

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 $R_{x_1x_2y} = 0.688$. 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.

INTRODUCTION

A company is a place that consists of many people who operate it, because generally a company is a place where everyone in it has the same goal and works together, therefore it is important for everyone to work together and get used to each other. The aim of employees to work for the company is to be able to meet their daily needs, therefore employees must be able to work as well as possible to ensure the company's progress, so that the company can also provide adequate rewards for the results of their hard work. When working in a company, it is important for employees to have a sense of attachment to the company where they work, so that employees can work seriously and employees can do various things that can advance the company's development. The more employees feel that they have an important role in the company and there is a sincere desire within them to be able to contribute as best as possible to the company, the more volunteer behavior will arise in employees, so that this can improve employee performance. This voluntary behavior is called organizational citizenship behavior.

Organizational citizenship behavior (OCB) is a form of behavior where individuals carry out work voluntarily outside of their main role in the company as best as possible. According to figures, OCB is individual behavior that is voluntary, not directly or explicitly recognized by a formal reward system, and overall promotes efficient and effective organizational functioning (Organ, Podsakoff and MacKenzie, 2006). OCB provokes someone to be proactive and take the initiative to do their work without being guided by their superiors, so that they can improve good performance.

In achieving OCB, this is influenced by many things, such as internal factors which include: general affective moral factors, disposition factors, role perceptions, employee characteristics. Based on external factors, the factors that influence OCB are task characteristics, organizational formalization, and finally leadership behavior.

PT. XYZ is an ABC subsidiary operating in the field of shipping that handles oil distribution throughout Indonesia, where its employees have good qualifications and good performance as employees working in the best oil companies in Indonesia. Company PT. XYZ is a subsidiary of PT. ABC, so there are not as many divisions as PT. XYZ and the number of workers in the company is relatively smaller than PT. Another ABC, so that fellow employees get to know each other better.

Based on an interview conducted with one of the managers of the company, he is of the opinion that the employees help each other with their work in teamwork, have quite good performance, are active, and have good social interaction, which is considered good between employees and their superiors. where superiors help the participation of employees who experience difficulties in carrying out their work by providing clear instructions and directions. Employees in the company also consist of people who obey the regulations and carry out company procedures which have also been agreed upon by the labor union through a collective work agreement (PKB). Based on this information, the researcher concluded that within the company PT. XYZ has a fairly good level of OCB.

When working, ensuring job satisfaction is important for employees, in this case job satisfaction is divided into internal and external factors from the self, where internal factors are satisfaction from aspects within the self, and external factors are satisfaction that comes from the work environment, or you could say factors outside of him. To support employee job satisfaction, companies need to provide support to create an environment that guarantees that the employee's job satisfaction will be achieved, this is what is called the quality of employee work life (Quality of Work Life). This variable discusses whether the work life experienced by employees is a quality work life, the employee concerned can develop himself optimally, can adapt to his environment, can establish quality relationships with colleagues and superiors, as well as the quality of the work carried out by the employee.

If employees have a fairly high quality of work life, it can be interpreted that the company has provided sufficient facilities for the continuity of the employee's work life. If the quality of work life is good, then the company can expect employees to work optimally and develop their abilities to the maximum. Quality of work life is a process by which organizations respond to employees' needs to develop mechanisms so that they can share fully in making decisions that design their lives at work (Inda, 2013).

The reason why the quality of employee work life is important has been proven by numerous studies, that QWL may have a significant impact on employee behavioral responses, such as organizational identification, job satisfaction, work engagement, work effort, work performance, desire/intention to quit, organizational turnover, and personal alienation (Sirgy, Efrati and Siegel, (2001).

Based on the results of the interview, the company PT. XYZ a labor union in which there are superiors, directors and workers who make collective agreements with each other and form quality family relationships, as well as long-term security such as benefits during work, annual bonuses, insurance for workers and families provided by the company and retirement salaries.

Based on this phenomenon, researchers also concluded that the company PT. XYZ has a relatively good quality of work life.

Apart from the quality of work life, there are other things that are related to OCB that originate from within the individual, namely emotional intelligence. Emotional intelligence is a condition where a person knows his own emotional level well, understands himself and can manage and use the desired emotions at the right time and moment, motivates himself to be able to achieve goals by facing challenges, and how individuals can survive in difficult conditions and Remain motivated to achieve your goals.

