

**PENGARUH KECERDASAN EMOSIONAL DAN PERSEPSI DUKUNGAN  
ORGANISASI TERHADAP *ORGANIZATIONAL CITIZENSHIP  
BEHAVIOR***

**(Studi Pada Rumah Sakit Nahdlatul Ulama Jombang)**

**ABSTRAK**

**Oleh :**

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Tujuan Penelitian ini adalah untuk menjelaskan pengaruh variabel Kecerdasan Emosional dan Persepsi Dukungan Organisasi pada Rumah Sakit Nahdlatul Ulama Jombang. Pengumpulan data dilakukan dengan penyebaran angket. Penelitian ini menggunakan metode kuantitatif dengan pendekatan kuantitatif deskriptif yang bertujuan untuk mendeskripsikan atau memberi gambaran terhadap objek yang diteliti melalui data atau sampel yang telah terkumpul. Populasi yang digunakan yaitu Pegawai Rumah Sakit Nahdlatul Ulama pada bidang Keperawatan yang berjumlah 58 pegawai. Teknik pengambilan sampel menggunakan teknik sampel jenuh. Metode analisis data menggunakan uji validitas, uji reliabilitas, uji asumsi klasik, analisis regresi linier berganda, uji hipotesis melalui uji t dan koefisien determinasi ( $R^2$ ). Berdasarkan hasil penelitian menunjukkan bahwa : 1) Kecerdasan Emosional berdampak pada tingginya *Organizational Citizenship Behavior*, 2) Persepsi Dukungan Organisasi tidak berdampak pada tingginya *Organizational Citizenship Behavior*.

**Kata Kunci:** Kecerdasan Emosional, Persepsi Dukungan Organisasi, *Organizational Citizenship Behavior*.

**THE INFLUENCE OF *EMOTIONAL INTELLIGENCE* AND PERCEIVED ORGANIZATION SUPPORT ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR**

**(Study at Nahdaltul Ulama Hospital in Jombang )**

**ABSTRACT**

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*The purpose of this study was to explain the influence of the variable Emotional Intellegence and Perceived Of Organizational Support at the Nahdlatul Ulama Hospital in Jombang. Data collection was carried out by distributing quetionnaires. This research uses quantitative methods with a descriptive quantitative approach that aims to describe or provide an overview of the object being studied through data or samples that have been collected. The population used in this study were employess of the Nahdlatul Ulama Hospital in the nursing departement, totalling 58 employess. The sampling technique used was the saturated sample technique. The data analysis method uses validity test, reliability test, classical assumption test, multiple linear regression analysis, hypothesis testing through t test and coefficient of determination ( $R^2$ ). Based on the results of the study indicate that: 1). Emotional Intellegence has an impact on high Organizational Citizenship Behavior. 2). Perceived Organizational Support has no impact on high Organizational Citizenship Behavior.*

**Keyword: *Emotional Intellegence, Perceived Organization Support, Organizational Citizenship Behavior***