1.437	.551	.456	2.607	.013
	UNDERSTANDING	-.811	.506	-.268	-1.603	.117
	MANAGING	.237	.741	.048	.320	.750

a. Dependent Variable: PERENCANAAN KARIR INDIVIDUAL

From the table 7 above it can be explained as follows:

a. The Influence of Perceiving and Identifying Factors (X1) on Individual Career Planning (Y).
Because the significance value is 0.579 > 0.05, H0 is accepted and H1 is rejected. This shows that partially the Perceiving and Identifying (X1) factor has no significant effect on Individual Career Planning (Y).

b. The Influence of Facilitating Factors (X2) on Individual Career Planning (Y).
Because the significance value is 0.013 < 0.05, H0 is rejected and H1 is accepted. This shows that partially the Facilitating factor (X2) has a significant effect on Individual Career Planning (Y).

c. The Influence of Understanding Factors (X3) on Individual Career Planning (Y).
Because the significance value is 0.117 > 0.05, H0 is accepted and H1 is rejected. This shows that partially the Understanding factor (X3) has no significant effect on Individual Career Planning (Y).

d. The Influence of Managing Factors (X4) on Individual Career Planning (Y).
Because the significance value is 0.750 > 0.05, H0 is accepted and H1 is rejected. This shows that partially the Managing factor (X4) has no significant effect on Individual Career Planning (Y).

F test

In this research, simultaneous testing (F test) was carried out to determine whether the

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independent variables, namely: (X1) Perceiving and Identifying, (X2) Facilitating, (X3) Understanding and (X4) Managing simultaneously or together have an influence on Individual Career Planning (Y). Following are the results of the F test:

Table 8 Result of F test

ANOVAᵃ

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1199.162	4	299.791	3.884	.009ᵇ
	Residual	3010.383	39	77.189		
	Total	4209.545	43			

a. Dependent Variable: PERENCANAAN KARIR INDIVIDUAL

b. Predictors: (Constant), MANAGING, UNDERSTANDING, FACILITATING, PERCEIVING AND IDENTIFYING

From Table 8 above, because the significance value is $0.009 < 0.05$, H0 is rejected and H1 is accepted. This shows that the variables (X1) Perceiving and Identifying, (X2) Facilitating, (X3) Understanding and (X4) Managing together have a significant effect on Individual Career Planning (Y).

oefficient of Determination

The coefficient of determination test was conducted in order to assess the model's capacity to elucidate the collective impact of the independent variables on the dependent variable, as indicated by the adjusted R-Squared value.

Table 9 Result of Coefficient of Determination

Model Summaryᵇ

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.534ᵃ	.285	.212	8.786

a. Predictors: (Constant), MANAGING, UNDERSTANDING, FACILITATING, PERCEIVING AND IDENTIFYING

b. Dependent Variable: PERENCANAAN KARIR INDIVIDUAL

In table 9 above, the coefficient of multiple determination is 0.285 or 28.5%, this value shows that 28.5% of Individual Career Planning (Y) is influenced by (X1) Perceiving and Identifying, (X2) Facilitating, (X3) Understanding and (X4) Managing, and the remaining 71.5% is influenced by other variables outside the research.

Discussion

Individual career planning is essential, especially for women who face multiple role conflicts. This conflict can hinder their career development and performance. This research examines the influence of perception and identification, facilitation, understanding, management and emotional intelligence on individual career planning at PT. PLN (PERSERO) UIP JBTB.

The research results show that the perception and identification factors (X1) do not have a significant influence on individual career planning (Y) with a significance value of $0.579 > 0.05$. This shows that good perception and identification alone are not enough to influence career planning. There needs to be other, more concrete and strategic interventions to help individuals plan their careers [4]. Previous research also shows that although perception and identification are important, without adequate support, they cannot always translate into concrete actions in career planning [5].

Facilitating (X2) was found to have a significant influence on individual career planning (Y) with a significance value of $0.013 < 0.05$. This suggests that facilitation efforts such as training, career guidance, and support from organizations can significantly influence individual career planning. Facilitation helps individuals to have access to the resources and information needed to better plan their careers [6]. This is in line with research which states that facilitation from the work environment is very important in helping individuals achieve their career goals, especially for women who face various obstacles.

The understanding factor (X3) does not have a significant influence on individual career planning (Y) with a significance value of $0.117 > 0.05$. This shows that although understanding oneself and one's career is important; it is not

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enough to directly influence career planning. Understanding must be combined with concrete actions and support from the work environment to have an impact on career planning [4]. Other studies also show that understanding yourself and your career goals is only one component in the career planning process and must be supported by other strategic steps [5].

Managing factors (X4) do not have a significant influence on individual career planning (Y) with a significance value of 0.750 > 0.05. Time and conflict management may be important, but not strong enough to significantly influence career planning. This shows that good management needs to be combined with other factors such as facilitation and support from the organization to be effective in influencing individual career planning [4]. Previous research also states that good management needs to be accompanied by clear strategies and support from the organization in order to have an impact on career planning [5]. Company policies that provide opportunities to increase formal education, programmed training and development opportunities are the basis for career development [11].

CONCLUSION AND RECOMMENDATION
Conclusion

Overall, this research shows that perception and identification, understanding, and managing factors do not have a significant influence on individual career planning. On the other hand, facilitating has a significant influence on individual career planning. This shows that real intervention and support from organizations is very important in helping individuals, especially women who experience multiple role conflicts, in planning their careers. Good facilitation can provide access to the resources and information needed to achieve career goals. Therefore, organizations need to pay attention to facilitation and support efforts that can help employees plan and achieve their career goals.

Recommendation

To improve individual career planning, especially for women who face multiple role conflicts, companies should focus on facilitation efforts. This includes providing adequate training programs, career guidance and support. Additionally, it is important to develop policies that support work-life balance and ensure easy access to necessary resources. Consistent management support and a supportive work environment will help employees achieve their career goals more effectively and minimize the negative impact of multiple role conflicts.

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