

ABSTRAK

Niko Darlin Cibro, NIM 7173510050.”Pengaruh Kecerdasan Emosional Dan *Organizational Citizenship Behavior* Terhadap Kinerja Perawat Di Rumah Sakit Umum Mitra Sejati Medan.”Skripsi Jurusan Manajemen, Fakultas Ekonomi, Universitas Negeri Medan 2021.

Penelitian ini bertujuan untuk mengetahui pengaruh Kecerdasan Emosional dan *Organizational Citizenship Behavior* (OCB) terhadap Kinerja Perawat Di Rumah Sakit Umum Mitra Sejati Medan. Populasi dalam penelitian ini berjumlah 113 orang perawat tetap dan menggunakan *probability sampling* sebanyak 88 orang Responden. Pengolahan data menggunakan SPSS 22 for Windows. Berdasarkan hasil penelitian secara parsial menunjukkan bahwa adanya pengaruh Positif dan Signifikan Variabel Kecerdasan Emosional terhadap Kinerja Perawat Rumah sakit Umum Mitra Sejati Medan sebesar 37,2%. Adanya Pengaruh Positif dan Signifikan Variabel *Organizational Citizenship Behavior* (OCB) terhadap Kinerja Perawat Rumah sakit Umum Mitra Sejati Medan sebesar 38%.

Berdasarkan Hasil penelitian dengan uji Determinasi menunjukkan bahwa Variabel Kecerdasan Emosional dan *Organizational Citizenship Behavior* (OCB) secara simultan Secara Simultan berpengaruh terhadap Kinerja Perawat. Hal ini dapat dilihat dari hasil Uji Koefisien Determinasi yang menunjukkan nilai sebesar 0,359 yang berarti bahwa Kecerdasan Emosional Dan *Organizational Citizenship Behavior* (OCB) berpengaruh terhadap kinerja Perawat sebesar 35,9% sedangkan sisa nya dipengaruhi oleh variabel lain yang tidak diteliti dalam penelitian ini.

Kata Kunci : Kecerdasan Emosional, *Organizational Citizenship Behavior* (OCB) , Kinerja perawat

ABSTRACT

Niko Darlin Cibro, NIM 7173510050. "The Effect of Emotional Intelligence and Organizational Citizenship Behavior on Nurse Performance at Mitra Sejati General Hospital Medan." Thesis of Management Department, Faculty of Economics, Medan State University 2021.

This study aims to determine the effect of Emotional Intelligence and Organizational Citizenship Behavior (OCB) on Nurse Performance at Mitra Sejati General Hospital Medan. The population in this study amounted to 113 permanent nurses and used probability sampling as many as 88 respondents. Data processing using SPSS 22 for Windows. Based on the results of the study partially showed that there was a Positive and Significant influence of Emotional Intelligence Variables on Nurse Performance at Mitra Sejati General Hospital Medan by 37.2%. There is a Positive and Significant Influence of Organizational Citizenship Behavior (OCB) Variables on Nurse Performance at Mitra Sejati General Hospital Medan by 38%.

Based on the results of the research with the Determination test, it shows that the Variables of Emotional Intelligence and Organizational Citizenship Behavior (OCB) simultaneously have an effect on Nurse Performance. This can be seen from the results of the Determination Coefficient Test which shows a value of 0.359 which means that Emotional Intelligence and Organizational Citizenship Behavior (OCB) affects the performance of nurses by 35.9% while the rest is influenced by other variables not examined in this study.

Keywords: *Emotional Intelligence, Organizational Citizenship Behavior (OCB), Nurse Performance*