Emotional intelligence according to Goleman (1998) is the capacity to recognize our own feelings and those of others, to motivate ourselves, and to manage emotions well in ourselves and in our relationships. Emotional intelligence itself is the main determinant of individual success in the workplace. Employees can learn the principles of emotional intelligence to become more creative in their work and increase overall productivity. This can be achieved by learning techniques to integrate and utilize the principles of applied emotional intelligence in the workplace. For example, learning how to successfully remove obstacles, overcome obstacles, resolve conflicts and deal with any issues that may prevent an individual from achieving his or her managerial goals.

PT. XYZ employees are people who were selected through a very strict selection which was carried out in stages over a short period of time. This selection was carried out because PT. XYZ is looking for the best employees for its company, where employees tend to be faced with a heavy workload. Therefore, it is important for employees, apart from their excellent ability to carry out their work, that employees are also expected to have good ability to control themselves and their emotions in carrying out their work, therefore the researchers concluded that emotional intelligence is an important point. Emotional intelligence also has a role for individuals so that PT. XYZ employees continues to be active and works with high motivation and high initiative.

The conclusion from the discussion above is that organizational citizenship behavior is an important behavior that individuals need to have in carrying out their duties as an employee of the company. OCB is a behavior that describes a person's level of willingness to carry out their work and take all the best actions for the benefit of the company without any strings attached.

OCB is influenced by several factors, both internal and external factors of the employee, one of which is the quality of the individual's work life (Quality of Work Life). The quality of work life that an individual has is a perception that comes from employees whether the company provides facilities and infrastructure for employees who work in the company, such as availability for employees to experience career development, providing sufficient compensation, a good and adequate work environment, safety, and security in the employee's work. One of the factors that is considered to have an influence on OCB which originates from a person's disposition is the emotional intelligence factor, which is the employee's ability to understand and control their emotions, as well as the ability to continue to motivate themselves even in difficulties when doing their work.

This research was conducted at the company PT. XYZ is located in Central Jakarta, because in this company there is organizational citizenship behavior which is quite good with two other factors concluded by researchers. Therefore, researchers want to know whether there is a relationship between the quality of work life and organizational citizenship behavior found in

employees when viewed from the behavior carried out by employees in the company, whether they carry out their duties voluntarily and whether there is a relationship between the way individuals know and control their emotions. with organizational citizenship behavior possessed by employees in the company.

VARIABLES AND ITS INDICATORS

Table 3.1: Techniques for Assessing Answers Given to Subjects

Response Answer	Favorable	Unfavorable
Very Suitable (SS)	5	1
Compliant (S)	4	2
Not Appropriate (KS)	3	3
Not Compliant (TS)	2	4
Highly Unsuitable (STS)	1	5

Table 3.2: Organizational Citizenship Behavior Measurement Scale

No.	Aspect	Indicator	Favorable	Unfavorable	Amount
1.	<i>Helping</i>	Helping employees who have a heavy workload	1, 21	11, 31	4
		Volunteer to do various things for his work group	2, 22	12, 32	4
2.	<i>Sportsmanship</i>	Don't complain about unwanted situations	13, 33	3, 23	4
		Do not criticize fellow workers	14, 24	4, 24	4
		Avoid focusing on aspects of the work situation that are negative or less satisfying	5, 25	15, 35	4
3.	<i>Innovation</i>	Provide input constructive	6, 26	16, 36	4
		Speak up with new ideas	17, 37	7, 27	4
4.	<i>Compliance</i>	Punctuality	18, 38	8, 28	4
		Not resting	9, 29	19, 39	4
		Showing a cautious nature	10, 30	20, 40	4
TOTAL			20	20	40

Table 3.3: Quality of Work Life Measurement Scale

No.	Aspect	Indicator	Favorable	Unfavorable	Amount
1.	Creature Domain	Physical Beings	1, 18	9, 27	4
		Psychological Creatures	2, 19	10, 28	4
		Spiritual Beings	3, 20	11, 29	4
2.	Ownership Domain	Physical Possession	12, 30	4, 21	4
		Social Ownership	13, 31	5, 22	4
		Community Ownership	14, 32	23, 36	4
3.	Domain Become	Be Practical	6, 24	15, 33	4
		Be free	7, 25	16, 34	4
		Growth	8, 26	17, 35	4
TOTAL			18	18	36

