

## ABSTRACT

*The main objective of this study was to determine the effect of job satisfaction, emotional intelligence and organizational climate towards organizational citizenship behavioral PT. Loscam Indonesia by using quantitative-descriptive approach. Data were collected from 78 respondents who were employees of PT. Loscam Indonesia. Data analysis in this study use alternative methods of structural equation modeling (SEM) which is partial least square (PLS). The first phase of the current study is to validate each variable's question as well as it's reliabilities. The second phase is to test the relationships among the effect job satisfaction, emotional intelligence and organizational climate towards organizational citizenship behavioral. The outcomes of this present study have shown that the emotional intelligence and organizational climate have positive and significant effects while job satisfaction although has positive effect, however, it was not significant enough.*

**Keywords:** *Job Satisfaction, Emotional Intelligence, Organizational Climate, Organizational Citizenship Behavioral*



## ABSTRAK

Tujuan utama dari penelitian ini adalah untuk pengaruh kepuasan kerja, kecerdasan emosi dan iklim organisasi terhadap *organizational citizenship behaviour* pada PT. Loscam Indonesia dengan menggunakan pendekatan deskriptif kuantitatif. Data dalam penelitian diperoleh dari 78 responden yang merupakan karyawan PT. Loscam Indonesia. Analisis data dalam penelitian ini menggunakan metode alternatif dari *structural equation modeling* (SEM) yaitu *partial least square* (PLS). Tahap pertama dalam penelitian ini untuk menguji validitas pertanyaan setiap variabel berikut dengan reliabilitasnya. Tahap kedua menguji hubungan antara kepuasan kerja, kecerdasan emosi dan iklim organisasi terhadap *organizational citizenship behaviour*. Hasil dari penelitian ini menyatakan bahwa variabel kecerdasan emosi dan iklim organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour* sementara variabel kepuasan kerja tidak berpengaruh terhadap *organizational citizenship behavior*.

**Kata Kunci:** Kepuasan Kerja, Kecerdasan Emosi, Iklim Organisasi, *Organizational Citizenship Behavior*.

