

## **ABSTRAK**

Penelitian ini dilakukan untuk mengetahui pengaruh kecerdasan emosional, *servant leadership* dan komitmen organisasi terhadap *organizational citizenship behavior*. Objek pada penelitian ini adalah pegawai Dinas Pendidikan dan Kebudayaan Kota Tangerang Selatan. Populasi pegawai berjumlah 90 pegawai. Teknik pengambilan sampel yang digunakan adalah sampel jenuh, yakni seluruh pegawai dijadikan sampel dan dengan metode penelitian kuantitatif. Metode analisis yang digunakan pada penelitian ini adalah analisis statistik uji regresi linear berganda. Hasil penelitian menunjukkan bahwa secara parsial dan bersama-sama (simultan), variabel kecerdasan emosional, *servant leadership* dan komitmen organisasi berpengaruh terhadap *organizational citizenship behavior* di Dinas Pendidikan dan Kebudayaan Kota Tangerang Selatan.

Kata kunci : Kecerdasan emosional, *Servant Leadership*, *Organizational Citizenship Behavior*



## **ABSTRACT**

*This research aims to know the influence of emotional intelligence, servant leadership and organizational citizenship behavior. The object of this research is employee of Education and Culture Department of South Tangerang City. The population of employee is 90 employees. The sampling technique used is the saturated, that is all employees are sampled and with quantitative research methods. The method of analysis used in this research is statistical analysis of multiple linear regression test. The results showed that partially and simultaneously, the variables of emotional intelligence, servant leadership and organizational commitment affect the organizational citizenship behavior in the Education and Culture Department of South Tangerang City.*

*Keyword : Emotional Intelligence, Servant Leadership, Organizational Citizenship Behavior*