Table 3.4: Emotional Intelligence Measurement Scale

No.	Aspect	Indicator	Favorable	Unfavorable	Amount
1.	Identifying emotions	Identifying feelings	1, 17	9, 25	4
		Express emotions accurately	3, 19	11, 27	4
2.	Emotional facilitation	Generates emotions that facilitate decision making	5, 21	13, 29	4
		Leverages a variety of emotions to drive different approaches to problem solving	7, 23	15, 31	4
3.	Understand emotions	Ability to recognize the causes of emotions	16, 32	8, 24	4
		The ability to understand the relationship between emotions	14, 30	6, 22	4
4.	Managing emotions	Being aware of one's emotions, even unpleasant ones	12, 28	4, 20	4
		Determine whether the emotion is clear or typical	10, 26	2, 18	4
TOTAL			16	16	32

Table 3.5: Guilford's Reliability Rule

Criteria	Reliability Coefficient
Very Reliable	> 0.9
Reliable	0.7 - 0.9
Quite Reliable	0.4 - 0.7
Less Reliable	0.2 - 0.4
Not Reliable	< 0.2

POPULATION AND SAMPLE

1. Population

The population used in this research is all employees/staff who have become permanent employees at the company PT. XYZ with a total population of 173 people.

2. Sample

The number of samples that will be used for PT.XYZ employees in the Central Jakarta area, there are 93 research respondents.

The sampling technique used was convenience sampling, namely 93 people. According to Dörnyei, Z. (2005) (in Etikan, Musa, and Alkasim (2016) Convenience Sampling (also known as Haphazard Sampling or Accidental Sampling) is a type of nonprobability or nonrandom sampling in which members of the target population meet certain practical criteria, such as accessibility convenience, geographical proximity, availability at a certain time, or willingness to participate are included for learning purposes. The implementation of this research return was carried out by the researcher distributing questionnaires to PT. XYZ employees and only analyzing the data returned to the researcher.

RESEARCH METHODS

This research uses a correlational analytical descriptive method because this research is quantitative in nature. Descriptive analysis is "systematically and accurately describing facts and characteristics about a population or certain field, then analyzing and presenting the data systematically, so that it is easier to understand and conclude." (Kisworo and Sofana 2017: 66). Meanwhile, correlational according to Sudjana, et.al., is "correlation studies study the relationship between two or more variables, namely the extent to which variations in one variable are related to variations in other variables". (Sudjana, et.al., 2007: 77) This research aims to determine whether there is an influence between variable X and variable Y.

The data collection process in this research was carried out by distributing questionnaires using Google-form media virtually to PT employees. XYZ via groups and private messages on the WhatsApp application. The research approach taken in terms of its type is an explanatory study, and in terms of its analytical approach it is classified into quantitative methods. Quantitative research methods can also be interpreted as research methods that are based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, quantitative/statistical data analysis, with the aim of testing predetermined hypotheses (Sugiyono, 2010 : 8).

DATA COLLECTION TECHNIQUE

In carrying out research preparations, the researcher first discussed with the Human Resource Development (HRD) staff of PT. XYZ regarding what phenomena exist in the company. After discussion, the researcher conveyed to the HRD staff that the researcher wanted to carry out research at the company, so the HRD staff reported to the HRD Manager regarding the research permit application submitted by the researcher. Based on the information that has been obtained, the researcher prepared the instruments that will be used in the research which consist of the organizational citizenship behavior (OCB) scale, quality of work life and emotional intelligence. After obtaining permission, researchers carried out research using Google Form because some workers were working from home (WFH).

DATA ANALYSIS TECHNIQUE

This research aims to test the research hypothesis, namely to find out the relationship between

quality of work life and emotional intelligence with organizational citizenship behavior (OCB) in employees of the company PT. XYZ in Kramat, Central Jakarta. The techniques used by researchers are Bivariate Correlation analysis, Multivariate Correlation and Stepwise Regression. Bivariate Correlation Analysis to test the correlation between one independent variable and one dependent variable. The variables tested using Bivariate Correlation are the quality of work life variable with OCB, and the emotional intelligence variable with OCB. Next, the researcher used the Multivariate Correlation method which was used to determine the relationship between one dependent variable and >1 independent variable. The variables tested using Multivariate Correlation analysis are the variables quality of work life and emotional intelligence with OCB. And finally, researchers used Stepwise Regression analysis to find out which variables have a more dominant relationship with OCB.

