# ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh kecerdasan emosional, *work family conflict*, kepuasan kerja terhadap *Organizational Citizenship Behavior (OCB)*. Metode yang digunakan dalam penelitian ini adalah metode kuantitatif. Objek penelitian adalah semua karyawan yang bekerja di PT Simas Marsingo Putra dengan populasi 65 orang. Teknik pengambilan sampel menggunakan nonprobability sampling dengan jumlah sampel 65 orang. Pendekatan yang digunakan dalam penelitian ini adalah analisis Structural Equation Model (SEM) dengan alat analisis Smart-PLS. Hasil penelitian menunjukkan bahwa kecerdasan emosional berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior (OCB)*, *work family conflict* berpengaruh negatif dan signifikan terhadap *Organizational Citizenship Behavior (OCB)* serta kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior (OCB)*.

Kata kunci: kecerdasan emosional, *work family conflict*, kepuasan kerja, *Organizational Citizenship Behavior (OCB)*

# ABSTRACT

This study aims to examine and analyze the influence of emotional intelligence, work family conflict and job satisfaction to organizational citizenship behavior (OCB). The method used in this study is a quantitative method. The object of research is all employees who work at PT Simas Marsingo Putra with a population of 65 people. The sampling technique uses nonprobability sampling with a sample of 65 people. The approach used in this research is Structural Equation Model (SEM) analysis with Smart-PLS analysis tools. The results showed that emotional intelligence had a significant and positive effect on organizational citizenship behavior (OCB), work family conflict has a negative and significant effect on organizational citizenship behavior (OCB) and Job Satisfaction has a positive and significant effect on organizational citizenship behavior (OCB).

Keywords: emotional intelligence, work family conflict , job satisfaction, organizational citizenship behavior (OCB)