

## ABSTRAK

### PENGARUH *QUALITY OF WORK LIFE* DAN KECERDASAN EMOSIONAL TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* KARYAWAN CV PUTRA MANDIRI

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Perilaku karyawan dan dinamika tempat kerja secara keseluruhan memiliki faktor-faktor yang mempengaruhinya, diduga dipengaruhi oleh kecerdasan emosional dan *Quality of Work Life*. Penelitian ini bertujuan untuk menganalisis pengaruh *Quality of Work Life* terhadap *Organizational Citizenship Behavior* di antara karyawan CV Putra Mandiri. Penelitian dilakukan kepada 32 responden yang memenuhi kriteria penelitian, dengan cara studi kepustakaan (*library research*) dan studi lapangan (*field research*). Penelitian ini menggunakan metode kuantitatif, termasuk pengujian hipotesis menentukan hubungan antar variabel. Metode yang digunakan pengolahan data yang terkumpul diolah menggunakan SPSS. Hasil prediksi menunjukkan bahwa *Quality of Work Life* berpengaruh terhadap *Organizational Citizenship Behavior (OCB)*, Kecerdasan emosional berpengaruh terhadap *Organizational Citizenship Behavior (OCB)*, serta *Quality of Work Life* dan kecerdasan emosional berpengaruh terhadap *Organizational Citizenship Behavior (OCB)* pada karyawan CV Putra Mandiri.

**Kata Kunci :** *Quality of Work Life, Organizational Citizenship Behavior (OCB), Kecerdasan Emosional*

## **ABSTRACT**

### ***THE INFLUENCE OF QUALITY OF WORK LIFE AND EMOTIONAL INTELLIGENCE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES AT CV. PUTRA MANDIRI***

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*Employee behavior and workplace dynamics as a whole have factors that influence it, among others, are thought to be influenced by emotional intelligence and Quality of Work Life. This study aims to investigate the effect of Quality of Work Life on Organizational Citizenship Behavior among employees of CV. Putra Mandiri. The research was conducted on 32 respondents who met the research criteria, using field research. This research used associative quantitative methods. The method used for data processing was multiple linear regression and t-test and f-test for hypothesis testing assisted by SPSS software. The results showed that Quality of Work Life affected Organizational Citizenship Behavior, and Emotional intelligence affected Organizational Citizenship Behavior. The Quality of Work Life, Organizational Citizenship Behavior, and Emotional Intelligence simultaneously affected the Organizational Citizenship Behavior of employees of CV. Putra Mandiri.*

***Keywords: Quality of Work Life, Emotional Intelligence, Organizational Citizenship Behavior***