

ABSTRACT

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The Role of Quality of Work Life on the relationship between Emotional Intelligence and Organizational Citizenship Behavior among Civil Servants in the Government Agency of X.; Dr. Zamralita, M.M., Psi. & Dr. Ir. Rita Markus Idulfilastri, M.Psi., T.; Bachelor Degree of Psychology, Universitas Tarumanagara, (i-xix; 109 pages; R1-R8; Appndx 1-98)

This research aims to examine the role of Quality of Work Life. as a moderator on the relationship between Emotional Intelligence and Organizational Citizenship Behavior. Participants of this research were 233 Civil Servants in Government Agency of X. This research used probability sampling methods and stratified random sampling techniques. The type of research is non-experimental with quantitative methods. Data collection is done through the questionnaire. Hypothesis testing is done using SPSS version 23 with Moderated Regression Analysis (MRA) to verify the research hypothesis which predicts the interaction effect between independent and moderator variable. The results showed that Emotional Intelligence has a positive and significant role in Organizational Citizenship Behavior ($R^2= 6.4\%$, $\beta = 0.252$, $t=3.958$, $p = 0.000 < 0.05$). However, Quality of Work Life does not has a significant role as a moderator in the relationship between Emotional Intelligence and Organizational Citizenship Behavior ($R^2= 16.1\%$, $F= 14.595$, $p = 0.000 < 0.05$; $\beta = 0.253$, $t= 0.336$, $p = 0.737 > 0.05$).

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