

ABSTRACT

This study aims to analyze the effect of emotional intelligence on employee performance mediated by organizational citizenship behavior. This study uses emotional intelligence as an independent variable, employee performance as the dependent variable, and organizational citizenship behavior as a mediating variable.

The population in this study were permanent or organic employees of PT Kilang Pertamina Internasional Refinery Unit IV Cilacap, totaling 80 people. This study took the entire existing population to be sampled or called saturated sampling or census. Data obtained from questionnaires were processed and analyzed using the SmartPLS program.

The research results show that emotional intelligence has a positive and significant effect on employee performance. This study also shows that there is a positive and significant relationship to the effect of emotional intelligence on organizational citizenship behavior. Other results show that organizational citizenship behavior has a positive and significant effect on employee performance. Furthermore, the results of the mediating variable, namely organizational citizenship behavior, have succeeded in becoming a variable that mediates the influence of emotional intelligence on employee performance.

Keyword : emotional intelligence, employee performance, organizational citizenship behavior