

## ABSTRAK

**Zulkarnain Ramli. 02041311118. Pengaruh Kecerdasan Emosional dan *Work-Family Conflict* Terhadap *Organizational Citizenship Behavior* Pada Dinas Perumahan Rakyat Kawasan Permukiman dan Pertanahan Kota Ternate. Pembimbing I. Dr. Abdullah W Jabid. Pembimbing II Muhammad Thahrim**

Penelitian ini bertujuan untuk menguji Pengaruh Kecerdasan Emosional dan *Work-Family Conflict* Terhadap *Organizational Citizenship Behavior* Pada Dinas Perumahan Rakyat Kawasan Permukiman Dan Pertanahan Kota Ternate. Penelitian ini dilakukan pada Dinas Perumahan Rakyat Kawasan Permukiman dan Pertanahan Kota Ternate, Responden Dalam Penelitian ini adalah seluruh Pegawai Pada Dinas Perumahan Rakyat Kawasan Permukiman dan Pertanahan Kota Ternate yang berjumlah 42 Pegawai, Penelitian dilakukan dengan cara membandingkan kuesioner yang dibagikan secara langsung kepada responden sebagai metode pengumpulan data. Model analisis data dalam penelitian ini yang digunakan untuk menguji hipotesisnya adalah regresi linier berganda dengan menggunakan alat analisis SPSS 16

Berdasarkan hasil analisis, penelitian ini membuktikan bahwa kecerdasan emosional berpengaruh terhadap *organizational citizenship behavior*, *work-family conflict* berpengaruh terhadap *Organizational Citizenship Behavior* Pegawai baik secara parsial maupun simultan

**Kata Kunci** : Kecerdasan Emosional, *Work-Family Conflict*, *Organizational Citizenship Behavior*.

## ABSTRACT

**Zulkarnain Ramli. 02041311118, Effect of Emotional Intelligence and Work-Family Conflict Of Organizational Citizenship Behavior at the of Housing and Land Settlement Region of Ternate. Supervisor I. Dr. Abdullah W Jabid. Supervisor II Muhammad Thahrim.**

*This Study aims to menquii Effect of Emotional Intelligence and Work-Family Conflict Of Organizational Citizenship Behavior at the Office of Public Housing, Settlement and Land Region of Ternate. This research Was conducted at the Department of Housing and Land Settlement Region of Ternate, respondents in this study is the Whole Employees at the Office of Housing and Land Settlement Region of Ternate, amounting to 42 Employees, The study was conducted by comparing the questionnaire distributed directlyto the respondents as the method of data collection. Model analysis of the data in this study were used to test the hypothesis is multiple linear regression analysis tools SPSS 16.*

*Based on the analysis, this study proves that Emotional Intelligence influence on Organizational Citizenship Behavior, Work-Family Conflict affects the Organizational Citizenship Behavior Employees either partially or simultaneously.*

**Keyword:** *Intelligence Emotional, Work-Family Conflict, Organizational Citizenship Behavior*