

ABSTRAKSI

Penelitian ini bertujuan untuk mendiskripsikan dan menganalisis pengaruh kecerdasan spiritual dan kecerdasan emosional terhadap *organizational citizenship behavior* dengan *self efficacy* sebagai variabel intervening. Populasi yang digunakan adalah seluruh perawat Rumah Sakit Islam Sultan Agung Semarang sebesar 296 perawat, dengan jumlah sampel sebesar 100 responden. Teknik pengambilan sampel adalah *purposive* sampling. Alat analisisnya adalah *path analysis*, dimana sebelumnya dilakukan uji validitas dan reliabilitas serta uji asumsi klasik.

Hasil pengujian menunjukkan bahwa kecerdasan spiritual dan kecerdasan emosional berpengaruh positif terhadap *self efficacy*. Sedangkan kecerdasan spiritual, kecerdasan emosional dan *self efficacy* berpengaruh positif terhadap *OCB*. *Self efficacy* mampu menjadi variabel intervening antara kecerdasan spiritual terhadap *OCB*. *Self efficacy* mampu menjadi variabel intervening antara kecerdasan emosional terhadap *OCB*, artinya semakin tinggi tingkat kematangan perawat dalam memberikan layanan, maka akan semakin menambah keyakinan dalam diri perawat terhadap kemampuan yang dimiliki., sehingga akan berdampak pada tingginya *OCB*.

..

Kata Kunci : kecerdasan spiritual dan kecerdasan emosional *self efficacy*
organizational citizenship behavior

ABSTRACT

This study aims to describe and analyze the influence of spiritual intelligence and emotional intelligence on organizational citizenship behavior with self efficacy as an intervening variable. The population used was all nurses of Sultan Agung Semarang Islamic Hospital for 296 nurses, with a sample size of 100 respondents. The sampling technique was purposive sampling. The analysis tool is path analysis, where previously tested the validity and reliability and classic assumption test.

The test results show that spiritual intelligence and emotional intelligence have a positive effect on self efficacy. While spiritual intelligence, emotional intelligence and self efficacy have a positive effect on OCB. Self efficacy can be an intervening variable between spiritual intelligence towards OCB. Self efficacy can be an intervening variable between emotional intelligence to OCB, meaning that the higher the level of maturity of nurses in providing services, the more confidence in nurses will have to their abilities, which will have an impact on the high OCB.

Keywords: spiritual intelligence and emotional intelligence self efficacy
organizational citizenship behavior