

# Analisis pengaruh kepuasan kerja dan kecerdasan emosional terhadap perilaku OCB melalui mediasi komitmen organisasi (studi kasus PT Ganding Toolsindo) = Analysis of the effect of job satisfaction and emotional intelligence on the behavior of OCB through the mediation of organizational commitment (PT Ganding Toolsindo case study)

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## Abstrak

Menghadapi persaingan yang semakin ketat dengan mulai diberlakukannya MEA menuntut perusahaan untuk berbenah. PT Ganding Toolsindo adalah perusahaan yang bergerak dalam industri komponen otomotif, yang beberapa tahun terakhir perusahaan mengalami penurunan penjualan. Hal ini menunjukkan bahwa meskipun para pekerja telah bekerja sesuai dengan deskripsinya, namun belum menunjukkan hasil yang maksimal. Maka dari itu diperlukan penerapan perilaku OCB bagi semua karyawan, yang dipercaya efektif untuk meningkatkan stabilitas dan efektifitas perusahaan.

Penelitian ini akan berfokus untuk membahas faktor-faktor yang mempengaruhi peningkatan perilaku OCB diantara para karyawan seperti Kepuasan Kerja, Kecerdasan Emosional dan Komitmen Organisasi.

Penelitian dilakukan pada PT Ganding Toolssindo pada bulan September-November 2015 pada 109 responden yang merupakan karyawan dari PT Ganding Toolsindo. Hasil penelitian menunjukkan bahwa komitmen organisasi berperan aktif dalam memediasi kepuasan kerja dengan perilaku OCB secara penuh. Sementara itu komitmen organisasi memediasi kecerdasan emosional dengan perilaku OCB secara parsial. Berdasarkan hasil tersebut, dalam rangka meningkatkan OCB pada karyawan yang bertujuan untuk meningkatkan efektifitas dan stabilitas perusahaan, PT Ganding Toolsindo perlu untuk merekrut para karyawan dengan kecerdasan emosional yang tinggi.. Selain itu, PT Ganding Toolsindo juga perlu meningkatkan kepuasan kerja karyawan untuk meningkatkan komitmen organisasi yang pada akhirnya akan meningkatkan perilaku OCB.

.....In Order to face a tight competition based on upcoming MEA. The companies need to fix the problems that they face and prepare more for the future. Ganding Toolsindo is a company which places the business in the industry of otomotive component. In Recent years, the sales of company has been decreased. The thing stihh happen eventough the workers already work their best, following their job description, but it still not enough to get a maximal result. Thats why they need trying a new work method like encouraging their workers to apply organization citizen behavior as daily work behavior. Organization Citizen behavior can help to increase stability and effectivity of a company.

This study focused to search those factors in organization which possibly can increase organization citizen behavior among workers like Job Satisfaction, Emotional Intelligence and organizational commitment. The researched was happened from from September to October with 109 respondents who are the workers of PT Gading Toolsindo. Based on the researched, the result showed that organizational commitment is effective mediator which connect job satisfaction with organization citizen behavior as a whole. Meanwhile organizational commitment mediate emotional intelligence with Organizational Citizen Behavior partially. Based on the result, in order to increase organizational citizen behaviour among workers which later will increase effectivity and stability of organization, PT Gading Toolsindo needs to recruit workers with high

emotional intelligence. The workers with high emotional intelligence will practice Organizational Citizen Behavior in the work environment easier. Besides that way, PT Ganding Toolsindo also need to increase the job satisfaction among the workers. The increase of Job Satisfaction among employees will increase their organizational commitment which will later increase organizational citizen behavior.