

ABSTRAK

Penelitian ini bertujuan untuk menyelidiki pengaruh kecerdasan emosional, disiplin kerja, motivasi dan *organizational citizenship behavior* (OCB) terhadap kinerja karyawan. Jenis penelitian yang digunakan dalam penelitian ini adalah kuantitatif. Teknik pengambilan sampel menggunakan *probability sampling* dengan metode *simple random sampling* dan jumlah sampel yang digunakan sebanyak 132 responden. Teknik pengumpulan data menggunakan kuesioner dengan skala likert. Teknik analisis data menggunakan uji analisis regresi linier berganda yang diolah menggunakan bantuan SPSS v 26. Berdasarkan hasil penelitian menunjukkan bahwa kecerdasan emosional, disiplin kerja, motivasi, dan *organizational citizenship behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan di Dinas Perindustrian dan Perdagangan Kabupaten Banyumas.

Kata kunci : Kecerdasan emosional, disiplin kerja, motivasi, *organizational citizenship behavior*, kinerja karyawan.

ABSTRACT

This study aims to investigate the effect of emotional intelligence, work discipline, work motivation and organizational citizenship behavior (OCB) on employee performance. The type of research used in this research is quantitative. The sampling technique used was probability sampling with simple random sampling method, and the number of samples used is 132 respondents. Data collection techniques using a questionnaire with a likert scale. The data analysis technique used multiple linear regression analysis test which were processed using SPSS v 26. Based on the results of the study it was shown that emotional intelligence, work discipline, motivation, and organizational citizenship behavior had a positive and significant effect on employee performance at the Office of Industry and Trade of Banyumas Regency.

Keywords : *Emotional intelligence, work discipline, motivation, organizational citizenship behavior, employee performance*