Suryani and Hendryadi (2015) define the meaning of Independent Variables and Dependent Variables. Independent Variable (Independent Variable), is a stimulus variable or variable that influences other variables. Meanwhile, the definition of a dependent variable is a variable that provides a reaction or response when connected to an independent variable.

Based on the understanding explained above, the variables contained in this research can be identified: 1. Independent Variable: Quality of Work Life and Emotional Intelligence. 2. Dependent Variable: Organizational Citizenship Behavior.

1. Validity Validity comes from the word validity, valid means that the instrument can be used to measure what it should measure. Research results are valid if there are similarities between the data collected and the data that actually occurs on the object under study (Sugiyono, 2015).

The validity test of this item is carried out by comparing rcount and rcriteria, where the items are declared valid if rcount has a value greater than rcriteria. Conversely, if rcount has a lower value than rcriteria, then the item is declared invalid. In this research, item validity was carried out using the SPSS 22.0 for Windows program (Kuncono, 2016).

2. Reliability is an instrument that, if used several times to measure the same object, will produce the same results/data. Research results are declared reliable if there are similarities in data at different times (Sugiyono, 2015).

This reliability testing was carried out by looking at the Cronbach's Alpha formula which was also obtained using the SPSS 22.0 for Windows program. Below are Guilford's rules which are used as standard rules for reliability levels (Kuncono, 2016).

DATA ANALYSIS

Validity Results of the Organizational Citizenship Behavior Scale the Quality of Work Life Scale consists of a total of 40 items which are divided into 20 favorable items and 20 unfavorable items. After testing 30 employees, data analysis showed that 29 valid items had been obtained with the remaining 11 items being declared invalid. The correlation coefficient (rit) of valid items ranges from 0.321 to 0.718.

Based on table 4.1, it is known that of the majority of research respondents, 69.98% of the respondents were male, while the remaining 30.11% were female respondents. Based on the age of the respondents, the largest age range for respondents is 31-40 years old with a percentage of 33.26%, while the lowest age range is 26-30 years old with a percentage of 17.20%. Meanwhile, based on job division, the employees with the most respondents were the Finance and HR division with a percentage of 39.79% and the division with the fewest employees as respondents came from the corporate secretary division with a percentage of 2.15%. Finally, based on position, those who fill the most are employees with assistant

positions with a percentage of 47.31%, and the fewest are manager positions with a percentage of 15.05%.

Hypothesis Testing

This data analysis is intended to test the hypothesis, namely to find out whether or not there is a relationship between the variables being tested. Data processing was carried out using Bivariate Correlation and Multivariate Correlation analysis methods.

Hypothesis testing between the quality of work life variable and organizational citizenship behavior was carried out using the Bivariate Correlation Analysis method. Based on the test results, a value of $r_{x1y} = 0.639$ was obtained, with $p < 0.05$, which means the null hypothesis reads "There is no relationship between the quality of work life and organizational citizenship behavior in employees of PT. XYZ is rejected, while the alternative hypothesis reads "There is a relationship between the quality of work life and organizational citizenship behavior in employees of PT. XYZ is accepted. So it can be concluded that there is a significant relationship in a positive direction.

Hypothesis testing between the emotional intelligence variable and organizational citizenship behavior was also carried out using the Bivariate Correlation analysis method. Based on the test results, a value of $r_{x2y} = 0.482$ has been obtained, with $p < 0.05$, which means the null hypothesis reads "There is no relationship between emotional intelligence and organizational citizenship behavior in employees of PT. XYZ is rejected, while the alternative hypothesis reads "There is a relationship between emotional intelligence and organizational citizenship behavior in employees of PT. XYZ is accepted. So it can be concluded that there is a significant relationship in a positive direction.

Hypothesis testing between quality of work life and emotional intelligence and organizational citizenship behavior was carried out using the Multivariate Correlation method with the enter method. Based on testing, the results obtained are $R_{x1x2y} = 0.688$ and $R_{x1x2y}^2 = 0.474$, with $p < 0.05$, which means the null hypothesis reads "There is no relationship between the quality of work life and emotional intelligence and organizational citizenship behavior in PT employees. XYZ is rejected, while the alternative hypothesis which reads "There is a relationship between the quality of work life and emotional intelligence and organizational citizenship behavior in PT employees. XYZ is accepted. Therefore, it can be concluded that there is a significant relationship in a positive direction.

