

ABSTRACT

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THE EFFECT OF EMOTIONAL INTELLIGENCE, ORGANIZATIONAL CULTURE, AND EMPLOYEE ENGAGEMENT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN SEKOLAH BOGOR RAYA

(xviii + 111 pages: 6 figures, 26 tables, 4 attachments)

The advance in technology that has happened rapidly nowadays has given a huge impact to education. Therefore, a teacher needs to go the extra miles such as having the organizational citizenship behavior that can help the school to reach the aims faster and more effectively. The aim of this research is to find the effect of emotional intelligence, organizational culture, and employee engagement on organizational citizenship behavior. Design of research is using path analysis while data analysis is done by using PLS-SEM (Partial Least Square-Structural Equation Modeling) with the help of SmartPLS software with 75 teachers of Sekolah Bogor Raya as the research subjects. The method use to collect data is by using questionnaires. The result of the research has shown that there is a positive effect of emotional intelligence on employee engagement, organizational culture on employee engagement, employee engagement on OCB, emotional intelligence on OCB, and organizational culture on OCB.

Keywords: organizational citizenship behavior, emotional intelligence, organizational culture, employee engagement

References: 59 (2004 – 2016)

ABSTRAK

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**PENGARUH KECERDASAN EMOSI, BUDAYA ORGANISASI, DAN
EMPLOYEE ENGAGEMENT TERHADAP *ORGANIZATIONAL
CITIZENSHIP BEHAVIOR* DI SEKOLAH BOGOR RAYA**

(xviii + 111 halaman: 6 gambar, 26 tabel, 4 lampiran)

Kemajuan teknologi yang terjadi begitu pesat beberapa decade belakangan ini banyak memberikan pengaruh terhadap dunia pendidikan. Oleh karena itu, seorang guru harus memiliki kemampuan lebih berupa *organizational citizenship behavior* yang dapat membantu mencapai tujuan sekolah dengan lebih cepat. Penelitian ini bertujuan untuk mengetahui pengaruh kecerdasan emosi, budaya organisasi, dan *employee engagement* terhadap *organizational citizenship behavior*. Disain penelitian menggunakan analisis jalur sementara analisis data menggunakan PLS-SEM (*Partial Least Square-Structural Equation Modeling*) dengan bantuan program SmartPLS. Subjek penelitian adalah seluruh guru di SBR dari level PG-TK hingga SMP-SMA yang berjumlah 75 orang. Metode yang dilakukan untuk mengumpulkan data dengan menggunakan kuesioner. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif antara kecerdasan emosi terhadap *employee engagement*, budaya organisasi terhadap *employee engagement*, *employee engagement* terhadap OCB, kecerdasan emosi terhadap OCB, dan budaya organisasi terhadap OCB.

Kata kunci: *organizational citizenship behavior*, kecerdasan emosi, budaya organisasi, *employee engagement*.

Referensi: 59 (2004-2016)