

ABSTRACT

High employee performance can be achieved if all elements that exist in the company well integrated, and is able to achieve the target in accordance with the needs and desires company, therefore need attention on the emotional intelligence, job stress, and Organizational Citizenship Behavior (OCB) in order to improve the performance of the employee. This study aims to examine the effect of emotional intelligence, job stress, and Organizational Citizenship Behavior (OCB) on employee performance of PT Bank Central Asia, Tbk. Kantor Cabang Utama Green Garden. Data collection was done through questionnaires distributed and implemented on 95 employees of PT Bank Central Asia, Tbk. Kantor Cabang Utama Green Garden employees. Data analysis in this study using the help of Variance Based Structural Equation Modeling where the data processing using the program Partial Least Square (PLS) Version 3.0. The results of the analysis show that the Emotional Intelligence has a positive and significant effect on employee performance. Job stress negative and no significant effect on employees performance, and Organizational Citizenship Behavior (OCB) positive and significant effect on employee performance.

Keywords: Emotional Intelligence, Job Stress, Organizational Citizenship Behavior (OCB) and Employee Performance.



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ABSTRAK

Kinerja karyawan yang tinggi dapat dicapai jika seluruh elemen-elemen yang ada dalam perusahaan terintegrasi dengan baik, dan mampu mencapai target sesuai dengan kebutuhan dan keinginan perusahaan. Oleh sebab itu dibutuhkan perhatian atas kecerdasan emosional, stres kerja dan *Organizational Citizenship Behavior (OCB)* guna meningkatkan kinerja karyawan tersebut. Penelitian ini bertujuan untuk menguji pengaruh kecerdasan emosional, stres kerja *Organizational Citizenship Behavior (OCB)* terhadap kinerja karyawan PT. Bank Central Asia, Tbk. Kantor Cabang Utama Green Garden. Pengumpulan data dilakukan melalui penyebaran kuesioner dan dilaksanakan pada 95 karyawan PT. Bank Central Asia, Tbk. Kantor Cabang Utama Green Garden. Analisis data pada penelitian ini menggunakan bantuan *Variance Based Structural Equation Modeling* dimana pengolahan datanya menggunakan program *Partial Least Square (PLS)* Versi 3.0. Hasil analisa menunjukkan kecerdasan emosional positif dan berpengaruh signifikan terhadap kinerja karyawan. Stres kerja negatif dan tidak berpengaruh signifikan terhadap kinerja karyawan. Dan *Organizational Citizenship Behavior (OCB)* positif dan berpengaruh signifikan terhadap kinerja karyawan.

Kata Kunci : Kecerdasan Emosional, Stres Kerja, *Organizational Citizenship Behavior (OCB)* dan Kinerja Karyawan.



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