The researcher then used linear regression analysis with a stepwise method which functions to determine the contribution of each independent variable to the dependent variable. From the results of the analysis, it was obtained that the R Square was 0.474%, where simultaneously the quality of work life and emotional intelligence variables contributed to the organizational citizenship behavior variable by 47.4%, with the quality of work life contributing 40.8% and the remaining emotional intelligence contributing to the organizational citizenship behavior variable by 6.5% and 52.6% other factors not examined by researchers.

Normality Test

In this study, the normality test was tested using the SPSS 22.0 For Windows program by looking at the Shapiro-Wilk column, because the research samples/respondents obtained were less than 100 people. If the significance value (p) is > 0.05 , then the sample is declared to be normally distributed, whereas if the significance value (p) is < 0.05 , then the sample is declared not to be normally distributed.

Based on the normality test that has been carried out, a significance value has been obtained for the organizational citizenship behavior scale of 0.099 ($p > 0.05$); the significance value for the quality of work life scale is 0.033 ($p < 0.05$); for the significance value of the emotional intelligence scale, it is 0.485. Based on these three values, it can be classified that the organizational citizenship behavior scale and the emotional intelligence scale are normally distributed, while the quality of work life scale is not normally distributed.

Categorization of Research Data

Researchers made a categorization of the three variables, namely the organizational citizenship behavior variable (Y), the quality of work life variable (X_1) and the emotional intelligence variable (X_2). On the organizational citizenship behavior scale and emotional intelligence scale, subjects are grouped by creating three categories, namely the high category, if: $X > (\mu + 1\sigma)$; medium category, if: $(\mu - 1\sigma) < X < (\mu + 1\sigma)$; and low category, if: $X < (\mu - 1\sigma)$.

Meanwhile, for the quality of work life scale, subjects are grouped using the formula $(\mu - t(\alpha/2, n-1) (S/\sqrt{n})) < X < (\mu + t(\alpha/2, n-1) (S/\sqrt{n}))$. Following are the results of the categorization of each variable:

a. Organizational Citizenship Behavior Variable (Y)

The categorization of scores on the organizational citizenship behavior variable includes a "High" score categorization with $X > 99.902$; "Medium" score categorization with $99.902 \geq X \geq 74.098$; and "Low" score categorization with $X < 74.098$. Then the mean finding (X) of the organizational citizenship behavior variable was 110,333. This indicates that the organizational citizenship behavior variable possessed by PT employees. XYZ is classified as "High".

b. Quality of Work Life Variable (X_1)

The categorization of scores on the quality of work life variable includes a "High" score categorization with $X > 95.962$; "Medium" score categorization with $95.962 \geq X \geq 90.038$; and "Low" score categorization with $X < 42.367$. Then the mean finding (X) of the quality of work life variable was 120.7634. This indicates that the variable quality of work life possessed by PT employees. XYZ is classified as "High".

c. Emotional Intelligence Variable (X_2)

The categorization of scores on the emotional intelligence variable includes a "High" score categorization with $X > 59.633$; "Medium" score categorization with $59.633 \geq X \geq 42.367$; and "Low" score categorization with $X < 42.367$. Then the mean finding (X) of the emotional intelligence variable was 64,989. This indicates that the emotional intelligence variable possessed by PT employees. XYZ is classified as "High".

DISCUSSION

Based on the analysis between the quality of work life variable and organizational citizenship behavior which was tested on 93 respondents, results were obtained using Bivariate Correlation analysis with a correlation coefficient $r_{x_1y} = 0.639$ with $p < 0.05$. This shows that a significant positive relationship has been found between the quality of work life and organizational citizenship behavior. These results show that the higher the quality of work life at PT. XYZ, the higher the organizational citizenship behavior produced by PT employees. XYZ and vice versa. This is in line with research conducted by Ratna Dewi Santosa and Komang Rahayu Indrawati (2018), that there is a significant influence between the quality of independent work life on OCB, where the higher the quality of work life, the higher the OCB of Civil Servants (PNS) in Bali. Other research conducted by Chaterine Eka Kurniawati (2018), shows that the results of this research are that quality of work life also has a significant influence on organizational citizenship behavior for employees of electronics companies in Surabaya.

