

ABSTRAK

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh kecerdasan emosional, komitmen organisasi, pengembangan karir terhadap *organization citizenship behavior* dengan kepuasan kerja sebagai variabel moderasi. Penelitian ini tergolong penelitian yang bersifat deskriptif. Populasi dalam penelitian ini adalah seluruh karyawan pt.pln persero rayon kota pariaman. Metode pengumpulan data melalui survey dan menyebarkan kuisisioner, dengan sampel 30 responden karyawan. Metode analisis yang digunakan adalah analisis regresi berganda.

Hasil penelitian menunjukkan bahwa variabel kecerdasan emosional, komitmen organisasi dan pengembangan karir secara parsial berpengaruh positif dan signifikan terhadap *organization citizenship behavior*. Variabel kepuasan kerja tidak memoderasi variabel kecerdasan emosional dan komitmen organisasi, sedangkan variabel kepuasan kerja memoderasi variabel pengembangan karir. kecerdasan emosional, komitmen organisasi dan pengembangan karir berpengaruh positif dan signifikan secara berrsama-sama terhadap *organization citizenship behaviour*.

Kata Kunci : Kecerdasan Emosional, Komitmen Organisasi, Pengembangan Karir, *Organization citizenship behavior*, Kepuasan Kerja

ABSTRACT

This study aims to determine how much influence emotional intelligence, organizational commitment and career development to organization citizenship behavior with job satisfaction as a moderating variable. This research is classified as descriptive research. The population in this study were all employees of PT.Persero pariaman city branch. a methode of collecting data through surfey and distributing questionnaires, with a sample of 30 employee respondents. The analytical method used is multiple regression analysis.

The results showed that the variables of emotional intelligence, organizational commitment and career development partially had a possitive and significant effect on organization citizenship behavior. Job satisfaction does not moderate the variable of emotional intelligence and organizatioanl commitment. While the job satisfaction variable moderates the career development variable. Emotional intelligence, organizational commitment and career development have a positive and significant impact together on organization citizenship behavior.

Keywords : emotional intelligence, organizational commitment, career development, job satisfaction, organizational citizenship behavior