

ABSTRACT

Chandra, Ifana Saputra. 2013. Emotional Intelligence Influence Of *Organizational Citizenship Behavior* (OCB) Employees in PT. Sumber Yalasamudra Muncar Banyuwangi

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Employees with *Organizational Citizenship Behavior* (OCB) high into the principal and greatest hope for the company. Because of the *Organizational Citizenship Behavior* (OCB), the employee will work optimally and effectively in accordance with company objectives. *Organizational Citizenship Behavior* (OCB) formed because of emotional intelligence. Emotional Intelligence is the individual competence in understanding and controlling one's emotions as well as how to establish and maintain relationships with others. So with employees who have good emotional intelligence it is very beneficial for the company and its employees that will lead to synergy in the company's performance.

This study aims to determine the level of *Organizational Citizenship Behavior* (OCB) and Emotional Intelligence, Emotional Intelligence and determine the effect of the independent variables (independent) on *Organizational Citizenship Behavior* (OCB) as the dependent variable (dependent) at PT. Sumber Yalasamudra Muncar Banyuwangi. The number of respondents in this study were 51 employees whose status as staff or permanent staff and employees in the company monthly. Scale used in data collection methods. Scale study consisted of two scales, namely emotional intelligence scale and *Organizational Citizenship Behavior* (OCB), each consisting of 35 and 30 item. Analysis technique used is a simple regression analysis to look for correlations and predictive power of influence.

Based on the analysis of the study found the following results: the variable *Organizational Citizenship Behavior* (OCB) employees produced 6 employees (12%) with high category, 39 employees (76%) with the medium category, and 6 employees (12%) with a low category. While variable Emotional Intelligence (EQ) produces 7 employees (14%) with high category, 39 employees (76%) with the medium category, and five employees (10%) with a low category. The results yield that the above two variables is a positive relationship (r_{xy} 0.599). It means that the relationship between the two variables is positive significant with scores of 0.000 and Sig value. (2-tailed) is below or less than 0.05. Effective contribution or predictive power indicated by the coefficient determinant $r^2 = 0.359$ which means that 35.9% determined by *Organizational Citizenship Behavior* Emotional Intelligence, and the remaining 64.1% is determined by other factors such as leadership, job satisfaction, organizational climate, etc. are not described in this study.