Quality of work life has an effect on OCB because good quality of work life is evidence that the company tries to treat employees as best as possible fairly and ensure their welfare within the company, so that employees who feel that they have been treated well and fairly by the company will show good behavior. Voluntary towards the company which is shown by behavior that is willing to help friends for the survival of the company, proactively developing innovations for the company, remaining in the company no matter what the conditions are and not complaining, and complying with company rules.

The results of the second analysis between the emotional intelligence variable and organizational citizenship behavior, which was also carried out using the Bivariate Correlation analysis method, had a correlation coefficient $r_{x2y} = 0.482$ with $p < 0.05$. This also shows that there is a significant positive relationship between emotional intelligence and employee organizational citizenship behavior. Based on this statement, it can be concluded that the higher the emotional intelligence possessed by PT employees. Pertamina Transkontinental also increases the organizational citizenship behavior of PT employees. XYZ and vice versa.

This is also supported by research conducted by Fiftyana and Sawitri (2018), that there is a significant positive relationship between emotional intelligence and organizational citizenship behavior (OCB) in state elementary school teachers in Banyumanik District, Semarang City. Also, other research conducted by Wiwik Sumiyarsih, Endah Mujiasih, Jati Ariati (2017) states that there is a significant relationship between emotional intelligence and OCB in CV employees. Various Sciences Semarang.

Emotional intelligence influences OCB because if we can understand our emotions and those of others, can express emotions appropriately, control emotions to support problem solving, etc. Then OCB within oneself will be formed, where perhaps workers will help fellow workers because they have feelings of empathy, can accept company conditions that they don't like because they can control their emotions well, can solve company problems well, and can develop a sense of emotional attachment to the company.

In the third analysis using the Multivariate Correlation data analysis method with the enter method between the variables quality of work life and organizational citizenship behavior, the correlation coefficient R_{x1x2y} was obtained at 0.688 with R^2 at 0.474, $p < 0.05$. The results obtained show that there is a significant relationship between the quality of work life and emotional intelligence and organizational citizenship behavior. It can be concluded that the higher the quality of work life and emotional intelligence of PT employees. XYZ, the higher the organizational citizenship behavior produced by PT employees. XYZ and vice versa. This is also in line with research conducted by Bambang Suko Priyono (2016) (Study of Bank Muamalat Indonesia Employees, Semarang Branch), that the quality of work life and emotional intelligence have a positive and significant effect on OCB.

Then the results of the regression analysis using the stepwise method showed that the contribution of quality of work life and emotional intelligence to organizational citizenship behavior with an R Square value of 0.474% where simultaneously the quality of work life and emotional intelligence variables contributed to the organizational citizenship behavior variable of 47.4%, with quality of life work contributed 40.8% and the remaining emotional intelligence contributed 6.5% to the organizational citizenship behavior variable and 52.6% to other factors not examined by researchers.

Based on the normality test that has been carried out, a significance value has been obtained

for the organizational citizenship behavior scale of 0.099 ($p > 0.05$); the significance value for the quality of work life scale is 0.033 ($p < 0.05$); for the significance value of the emotional intelligence scale, it is 0.485. Based on these three values, it can be classified that the organizational citizenship behavior scale and the emotional intelligence scale are normally distributed, while the quality of work life scale is not normally distributed.

The results of the categorization that have been obtained show that the quality of work life, emotional intelligence and organizational citizenship behavior of PT employees. XYZ is at a high level. This indicates that PT. XYZ has a relatively good quality of work life, and employees have good emotional intelligence with organizational citizenship behavior of PT employees. XYZ.

CONCLUSION

Based on the results of research data analysis and discussion, the following conclusions can be drawn:

1. There is a significant positive relationship between the quality of work life and organizational citizenship behavior in PT employees. XYZ. This means that the higher the quality of work life a company has, the higher the organizational citizenship behavior will be.
2. There is a significant positive relationship between emotional intelligence and organizational citizenship behavior in PT employees. XYZ This can be concluded that if the level of emotional intelligence possessed by employees the better, the better the organizational citizenship behavior owned by the employee.
3. There is a significant relationship between quality of work life and emotional intelligence and organizational citizenship behavior in PT.XYZ employees.

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