

## **ABSTRAK**

Penelitian ini bertujuan untuk mengetahui dan menjelaskan pengaruh kecerdasan emosional dan komitmen organisasional dan disiplin kerja terhadap *organizational citizenship behavior* (OCB). Jenis penelitian yang dipakai adalah penelitian penjelasan dengan pendekatan secara kuantitatif guna mengetahui pengaruh antar variabel, dimana pengujian hipotesis menggunakan analisis statistik deskriptif dan uji t. Berdasarkan penelitian dapat diketahui bahwa variabel kecerdasan emosional, komitmen organsasional, disiplin kerja memiliki pengaruh positif signifikan terhadap variabel *organizational citizenship Behavior* (OCB).

Kata Kunci: kecerdasan emosional, komitmen organisasional, disiplin kerja, *organizational citizenship Behavior* (OCB).



## **ABSTRACT**

*This study aims to determine and explain the effect of emotional intelligence and organizational commitment and work discipline on organizational citizenship behavior (OCB). The type of research used is explanatory research with a quantitative approach to determine the effect between variables, where hypothesis testing uses descriptive statistical analysis and t test. Based on research it can be seen that the variable emotional intelligence, organizational commitment, work discipline has a significant positive effect on the organizational citizenship behavior (OCB) variables.*

Keywords: *emotional intelligence, organizational commitment, work discipline, organizational citizenship behavior (OCB).*

