

# Pengaruh komitmen keorganisasian dan kecerdasan emosional karyawan terhadap organizational citizenship behavior karyawan Departemen Unit X Kompas Gramedia = The effect between organizational commitment and emotional quotient to organizational citizenship behaviour of employee at department unit X in Kompas Gramedia

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## Abstrak

Organizational Citizenship Behaviour (OCB) adalah perilaku karyawan di mana tujuannya adalah untuk meningkatkan efisiensi kinerja perusahaan dengan mengakomodasi tujuan dari produktivitas karyawan individu. OCB diukur berdasarkan pada 5 (lima) dimensi OCB yaitu altruism, conscientiousnes, courtesy, civic virtue, and spotmanship. Komitmen Organisasi sebagai ukuran seberapa jauh tingkat seorang karyawan mengidentifikasi dirinya pada organisasi serta keterlibatannya didalam suatu organisasi, sesuai dengan definisi tersebut, maka penjabarannya komitmen organisasi diukur berdasarkan tiga indikator yaitu variabel Komitmen Afektif, Komitmen Kontinuan, Komitmen Normatif Kecerdasan Emosi didefinisikan sebagai kemampuan yang tidak hanya mengontrol emosi tapi juga merasakannya. Kecerdasan emosi diukur berdasarkan pada Kompetensi Pribadi dan Kompetensi Sosial.

Tujuan dari penelitian ini adalah menganalisa pengaruh Komitmen Organisasi terhadap Organizational Citizenship Behaviour (OCB) karyawan, pengaruh Kecerdasan Emosi terhadap Organizational Citizenship Behaviour (OCB) karyawan, pengaruh Komitmen Organisasi dan Kecerdasan Emosi terhadap Organizational Citizenship Behaviour (OCB) karyawan. Analisis regresi berganda digunakan untuk menguji hipotesis yang menunjukkan bahwa Komitmen Organisasi dan Kecerdasan Emosi mempunyai pengaruh yang positif signifikan terhadap OCB.

Populasi dari penelitian ini adalah 300 karyawan yang aktif bekerja di Departemen Unit X Kompas Gramedia, sebanyak 10% dari populasi sebagai target sampel, 100 kuesioner kembali dan hanya 80 responden dapat diolah datanya karena lengkap menjawab pertanyaan dalam kuesioner. Hasil dari penelitian ini menunjukkan bahwa (1) ada pengaruh positif signifikan antara Komitmen Organisasi terhadap OCB. (2) ada pengaruh positif signifikan antara Kecerdasan Emosi terhadap OCB. (3) ada pengaruh yang positif signifikan antara Komitmen Organisasi dan Kecerdasan Emosi terhadap OCB.

.....The Effect Between Organizational Commitment And Emotional Quotient To Organizational Citizenship Behaviour Of Employee At Department Unit X In Kompas Gramedia Organizational Citizenship Behaviour (OCB) as the employee behavior in which the purpose is to increase the efficiency of company performances by accomodating the purpose of individual employee productivity. OCB, which is measured based on 5 dimensions : altruism, conscientiousnes, courtesy, civic virtue, and spotmanship. Organizational commitment as a measure of how far the level of an employee identifies himself to the organization and its involvement in an organization, in accordance with the definition. Organizational commitment, which is measured based on 3 dimensions : Affective commitment, Continuance commitment, Normative Commitment. EQ is defined as the power not only to control emotions but to perceive them. EQ, which is measured based on Personal Competence and Social Competence.

The objective of this research is to analyze the effect between Organizational Commitment on Organizational Citizenship Behaviour of employee, the effect between Emotional Quotient on Organizational Citizenship Behaviour of employee, the effect between Organizational Commitment and Emotional Quotient on Organizational Citizenship Behaviour of employee Department Unit X Kompas Gramedia. Multiple regression analysis is used to test hypotheses that Organizational Commitment and Emotional Quotient are positively significant on OCB.

Population of this research consists of 300 employee, who work at Departemen Unit X Kompas Gramedia. Ten percents of the population is target sample, 100 questionnaires are respons and only 80 respondents can be analyzed because they answet the questionnaires completely.

The result shows that 1) Organizational Commitment has an positive effect to OCB. 2) Emotional Quotient has an positive effect to OCB. 3) Organizational Commitment and Emotional Quotient have an positive effect to OCB.