

## INTISARI

### PENGARUH KECERDASAN EMOSI DAN KOMITMEN ORGANISASI TERHADAP OCB (ORGANIZATIONAL CITIZENSHIP BEHAVIOR) DI RSU PKU MUHAMMADIYAH BANTUL

Febri Inawati, Aris Suparman Wijaya, Qurratul Aini  
Program Studi Manajemen Rumah Sakit,  
Universitas Muhammadiyah Yogyakarta

## INTISARI

**Latar Belakang:** RSU PKU Muhammadiyah Bantul merupakan organisasi penyedia jasa yang harus didukung dengan sumber daya manusia yang memadai dan berkualitas, hal ini harus didukung dengan meningkatkan faktor kecerdasan emosi dan komitmen karyawan dalam organisasi. Penelitian ini bertujuan untuk mengetahui 1) pengaruh kecerdasan emosi dengan *organizational citizenship behavior* (OCB), 2) pengaruh komitmen karyawan dengan OCB, 3) pengaruh kecerdasan emosi dan komitmen karyawan dengan OCB di RSU PKU Muhammadiyah Bantul.

**Metode:** Jenis penelitian adalah penelitian kuantitatif deskriptif dengan rancangan penelitian cross sectional. Populasi perawat di RSU PKU Muhammadiyah Bantul sebanyak 152 orang. Jumlah sampel sebanyak 101 orang. Alat ukur menggunakan kuesioner : 1) kecerdasan emosi, 2) komitmen organisasi, 3) *organizational citizenship behavior* (OCB). Uji analisis menggunakan uji regresi linier berganda yang didukung uji koefisien determinasi dengan uji t dan uji F.

**Hasil dan Pembahasan:** Persamaan regresi linier yang didapat  $Y_1 = 0.421 X_1 + 0.383 X_2$ . Nilai F hitung variabel kecerdasan emosi dan komitmen organisasi sebesar 39.097 dengan tingkat signifikansi 0.000. Nilai koefisien determinasi menunjukkan bahwa kecerdasan emosi dan komitmen organisasi berpengaruh terhadap *organizational citizenship behavior* (OCB) sebesar 43.2% dan 56.8% *organizational citizenship behavior* (OCB) dipengaruhi oleh faktor-faktor lainnya yang tidak diamati dalam penelitian.

**Kesimpulan dan saran:** Kecerdasan emosi dan komitmen organisasi berpengaruh terhadap *organizational citizenship behavior* (OCB) pada perawat di RSU PKU Muhammadiyah Bantul. Disarankan untuk menciptakan lingkungan kerja yang kondusif, terutama lingkungan kerja yang bersifat non fisik seperti hubungan antar perawat, hubungan dengan atasan dan melaksanakan kegiatan-kegiatan yang melibatkan karyawan.

**Kata kunci:** Kecerdasan emosi, Komitmen organisasi, *Organizational Citizenship Behavior* (OCB)

## **ABSTRACT**

### **The Influence of Emotional Intelligence and Organizational Commitment to OCB (organizational Citizenship Behavior) in RSU PKU Muhammadiyah Bantul**

Febri Inawati, Aris Suparman Wijaya, QurratulAini  
Post Graduate Program Studies Management of Hospital,  
University of Muhammadiyah Yogyakarta

#### **ABSTRACT**

RSU PKU Muhammadiyah Bantul is a service provider organization that must be supported with adequate human resource and quality; increasing the factor of emotional intelligence and commitment of employees of the organization should support this. This study aimed to determine (1) the influence of emotional intelligence and organizational citizenship behavior (OCB); (2) the employee's commitment with OCB; (3) the influence of emotional intelligence and commitment of employees at the OCB PKU Muhammadiyah Hospital Bantul

#### **METHODS**

The study was descriptive quantitative with cross-sectional research design. The population of PKU Muhammadiyah Hospital Bantul as much as 152 people. Total sample 101 people. Measuring tools using questionnaires: (1) emotional intelligence; (2) organizational commitment and (3) organizational citizenship behavior (OCB). Test analysis using double linier regression determination coefficient test supported by T test and F test.

#### **RESULT AND DISCUSSION**

Linear regression equation acquired  $Y_1 = 0.421 X_1 + 0.383 X_2$ . Values of F count variable emotional intelligence and organizational commitment of 39.097 with significance level of 0000. Coefficient of determination indicates that emotional intelligence and organizational commitment affect organizational citizenship behavior (OCB) of 43.2% and 56.8% of organizational citizenship behavior (OCB) influenced by other factors that are not observed in the study.

#### **CONCLUSION AND RECOMMENDATION**

The emotional intelligence and organizational commitment affect the organizational citizenship behavior (OCB) to the nurses at PKU Muhammadiyah Hospital Bantul. It is recommended to create conducive working environment, mainly work environments that are non-physical such as the relationship between the nurse, the relationship with superiors and carrying out the activities that involve employees.

**KEYWORDS:** Emotional intelligence, organizational commitment, organizational citizenship behavior.