

ABSTRAK

HUBUNGAN ANTARA KECERDASAN EMOSIONAL DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOUR* (OCB) PADA KARYAWAN SPBU SIJUNJUNG

Penelitian ini bertujuan untuk melihat hubungan antara kecerdasan emosional dengan *organizational citizenship behaviour*. Variabel *independent* dalam penelitian ini adalah kecerdasan emosional dan variabel *dependent* adalah *organizational citizenship behaviour*. Alat ukur yang digunakan dalam penelitian ini adalah skala kecerdasan emosional dan Skala *organizational citizenship behaviour*. Teknik pengambilan sampel yang digunakan dalam penelitian ini adalah *Purposive Sampling* dengan jumlah sampel penelitian sebanyak 41 orang. Uji validitas dan reliabilitas menggunakan teknik *Alpha Cronbach*. Hasil koefisien validitas pada skala kecerdasan emosional berkisar dari 0,721 sampai 0,924, sedangkan koefisien reliabilitasnya sebesar 0,972. Hasil koefisien validitas pada skala *organizational citizenship behaviour* berkisar dari 0,715 sampai 0,933, sedangkan koefisien reliabilitasnya sebesar 0,972. Hasil analisis data menunjukkan besarnya koefisien korelasi sebesar 0,967 dengan taraf signifikan $p = 0,000$. Artinya ada hubungan signifikan dengan arah positif antara kecerdasan emosional dengan *organizational citizenship behaviour* (OCB) pada karyawan SPBU Sijunjung.

Sehingga dapat diartikan bahwa hipotesis dalam penelitian ini diterima. Sumbangan efektif variabel kecerdasan emosional dengan *organizational citizenship behaviour* (OCB) remaja adalah sebanyak 93, %

Kata kunci : Kecerdasan Emosional, *Organizational Citizenship Behaviour*

ABSTRACT

THE RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) IN SIJUNJUNG SPBU EMPLOYEES

This study aims to look at the relationship between emotional intelligence and organizational citizenship behavior. The independent variable in this study is emotional intelligence and the dependent variable is organizational citizenship behavior. The measuring instrument used in this research is the scale of emotional intelligence and the scale of organizational citizenship behavior. The sampling technique used in this study was purposive sampling with a total sample size of 41 people. Validity and reliability test using Alpha Cronbach technique. The results of the validity coefficient on the emotional intelligence scale ranged from 0.721 to 0.924, while the reliability coefficient was 0.972. The results of the validity coefficient on the scale of organizational citizenship behavior ranged from 0.715 to 0.933, while the reliability coefficient was 0.972. The results of data analysis show that the correlation coefficient is 0.967 with a significant level of $p = 0.000$. This means that there is a significant relationship with a positive direction between emotional intelligence and organizational citizenship behavior (OCB) on Sijunjung SPBU employees.

So it can be interpreted that the hypothesis in this study is accepted. The effective contribution of the emotional intelligence variable to organizational citizenship behavior (OCB) of adolescents is as much as 93, %

Keywords: Emotional Intelligence, Organizational Citizenship Behavior