

## ABSTRAK

Tujuan utama dari penelitian ini adalah untuk mengetahui pengaruh *self efficacy*, kecerdasan emosional dan komitmen organisasi terhadap *organizational citizenship behavior* pada karyawan Kecamatan Gambir dengan menggunakan pendekatan deskriptif kuantitatif. Data dalam penelitian diperoleh dari 71 responden yang merupakan pegawai Kecamatan Gambir. 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 *self efficacy*, kecerdasan emosional dan komitmen organisasi terhadap *organizational citizenship behavior*. Hasil dari penelitian ini menyatakan bahwa variabel *self efficacy*, kecerdasan emosional dan komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Variabel kecerdasan emosional mempunyai pengaruh paling besar terhadap *organizational citizenship behavior*, selanjutnya diikuti dengan variabel komitmen organisasi, dan selanjutnya komitmen organisasi mempunyai pengaruh terkecil terhadap *organizational citizenship behavior*. Variabel *self efficacy*, kecerdasan emosional dan komitmen organisasi sebesar 48,1%, sedangkan sisanya sebesar 51,9% dipengaruhi oleh variabel lain diluar yang diteliti.

Kata Kunci: *Self Efficacy*, Kecerdasan Emosional, Komitmen Organisasi, *Organizational Citizenship Behavior*.



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## ABSTRACT

*The main objective of this study was to determine the effect of self efficacy, emotional intelligence and organizational commitment on organizational citizenship behavior in Gambir District employees using a quantitative descriptive approach. Data in the study were obtained from 71 respondents who were employees of Gambir District. Data analysis in this study used an alternative method of structural equation modeling (SEM), namely partial least square (PLS). The first stage in this study is to test the validity of the questions for each of the following variables with reliability. The second stage examines the relationship between self efficacy, emotional intelligence and organizational commitment to organizational citizenship behavior. The results of this study state that the variables of self efficacy, emotional intelligence and organizational commitment have a positive and significant effect on organizational citizenship behavior. Emotional intelligence have the greatest influence on organizational citizenship behavior, followed by organizational commitment and self efficacy variables has the smallest affect on organizational citizenship behavior. Self efficacy, emotional intelligence and organizational commitment variables were 48,1% while the remaining 51,9% were affected by other variables outside of the study.*

*Keywords: Self Efficacy, Emotional Intelligence, Organizational Commitment, Organizational Citizenship behavior.*



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