

## **The influence of Job Satisfaction and Emotional Intelligence on Organizational Citizenship Behavior of Employees at PT. X**

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### **Abstract**

The purpose of this study is to obtain empirical data about the influence of job satisfaction and emotional intelligence on Organizational Citizenship Behavior (OCB) of employees at PT. X. The problems experienced by employees of PT. X relating to the low level of OCB. OCB is an individual behavior that is discretionary, not directly or explicitly recognized by the formal reward system, and that in the aggregate promotes the effective functioning of the organization. The population of this study consisted of 153 employees of PT. X that engaged in freight forwarding as well as delivery service for goods and documents, who were selected according to the criteria length of work more than one year. Organizational Citizenship Behavior, Job Satisfaction Survey, and Self-Rate Emotional Intelligence Scale-Revised were used to measure the variables of this study. The technique of data analysis is using SPSS. The results showed that job satisfaction and emotional intelligence influence OCB of employees at PT. X amounted to 28.9% while 71.1% is influenced by other factors. In addition, based on a comparison of the influence of job satisfaction on OCB and influence of emotional intelligence on OCB, emotional intelligence is a strong predictor of OCB than job satisfaction. Job satisfaction is not significant as predictor of OCB. Therefore, the intervention provided to employees is training about the relationship of leader and follower, so be formed a harmony relationship which automatically create organizational awareness. The training proved to be effective in improving the communication skills of employees that resulted in OCB employees increase.

Key word : Organizational Citizenship Behavior (OCB), Job Satisfaction, Emotional Intelligence.