

ABSTRAK

HUBUNGAN ANTARA KECERDASAN EMOSIONAL DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB) PADA KARYAWAN PT. POS INDONESIA PADANG

Penelitian ini dilakukan kepada karyawan PT. POS Indonesia Padang. Penelitian ini bertujuan untuk melihat apakah terdapat hubungan antara Kecerdasan Emosional dengan *Organizational Citizenship Behavior* karyawan PT. POS Indonesia Padang. Populasi dalam penelitian ini adalah seluruh karyawan PT. POS Indonesia Padang yang berjumlah 94. Adapun subjek penelitian ini menggunakan teknik sampling jenuh dimana semua anggota populasi dijadikan sampel atau responden, maka didapat jumlah sampel sebanyak 94 orang karyawan PT. POS Indonesia Padang. Alat ukur yang digunakan adalah Skala Kecerdasan Emosional yang peneliti susun berdasarkan teori yang dikemukakan Goleman (dalam Hidayati, 2019) dan Skala *Organizational Citizenship Behavior* yang peneliti susun berdasarkan teori yang dikemukakan oleh Organ (dalam Husudo, 2018). Metode analisis data yang digunakan untuk pengujian hipotesis dalam penelitian ini adalah dengan menggunakan korelasi *product moment (pearson)*, yang menunjukkan bahwa $r = 0,411$ dengan nilai $p = 0,000 (<0,01)$, artinya terdapat hubungan yang signifikan antara Kecerdasan Emosional dengan *Organizational Citizenship Behavior* pada Karyawan PT. POS Indonesia Padang. Berarti hipotesis penelitian diterima. Adapun sumbangan efektif dari variabel Kecerdasan Emosional terhadap *Organizational Citizenship Behavior* sebesar 17%, hal ini dapat diartikan bahwa Kecerdasan Emosional mampu memberikan kontribusi positif terhadap *Organizational Citizenship Behavior* sebesar 17%.

Kata kunci: kecerdasan emosional, *organizational citizenship behavior*, karyawan, instansi, korelasi.

ABSTRACT

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE WITH *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* (OCB) TO EMPLOYEES PT. INDOONESIAN POS, PADANG

This research was conducted to employees of PT. Indonesian POS Padang. This study aims to see whether there is a relationship between Emotional Intelligence and *Organizational Citizenship Behavior* PT employees Indonesian POS Padang. The population in this study were all employees of PT. POS Indonesia Padang, totaling 94. The subject of this study used a saturated sampling technique where all members of the population are used as samples or respondents, the total sample is 94 employees of PT. Indonesian POS Padang. The measuring tool used is the Emotional Intelligence Scale, which researchers compiled based on the theory put forward by Goleman (in Hidayati, 2019) and the Scale *Organizational Citizenship Behavior* which the researchers compiled based on the theory put forward by Organ (in Husudo, 2018). The data analysis method used to test the hypothesis in this study is to use correlation *product moment (pearson)*, which shows that $r = 0.411$ with a value of $p = 0.000 (<0.01)$, meaning that there is a significant relationship between Emotional Intelligence and *Organizational Citizenship Behavior* to employees of PT. Indonesian POS Padang. It means that the research hypothesis is accepted. The effective contribution of the Emotional Intelligence variable to *Organizational Citizenship Behavior* by 17%, this can be interpreted that Emotional Intelligence is able to make a positive contribution to *Organizational Citizenship Behavior* by 17%.

Keywords: Emotional Intelligence, *Organizational Citizenship Behavior*, employees, agency, correlation.