

INTISARI

Penelitian ini bertujuan untuk mengetahui hubungan antara kecerdasan emosi dan kontrak psikologis dengan *organizational citizenship behavior* (OCB).

Sampel penelitian ini berjumlah 72 karyawan. Mereka dipilih secara acak dari tiga departemen pada RS. Stella Maris, Makassar. Data penelitian dikumpulkan dengan menggunakan tiga angket, yakni angket kecerdasan emosi, angket kontrak psikologis dan angket *organizational citizenship behavior* (OCB). Data tersebut dianalisis dengan analisis regresi.

Hasil penelitian menunjukkan bahwa (1) terdapat hubungan yang sangat signifikan antara kecerdasan emosi dan kontrak psikologis dengan OCB ($R: 0.737$; $R^2: 0.544$; $F: 41.092$; $p < 0.010$), (2) terdapat hubungan positif yang sangat signifikan antara kecerdasan emosi dengan OCB ($r_{x_1y - \text{sisa } x}: 0.734$; $SE: 49.715\%$; $p < 0.010$), (3) terdapat hubungan positif yang sangat signifikan antara kontrak psikologis dengan OCB ($r_{x_2y - \text{sisa } x}: 0.304$; $SE: 4.645\%$; $p < 0.010$).

Faktor empati dan keterampilan sosial dari kecerdasan emosi dan faktor *transactional* dari kontrak psikologis secara dominan mempengaruhi OCB, dengan sumbangan efektif berturut-turut sebesar, 11.246 %, 38.458 %, dan 3.651%.

Kata kunci: kecerdasan emosi, kontrak psikologis, dan *organizational citizenship behavior*.

ABSTRACT

This study examined the correlation between emotional intelligence and psychological contract with organizational citizenship behavior (OCB).

Samples of this study were 72 employees that randomly selected from the population of three departments of R.S. Stella Maris, Makassar. The data were collected by means of three questionnaires, namely the emotional intelligence questionnaire revealed emotional intelligence, psychological contract questionnaire revealed psychological contract, organizational citizenship behavior questionnaire revealed organizational citizenship behavior (OCB). The data were analyzed by regression analysis.

Results showed that (1) there was a very significant correlation between emotional intelligence and psychological contract and OCB ($R: 0.737$; $R^2: 0.544$; $F: 41.092$; $p < 0.010$), (2) there was a positive and very significant correlation between emotional intelligence and OCB ($r_{x_1y - sisa x}: 0.734$; $SE: 49.715\%$; $p < 0.010$). (3) there was a positive and very significant correlation between psychological contract and OCB ($r_{x_2y - sisa x}: 0.304$; $SE: 4.645\%$; $p < 0.010$). Empathy and Social skills of the emotional intelligence and transactional psychological contract factors were dominantly influencing OCB, with effective contributions 11.246 %, 38.458 %, and 3.651% respectively.

Key Words: emotional intelligence, psychological contract, and organizational citizenship behavior.