

**HUBUNGAN ANTARA KECERDASAN EMOSIONAL DENGAN  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR PADA PEGAWAI UNIT  
OPERASI PT. KERETA API INDONESIA (PERSERO) DAERAH  
OPERASI 4 SEMARANG**

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**ABSTRAK**

Di dalam kehidupan berorganisasi, pegawai Unit Operasi PT. Kereta Api Indonesia (Persero) Daerah Operasi 4 Semarang menunjukkan adanya *organizational citizenship behavior*. Penelitian ini bertujuan untuk menguji hubungan antara kecerdasan emosional dengan *organizational citizenship behavior* pada pegawai Unit Operasi di PT. Kereta Api Indonesia (Persero) Daerah Operasi 4 Semarang. Penelitian ini melibatkan 180 pegawai sebagai sampel dengan menggunakan teknik *simple random sampling*. Pengambilan data menggunakan dua skala model *likert* yaitu skala kecerdasan emosional (36 aitem,  $\alpha = 0,955$ ) dan skala *organizational citizenship behavior* (31 aitem,  $\alpha = 0,935$ ). Analisis data menggunakan uji *Spearman's rho* dan *Mann-Whitney U* pada aplikasi SPSS versi 27.00. Hasil penelitian menyatakan bahwa kecerdasan emosional berkorelasi positif dan signifikan dengan *organizational citizenship behavior* ( $r_{xy} = 0,761$  ;  $p = 0,000$ ). Artinya, semakin tinggi kecerdasan emosional, semakin tinggi pula *organizational citizenship behavior*. Sebaliknya, semakin rendah kecerdasan emosional, maka semakin rendah *organizational citizenship behavior*. Hasil penelitian ini berimplikasi pada disarankannya PT. Kereta Api Indonesia (Persero) Daerah Operasi 4 Semarang untuk mempertahankan *organizational citizenship behavior* di antara pegawai dengan menggunakan *Emotional Competence Inventory 2.0* untuk mengukur kecerdasan emosional pada tahap *recruitment* serta menambahkan kegiatan forum diskusi pada *internal development program* sebagai upaya menjaga dan mengelola hubungan antar karyawan maupun atasan dalam rangka mempertahankan ikatan emosional yang telah terbentuk.

**Kata kunci:** kecerdasan emosional, *organizational citizenship behavior*, pegawai

**RELATIONSHIP BETWEEN EMOTIONAL INTELLIGENCE WITH  
ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN OPERATION UNIT  
EMPLOYEES OF PT. KERETA API INDONESIA (PERSERO)  
OPERATING AREA 4 SEMARANG**

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**ABSTRAK**

In organizational life, Operation Unit employees of PT. Kereta Api Indonesia (Persero) Operating Area 4 Semarang indicates the existence of organizational citizenship behavior. This study aims to examine the relationship between emotional intelligence with organizational citizenship behavior in Operation Unit employees of PT. Kereta Api Indonesia (Persero) Operating Area 4 Semarang. This study involved 180 employees as a sample using simple random sampling technique. Data collection used two likert model scales which is the scale of emotional intelligence (36 aitem,  $\alpha = 0,955$ ) and organizational citizenship behavior scale (31 aitem,  $\alpha = 0,935$ ). Data analysis used Spearman's rho and Mann-Whitney U tests on the SPSS version 27.00 application. The findings revealed a positive and significant relationship between emotional intelligence and organizational citizenship behavior ( $r_{xy} = 0.761$ ;  $p = 0.000$ ). This means that, the higher emotional intelligence, the higher organizational behavior citizenship. On the contrary, the lower emotional intelligence, the lower organizational citizenship behavior. The results of this study have implications for PT. Kereta Api Indonesia (Persero) Operating Area 4 Semarang to maintain organizational citizenship behavior among employees by using the Emotional Competence Inventory 2.0 to measure emotional intelligence at the recruitment and add discussion forum activities to the internal development program as an effort to cultivate and manage relationships between employees and chiefs in order to maintain the emotional bond that has been formed.

**Keywords:** emotional intelligence, organizational citizenship behavior, employee