

ABSTRACT

Putri Ayu Andini (2025). The Influence of Emotional Intelligence on Employee Performance through Organizational Citizenship Behavior (OCB) as an Intervening Variable at Hotel Bukit Indah Lestari Baturaja. This thesis was supervised by Dr. E. Yunita Sari, S.E., M.Si and Rosmala Dewi, S.E., M.Si.

This study aims to examine the influence of emotional intelligence on employee performance with Organizational Citizenship Behavior (OCB) as an intervening variable at Hotel Bukit Indah Lestari Baturaja. Data were collected through questionnaires distributed to 55 respondents. The data analysis method used is path analysis. The results showed that emotional intelligence (X) had a significant effect on Organizational Citizenship Behavior (Z), with a t-value of 4.221 > t-table 2.005. OCB (Z) had a significant effect on employee performance (Y) with a t-value of 8.936 > t-table 2.005. Emotional intelligence (X) also had a significant effect on employee performance (Y) with a t-value of 3.116 > t-table 2.005. The Sobel test indicated that OCB (Z) significantly mediated the relationship between emotional intelligence and employee performance, with a t-value of 3.792 > t-table 2.007 and a p-value of 0.0000 < 0.05.

Keywords: Emotional Intelligence, Organizational Citizenship Behavior (OCB), Employee Performance

ABSTRAK

Putri Ayu Andini, 2025. Pengaruh Kecerdasan Emosional Terhadap Kinerja Karyawan melalui *Organizational Citizenship Behavior* (OCB) sebagai Variabel Intervening pada Hotel Bukit Indah Lestari Baturaja. Dibimbing oleh Ibu Dr.E. Yunita Sari, S.E., M.Si dan Ibu Rosmala Dewi, S.E., M.Si.

Penelitian ini membahas tentang Pengaruh Kecerdasan Emosional Terhadap Kinerja Karyawan melalui *Organizational Citizenship Behavior* (OCB) sebagai Variabel Intervening pada Hotel Bukit Indah Lestari Baturaja. Teknik pengumpulan data dalam penelitian ini melalui penyebaran kuesioner. Jumlah populasi sebanyak 55 responden. Teknik analisis data yang digunakan adalah Analisis Jalur. Berdasarkan hasil perhitungan secara parsial variabel Kecerdasan Emosional (X) terhadap *Organizational Citizenship Behavior* (Z) pada Hotel Bukit Indah Lestari Baturaja dengan nilai t-hitung (4,221) > t-tabel (2,005). Variabel *Organizational Citizenship Behavior* (Z) terhadap Kinerja Karyawan (Y) Hotel Bukit Indah Lestari Baturaja dengan nilai t-hitung (3,116) > t-tabel (2,005) dan variabel Kecerdasan Emosional (X) terhadap Kinerja Karyawan (Y) Hotel Bukit Indah Lestari Baturaja dengan nilai t-hitung (8,936) > t-tabel (2,005). Hasil uji sobel terhadap variabel *Organizational Citizenship Behavior* (Z) sebagai variabel intervening untuk Kecerdasan Emosional (X) terhadap Kinerja Karyawan pada Hotel Bukit Indah Lestari Baturaja, diperoleh t-hitung sebesar (3,792) > t-tabel (2,007) dan nilai statistik Z (p-value) adalah $0,0000 < 0,05$.

Kata Kunci: Kecerdasan Emosional, *Organizational Citizenship Behavior* (OCB) , Kinerja Karyawan