

## THE ROLE OF INTELLIGENCE AS A MODERATOR AND NEGATIVE AFFECTIVITY AS A MEDIATING VARIABLE IN THE RELATIONSHIP BETWEEN BEHAVIORAL INCIVILITY AND COUNTERPRODUCTIVE WORK BEHAVIOR

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### ABSTRACT

This study wants to analyze the two roles of intervention variables on the relationship of independent and dependent variables. First, the role of emotional intelligence as a moderating variable, and the second role of negative affectivity as a mediating variable on the relationship between behavioral incivility and counterproductive work behavior. The sample amounted to 110 respondents that we collected from workers in the state electricity company Banda Aceh or referred to as PT. PLN (Persero). The data was taken using the questionnaire method that we circulated to the respondents using the sampling population method. Data analysis uses the Moderate Regression Analysis (MRA) method for the analysis of moderating roles. To analyze the mediating role using the Hierarchical Linear Modeling (HLM) method, both of our analytical methods are processed through SPSS version 22. The results showed that the regression coefficient of emotional intelligence ( $Z_1$ ) produced a negative value (-0.313) which showed that the variables of emotional intelligence as a breeder variable had a negative role on the analyzed relationship. In addition, the results of the study found that the value of the regression coefficient ( $\beta$ ) = 0.065 at the significance level  $> 0.05$  which indicates there is no role mediating variable in the case that we investigated.

**Keywords:** Behavioral Incivility, Counterproductive Work Behaviors, Negative Affectivity, Emotional Intelligence.