

INTISARI

Penelitian ini bertujuan untuk menguji pengaruh langsung kecerdasan emosi dan *servant leadership* terhadap komitmen afektif dan *organizational citizenship behavior*. Penelitian ini menggunakan analisis regresi dengan metode SEM. Adapun teknik pengambilan sampel pada penelitian ini adalah sampel jenuh yang menggunakan semua anggota populasi sebesar 150 responden.

Hasil penelitian ini menunjukkan bahwa kecerdasan emosi berpengaruh positif dan signifikan terhadap komitmen afektif, *servant leadership* berpengaruh negatif dan signifikan terhadap komitmen afektif, komitmen afektif berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, kecerdasan emosi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, *servant leadership* berpengaruh tidak signifikan terhadap *organizational citizenship behavior*.

Kata Kunci : kecerdasan emosi, *servant leadership*, komitmen afektif, *organizational citizenship behavior*.



ABSTRACT

The purpose of This study aims to examine the direct influence of emotional intelligence and servant leadership on affective commitment and organizational citizenship behavior. This study uses regression analysis with the SEM method. The sampling technique in this study is a saturated sample that uses all members of the population of 150 respondents.

The results of this study indicate that emotional intelligence has a positive and significant effect on affective commitment, servant leadership has a negative and significant effect on affective commitment, affective commitment has a positive and significant effect on organizational citizenship behavior, emotional intelligence has a positive and significant effect on organizational citizenship behavior, servant leadership does not significant effect on organizational citizenship behavior.

Keywords : emotional intelligence, servant leadership, affective commitment, organizational citizenship behavior

