

ABSTRACT

This study aims to determine the effect of emotional intelligence and burnout on organizational citizenship behavior (OCB) and employee performance at PT Lebah Solusi Indonesia. The research method used in this research is descriptive method. The object of this research is 50 employees in the PT Lebah Solusi Indonesia office. The approach used in this study is the Structural Equation Model (SEM) with a Smart-PLS analysis tool. The results of this study indicate that the variables of emotional intelligence, burnout, and organizational citizenship behavior (OCB) have a significant effect on employee performance in the PT Lebah Solusi Indonesia office. The results showed that burnout had a negative effect on employee performance. Burnout has a negative effect on Organizational Citizenship Behavior. Emotional intelligence has a positive effect on employee performance. Emotional intelligence has a negative effect on organizational citizenship behavior. Organizational citizenship behavior influences employee performance.

Keywords: emotional intelligence, burnout, organizational citizenship behavior (OCB), performance.



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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh kecerdasan emosional dan *burnout*, terhadap *organizational citizenship behavior* (OCB) dan kinerja karyawan di PT Lebah Solusi Indonesia. Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif. Objek penelitian ini adalah karyawan di kantor PT Lebah Solusi Indonesia sebanyak 50 responden. Pendekatan yang digunakan dalam penelitian ini adalah *Structural Equation Model* (SEM) dengan alat analisis Smart-PLS. Hasil penelitian ini menunjukkan bahwa variabel kecerdasan emosional, *burnout*, dan *organizational citizenship behavior* (OCB) berpengaruh signifikan terhadap kinerja pegawai di kantor PT Lebah Solusi Indonesia. Hasil penelitian menunjukkan *burnout* berpengaruh negatif terhadap kinerja karyawan. *Burnout* berpengaruh negatif terhadap *Organizational Citizenship Behavior*. Kecerdasan emosional berpengaruh positif terhadap kinerja karyawan. Kecerdasan emosional berpengaruh negatif terhadap *organizational citizenship behavior*. *Organizational citizenship behavior* berpengaruh terhadap kinerja karyawan.

Kata Kunci: kecerdasan emosional, *burnout*, *organizational citizenship behavior* (OCB), kinerja.



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