

Abstrak

Konflik dalam pernikahan menuntut kemampuan memaafkan (*forgiveness*) yang kuat agar hubungan tetap harmonis, sehingga penting mengkaji faktor psikologis yang memengaruhinya. Penelitian ini bertujuan mengetahui pengaruh kecerdasan emosional dan empati, secara parsial maupun simultan, terhadap *forgiveness* pada pasangan yang telah menikah di Kota Bandung. Penelitian menggunakan pendekatan kuantitatif eksplanatori dengan 121 responden yang dipilih melalui *purposive sampling*. Data dikumpulkan menggunakan *Emotional Intelligence Scale*, *Interpersonal Reactivity Index*, dan *Transgression-Related Interpersonal Motivation* (TRIM-18), lalu dianalisis dengan regresi linear berganda. Hasil menunjukkan kecerdasan emosional dan empati secara simultan berpengaruh terhadap *forgiveness* dengan nilai $p = 0.000 (< 0.05)$. Temuan ini menunjukkan bahwa kecerdasan emosional dan empati berperan sebagai faktor penting dalam *forgiveness*, dengan kecerdasan emosional berpengaruh positif dan empati berpengaruh signifikan namun berarah negatif akibat efek *suppression*. Disimpulkan bahwa kedua faktor perlu dikembangkan bersama melalui konseling pernikahan, dan penelitian selanjutnya disarankan menambahkan variabel regulasi emosi.

Kata kunci: Kecerdasan Emosional, Empati, *Forgiveness*, Pernikahan

Abstract

Marital conflict requires a strong capacity for forgiveness to maintain relational harmony, making it important to examine the psychological factors that influence it. This study aimed to determine the effect of emotional intelligence and empathy, both partially and simultaneously, on forgiveness among married couples in Bandung City. A quantitative explanatory approach was used with 121 respondents selected through purposive sampling. Data were collected using the Emotional Intelligence Scale, Interpersonal Reactivity Index, and Transgression-Related Interpersonal Motivation (TRIM-18), then analyzed using multiple linear regression. Results showed that emotional intelligence and empathy simultaneously affected forgiveness $p = 0.000$ (< 0.05). This finding indicates that emotional intelligence and empathy serve as important factors in forgiveness, with emotional intelligence showing a positive effect and empathy showing a significant but negatively directed effect due to a suppression effect. It is concluded that both factors should be developed together through marital counseling, and future research is recommended to include emotion regulation as an additional variable.

Keywords: Emotional Intelligence, Empathy, Forgiveness, Marriage.