

ABSTRAK

HUBUNGAN ANTARA KECERDASAN EMOSIONAL DENGAN ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) PADA PEGAWAI DI DINAS PERHUBUNGAN (DISHUB) KAB. PADANG PARIAMAN

Penelitian ini bertujuan untuk mengetahui hubungan kecerdasan emosional dengan *organizational citizenship behavior* pada pegawai di Dinas Perhubungan (Dishub) Kab. Padang Pariaman. Variabel bebas dalam penelitian ini adalah kecerdasan emosional dan variabel terikat adalah *organizational citizenship behavior*. Alat ukur yang digunakan dalam penelitian ini adalah skala kecerdasan emosional dan skala *organizational citizenship behavior*. Teknik pemilihan sampel dalam penelitian ini adalah teknik *sampling jenuh*. Sampel dalam penelitian ini adalah 93 orang pegawai di Dinas Perhubungan (Dishub) Kab. Padang Pariaman. Uji validitas dan reliabilitas pada penelitian ini menggunakan teknik *alpha cronbach*. Hasil koefisien validitas pada skala kecerdasan emosional berkisar antara 0.300 sampai dengan 0,780. Hasil koefisien validitas pada skala *organizational citizenship behavior* berkisar antara 0.335 sampai dengan 0.766. Dengan koefisien reliabilitas kecerdasan emosional sebesar 0.906 dan pada skala *organizational citizenship behavior* sebesar 0.935. Berdasarkan analisis data, diperoleh nilai korelasi antara kecerdasan emosional dan *organizational citizenship behavior* sebesar $r = 0.451$ dengan taraf signifikan $p = 0.000$ yang berarti hipotesis diterima. Menunjukkan hubungan dengan taraf sedang dan berarah positif, artinya semakin tinggi kecerdasan emosional maka semakin tinggi *organizational citizenship behaviors* (OCB), dan sebaliknya semakin rendah kecerdasan emosional maka semakin rendah *organizational citizenship behaviors* (OCB).

Kata Kunci: *Kecerdasan Emosional, organizational citizenship behavior, Pegawai, Dinas Perhubungan.*

ABSTRACT

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) IN EMPLOYEES IN THE DEPARTMENT OF TRANSPORTATION (DISHUB) KAB. PADANG PARIAMAN

This study aims to determine the relationship between emotional intelligence and organizational citizenship behavior among employees at the District Transportation Agency (Dishub). Padang Pariaman. The independent variable in this study is emotional intelligence and the dependent variable is organizational citizenship behavior. Measuring tools used in this study are the emotional intelligence scale and organizational citizenship behavior scale. The sample selection technique in this study is saturated sampling technique. The sample in this study were 93 employees at the District Transportation Agency (Dishub). Padang Pariaman. Test the validity and reliability in this study using the alpha cronbach technique. The results of the validity coefficient on the emotional intelligence scale ranged from 0.300 to 0.780. The results of the validity coefficient on the organizational citizenship behavior scale ranged from 0.335 to 0.766. With an emotional intelligence reliability coefficient of 0.906 and on an organizational citizenship behavior scale of 0.935. Based on data analysis, a correlation value was obtained between emotional intelligence and organizational citizenship behavior of $r = 0.451$ with a significant level of $p = 0.000$, which means the hypothesis is accepted. Shows a relationship with a moderate level and a positive direction, meaning that the higher the emotional intelligence, the higher the organizational citizenship behaviors (OCB), and conversely the lower the emotional intelligence, the lower the organizational citizenship behaviors (OCB).

Keywords: *Emotional Intelligence, organizational citizenship behavior, Employees, Department of Transportation.*