

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis pengaruh kecerdasan emosional dan kecerdasan spiritual dan terhadap kinerja perawat dengan *organizational citizenship behavioural*. dan *continuence commitment* sebagai variabel intervening. Populasi yang digunakan adalah seluruh perawat Rumah Sakit Columbia Asia Semarang sebesar 138 perawat, dengan jumlah sampel sebesar 58 responden. Teknik pengambilan sampel yang digunakan dalam penelitian ini adalah *Purposive Sampling*. Alat analisisnya adalah path analysis, dimana sebelumnya dilakukan uji validitas dan reliabilitas serta uji asumsi klasik.

Hasil pengujian menunjukkan bahwa kecerdasan emosional dan kecerdasan spiritual mempunyai pengaruh positif dan signifikan terhadap *organizational citizenship behavior* dan *continuence commitment*. Kecerdasan emosional, kecerdasan spiritual, *OCB*, dan *continuence commitment* berpengaruh positif terhadap kinerja perawat. *Organizational citizenship behavior* mampu menjadi variabel intervening antara kecerdasan emosional dengan kinerja perawat, artinya semakin tinggi kecerdasan emosional, maka tingkat kematangan perawat terhadap rumah sakit juga akan semakin tinggi, sehingga perilaku *OCB* perawat akan meningkat dan hal itu akan berdampak pada tingginya kinerja perawat. *Organizational citizenship behavior* mampu menjadi variabel intervening antara kecerdasan spiritual dengan kinerja perawat. *Continuence commitment* mampu menjadi variabel intervening antara kecerdasan emosional dengan kinerja perawat. *Continuence commitment* dari hasil pengujian juga mampu menjadi variabel intervening antara kecerdasan spiritual dengan kinerja perawat, artinya semakin tinggi kecerdasan spiritual perawat, maka semakin tinggi bentuk tanggung jawab yang dimilikinya dalam menghadapi dan memecahkan masalah yang dihadapi rumah sakit, sehingga mendorong perawat untuk tetap bertahan karena tingginya *continuence commitment* dalam meningkatkan kinerja yang dihasilkan.

Kata Kunci : Kecerdasan emosional, kecerdasan spiritual, *organizational citizenship behavior*, *continuence commitment*. dan kinerja perawat

ABSTRACT

This study aims to describe and analyze the influence of emotional intelligence and spiritual intelligence and the performance of the HR organizational behavioral citizenship. and continuence commitment as an intervening variable. The population was all nurses Columbia Asia Hospital Semarang for 138 nurses, with a total sample of 58 respondents. The sampling technique used in this research is purposive sampling. A tool of analysis is path analysis, which previously tested the validity and reliability as well as the classical assumption test.

The test results show that emotional intelligence and spiritual intelligence have a positive and significant impact on organizational citizenship behavior and commitment continuence. Emotional intelligence, spiritual intelligence, OCB. continuence commitment and positive effect on the performance of human resources. Organizational citizenship behavior can become an intervening variable between emotional intelligence with HR performance, meaning that the higher emotional intelligence, the maturity level of the hospital nurses will also be higher, so that the behavior of the nurses OCB will increase and it will have impact on the high performance of HR. Organizational citizenship behavior can become an intervening variable between spiritual intelligence with HR performance. Continuence commitment to be an intervening variable between emotional intelligence and nurse's performance. Continuence commitment of the test results can also be a variable intervening between spiritual intelligence with HR performance, meaning that the higher spiritual intelligence nurses, the higher form of responsibility that they have on facing and solving the problems that the hospital faced, so it can push the nurse to because of the high continuence commitment in improving the performance generated.

Key words : Emotional Intelligence, Spiritual Intelligence, Organizational citizenship behavior, Continuence Commitment and HR organizational.