

**PENGARUH KECERDASAN INTELEKTUAL DAN KECERDASAN
EMOSIONAL TERHADAP KINERJA PEGAWAI MELALUI
ORGANIZATIONAL CITIZENSHIP BEHAVIOR SEBAGAI VARIABEL
INTERVENING PADA INSPEKTORAT DAERAH KABUPATEN KARO**

ABSTRAK

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Penelitian ini bertujuan untuk mengetahui apakah Kecerdasan Intelektual dan Kecerdasan Emosional berpengaruh terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening pada pegawai Inspektorat Daerah Kabupaten Karo. Penelitian dilakukan terhadap pegawai tetap pada Inspektorat Daerah Kabupaten Karo. Populasi dalam penelitian ini sebanyak 48 orang. Dikarenakan jumlah populasi sedikit, maka teknik pengambilan sampel pada penelitian ini yaitu sampel jenuh dengan jumlah sampel sebanyak 48 orang. Teknik pengumpulan data yang digunakan adalah data primer berupa kuesioner dan data sekunder yang diperoleh melalui studi dokumentasi. Teknik analisis data menggunakan data kuantitatif yang diolah dengan program SPSS versi 25, yaitu uji t, uji sobel dan analisis jalur. Hasil yang didapat dalam penelitian ini menunjukkan 1) terdapat pengaruh positif dan signifikan antara Kecerdasan Intelektual terhadap *Organizational Citizenship Behavior*, 2) terdapat pengaruh positif dan signifikan antara Kecerdasan Emosional terhadap *Organizational Citizenship Behavior*, 3) terdapat pengaruh positif dan signifikan antara Kecerdasan Intelektual terhadap Kinerja, 4) terdapat pengaruh positif dan signifikan antara Kecerdasan Emosional terhadap Kinerja, 5) terdapat pengaruh positif dan signifikan antara *Organizational Citizenship Behavior* terhadap Kinerja, 6) Terdapat pengaruh antara Kecerdasan Intelektual terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening, 7) Terdapat pengaruh antara Kecerdasan Emosional terhadap Kinerja melalui *Organizational Citizenship Behavior* sebagai variabel intervening.

Kata Kunci: Kecerdasan Emosional, Kecerdasan Intelektual, Kinerja, dan *Organizational Citizenship Behavior*.

**THE EFFECT OF INTELLECTUAL INTELLIGENCE AND
EMOTIONAL INTELLIGENCE ON EMPLOYEE PERFORMANCE
THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS AN
INTERVENING VARIABLE IN INSPEKTORAT DAERAH KABUPATEN
KARO**

ABSTRACT

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This study aims to determine whether Intellectual Intelligence and Emotional Intelligence influence Performance through Organizational Citizenship Behavior as an intervening variable in employees of the Karo Regency Regional Inspectorate. The study was conducted on permanent employees at the Karo Regency Regional Inspectorate. The population in this study was 48 people. Due to the small population, the sampling technique in this study was a saturated sample with a sample size of 48 people. The data collection technique used was primary data in the form of questionnaires and secondary data obtained through documentation studies. The data analysis technique used quantitative data processed with the SPSS version 25 program, namely the t-test, Sobel test and path analysis. The results obtained in this study indicate 1) there is a positive and significant influence between Intellectual Intelligence on Organizational Citizenship Behavior, 2) there is a positive and significant influence between Emotional Intelligence on Organizational Citizenship Behavior, 3) there is a positive and significant influence between Intellectual Intelligence on Performance, 4) there is a positive and significant influence between Emotional Intelligence on Performance, 5) there is a positive and significant influence between Organizational Citizenship Behavior on Performance, 6) There is an influence between Intellectual Intelligence on Performance through Organizational Citizenship Behavior as an intervening variable, 7) There is an influence between Emotional Intelligence on Performance through Organizational Citizenship Behavior as an intervening variable.

Keywords: Emotional Intelligence, Intellectual Intelligence, Organizational Citizenship Behavior, and Performance.