

ABSTRAKSI

Di era dewasa ini Lembaga keuangan selalu berusaha memberikan yang terbaik bagi nasabah, karyawan, masyarakat. Untuk bisa mewujudkan itu perlu adanya peningkatan kinerja sumber daya manusia perlu ditingkatkan untuk mendukung kegiatan pelayanan keuangan kepada nasabah / masyarakat kinerja menjadi peranan penting agar dapat memberikan pelayanan yang terbaik bagi nasabah dan masyarakat. Sampel pada penelitian ini merupakan seluruh karyawan PT. Modal Ventura Ycab Demak sebanyak 100 karyawan dengan menggunakan teknik sampling adalah teknik sensus. Data yang digunakan adalah pengumpulan data dari pengisian kuesioner yang berisi jawaban responden. Sedangkan teknik analisis yang digunakan antara lain uji asumsi klasik dan analisis linier berganda dan uji sobel.

Hasil penelitian menunjukkan bahwa uji kualitas data dengan menggunakan uji validitas dan uji reliabilitas dikemukakan bahwa valid. Dari pengujian di peroleh bahwa secara parsial komitmen organisasi berpengaruh terhadap *organizational citizenship behavior* (OCB), iklim organisasi berpengaruh terhadap *organizational citizenship behavior* (OCB), dan kecerdasan emosional berpengaruh terhadap *organizational citizenship behavior* (OCB). Selain itu *organizational citizenship behavior* (OCB) menjadi moderator atau variabel intervening antara komitmen organisasi, iklim organisasi, dan kecerdasan emosional terhadap kinerja karyawan.

Kata kunci: komitmen organisasi, iklim organisasi, kecerdasan emosional, *organizational citizenship behavior* (OCB), kinerja karyawan.

ABSTRACT

In today's era, financial institutions always try to provide the best for customers, employees, the community. To be able to realize this, it is necessary to increase the performance of human resources needs to be improved to support financial service activities to customers / the community performance is an important role in order to provide the best service for customers and the community. The sample in this study were all employees of PT. Ycab Demak Venture Capital as many as 100 employees using a sampling technique is a census technique. The data used is the collection of data from filling out questionnaires containing respondents' answers. While the analytical techniques used include the classic assumption test and multiple linear analysis and multiple tests.

The results showed that the data quality test using the validity test and the reliability test revealed that valid. From the test it was found that partially organizational commitment influences organizational citizenship behavior (OCB), organizational climate influences organizational citizenship behavior (OCB), and emotional intelligence influences organizational citizenship behavior (OCB). Besides organizational citizenship behavior (OCB) becomes a moderator or intervening variable between organizational commitment, organizational climate, and emotional intelligence on employee performance.

Keywords: organizational commitment, organizational climate, emotional intelligence, organizational citizenship behavior (OCB), employee performance.