

# **Influence Of Organizational Citizenship Behavior, Emotional Intelligence And Organizational Commitment On Employees' Work Ability**

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## **Abstrak**

Tujuan dari penelitian ini adalah untuk menganalisis pentingnya pengaruh kecerdasan emosional, komitmen organisasi, dan Perilaku Kewarganegaraan Organisasi terhadap kinerja pegawai, serta variabel dominan yang mempengaruhi kinerja pegawai. Hasil penelitian menunjukkan bahwa kecerdasan emosional memiliki pengaruh signifikan terhadap kinerja pegawai. Begitu pula dengan komitmen organisasi dan Perilaku Kewarganegaraan Organisasi yang juga memiliki pengaruh signifikan terhadap kinerja pegawai. Dalam hal ini, variabel komitmen organisasi merupakan variabel dominan yang mempengaruhi kinerja pegawai. Hasil uji F menunjukkan bahwa nilai p-value sebesar  $0,000 < 0,05$ , yang mengindikasikan bahwa model yang digunakan untuk menguji pengaruh variabel independen kecerdasan emosional, komitmen organisasi, dan Perilaku Kewarganegaraan Organisasi terhadap kinerja pegawai adalah tepat. Analisis koefisien determinasi menunjukkan bahwa variabel independen kecerdasan emosional, komitmen organisasi, dan Perilaku Kewarganegaraan Organisasi secara bersama-sama mempengaruhi kinerja pegawai sebesar 55,5%, sementara sisanya ( $100\% - 55,5\% = 44,5\%$ ) dipengaruhi oleh faktor-faktor lain yang tidak diteliti dalam penelitian ini.

Kata kunci : Kecerdasan emosional, Komitmen organisasi, Perilaku Kewarganegaraan Organisasi

### ***Abstract***

*The objective of this research is to analyze the importance of the influence of emotional intelligence, organizational commitment, and Organizational Citizenship Behavior on employee performance, as well as the dominant variables affecting employee performance. The research findings indicate that emotional intelligence significantly influences employee performance. Similarly, organizational commitment and Organizational Citizenship Behavior also have a significant impact on employee performance. In this case, organizational commitment is identified as the dominant variable influencing employee performance. The F-test results show a p-value of  $0.000 < 0.05$ , indicating that the model used to examine the effect of the independent variables, namely emotional intelligence, organizational commitment, and Organizational Citizenship Behavior on employee performance, is appropriate. The analysis of the coefficient of determination reveals that the combined influence of the independent variables, emotional intelligence, organizational commitment, and Organizational Citizenship Behavior, on employee performance is 55.5%, while the remaining portion ( $100\% - 55.5\%$ ) = 44.5% is influenced by other factors not examined in this study.*

*Keywords: emotional intelligence, organizational commitment, Organizational Citizenship Behavior*