

***The Effect of Work Environment, Employee Engagement, and Emotional Intelligence on Organizational Citizenship Behavior at Public Infrastructure and Handling Officers (PPSU) in Kalisari.***

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***ABSTRACT***

*This quantitative research has the aim of testing and knowing "The Effect of Work Environment, Employee Engagement, and Emotional Intelligence on Organizational Citizenship Behavior at Public Infrastructure and Handling Officers (PPSU) in Kalisari". Respondents used in the study amounted to 69 respondents Public Infrastructure and Handling Officers (PPSU) in Kalisari. Data collection was carried out through distributing questionnaires and the data analysis technique used is the Partial Least Square (PLS) method. The results obtained in the test are (1) work environment has a significant effect on Organizational Citizenship Behavior (2) employee engagement has a significant effect on Organizational Citizenship Behavior (3) emotional intelligence has a significant effect on Organizational Citizenship Behavior.*

***Keywords:*** *Work Environment, Employee Engagement, Emotional Intelligence, Organizational Citizenship Behavior*

**Pengaruh Lingkungan Kerja, *Employee Engagement*, dan  
Kecerdasan Emosional Terhadap Perilaku Kewargaan Organisasi  
Pada Petugas Penanganan Prasarana dan Sarana Umum (PPSU)  
Di Kelurahan Kalisari**

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**ABSTRAK**

Penelitian kuantitatif ini memiliki tujuan untuk menguji dan mengetahui “Pengaruh Lingkungan Kerja, *Employee Engagement*, dan Kecerdasan Emosional Terhadap Perilaku Kewargaan Organisasi Pada Petugas Penanganan Prasarana dan Sarana Umum (PPSU) Di Kelurahan Kalisari”. Responden yang digunakan pada penelitian ini berjumlah 69 orang yang merupakan petugas Petugas Penanganan Prasarana dan Sarana Umum (PPSU) di Kelurahan Kalisari. Pengumpulan data dilakukan melalui penyebaran kuesioner dan teknik analisis data yang digunakan adalah metode *Partial Least Square* (PLS). Hasil pengujian yang diperoleh dalam penelitian ini ialah (1) lingkungan kerja berpengaruh signifikan terhadap perilaku kewargaan organisasi (2) *employee engagement* berpengaruh signifikan terhadap perilaku kewargaan organisasi (3) kecerdasan emosional berpengaruh signifikan terhadap perilaku kewargaan organisasi.

**Kata Kunci:** Lingkungan Kerja, *Employee Engagement*, Kecerdasan Emosional, Perilaku Kewargaan Organisasi