

ABSTRAK

SRI ASDELIA, 1710115531097, jurusan manajemen tahun 2017, Kecerdasan Emosional dan Dukungan Organisasi pengaruhnya terhadap Kinerja Guru dengan *Organizational Citizenship Behavior* sebagai variabel intervening (Study Kasus pada Guru SMAN 1 PANCUNG SOAL). Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh Kecerdasan Emosional, Dukungan Organisasi terhadap Kinerja Guru dengan *Organizational Citizenship Behavior* sebagai variabel intervening. Variabel penelitian yaitu Kecerdasan Emosional (X1), Dukungan Organisasi (X2), Kinerja Guru (Y) dan *Organizational Citizenship Behavior* (Z). Metode pengumpulan data melalui survei dan mengedarkan kuesioner sebanyak 72 responden. Sampel penelitian ini adalah guru SMAN 1 Pancung Soal. Sampel dilakukan dengan metode jenuh sampling.

Hasil penelitian menunjukkan bahwa (1) Kecerdasan Emosional Berpengaruh Signifikan Terhadap *Organizational Citizenship Behavior*, (2) Dukungan Organisasi Berpengaruh Signifikan Terhadap *Organizational Citizenship Behavior*, (3) Kecerdasan Emosional Berpengaruh Signifikan Terhadap Kinerja Guru, (4) Dukungan Organisasi Berpengaruh Signifikan Terhadap Kinerja Guru, (5) *Organizational Citizenship Behavior* Berpengaruh Signifikan Terhadap Kinerja Guru, (6) *Organizational Citizenship Behavior* tidak memediasi hubungan antara Kecerdasan Emosional terhadap Kinerja Guru, (7) *Organizational Citizenship Behavior* tidak memediasi hubungan antara Dukungan Organisasi terhadap Kinerja Guru.

Kata Kunci : Kecerdasan Emosional, Dukungan Organisasi, Kinerja Guru dan *Organizational Citizenship Behavior*.

ABSTRACT

SRI ASDELIA, 1710115531097, majoring in management in 2017, Emotional Intelligence and Organizational Support influence on Teacher Performance with Organizational Citizenship Behavior as an intervening variable (Case Study on Teachers of SMAN 1 PANCUNG SOAL). This study aims to determine how much influence Emotional Intelligence, Organizational Support on Teacher Performance with Organizational Citizenship Behavior as an intervening variable. The research variables are Emotional Intelligence (X1), Organizational Support (X2), Teacher Performance (Y) and Organizational Citizenship Behavior (Z). Methods of collecting data through surveys and distributing questionnaires were 72 respondents. The sample of this research is the teacher of SMAN 1 Pancung Question. Samples were carried out using the saturated sampling method.

The results showed that (1) Emotional Intelligence had a significant effect on organizational citizenship behavior, (2) organizational support had a significant effect on organizational citizenship behavior, (3) emotional intelligence had a significant effect on teacher performance, (4) organizational support had a significant effect on teacher performance, (5) Organizational Citizenship Behavior Has a Significant Influence on Teacher Performance, (6) Organizational Citizenship Behavior does not mediate the relationship between Emotional Intelligence on Teacher Performance, (7) Organizational Citizenship Behavior does not mediate the relationship between Organizational Support on Teacher Performance.

Keywords: Emotional Intelligence, Organizational Support, Teacher Performance and Organizational Citizenship Behavior.