

THE RELATIONSHIP BETWEEN QUALITY OF WORK LIFE AND EMOTIONAL INTELLIGENCE AND ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) IN EMPLOYEES PT. XYZ CENTRAL JAKARTA

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ABSTRACT

The phenomenon of the aim of this research is to determine the relationship between quality of work life and emotional intelligence with organizational citizenship behavior in PT. employees XYZ in Central Jakarta. The sample in this study consisted of 93 subjects with the data collection method using convenience sampling. The measuring instruments used are the organizational citizenship behavior (OCB) behavior scale, the quality of work life scale, and the emotional intelligence scale. The results of the research show that there is a relationship between the quality of work life and organizational citizenship behavior in PT. employees XYZ and there is a relationship between emotional intelligence and organizational citizenship behavior (OCB) in PT. employees XYZ. Furthermore, the results of data analysis using multivariate correlation obtained a correlation coefficient $R_{x1x2y} = 0.688$. This states that "There is a relationship between the quality of work life and emotional intelligence and organizational citizenship behavior (OCB) in PT. employees XYZ Central Jakarta".

Keywords: Organizational Citizenship Behavior, Quality of Work Life, Emotional Intelligence.