

***The Effect of Work Life Balance, Emotional Intelligence, and
Workload on Organizational Citizenship Behavior at Kantor
Pelayanan Pajak (KPP) Pratama Pontianak Timur***

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ABSTRACT

This study used quantitative methods at KPP Pratama Pontianak Timur. This study aims to determine and prove the effect of work-life balance on organizational citizenship behavior, the effect of emotional intelligence on organizational citizenship behavior, and the effect of workload on organizational citizenship behavior. The sampling technique used was total sampling so a sample of 88 employees was obtained. Data collection was carried out through distributing questionnaires. The data analysis technique was used the Partial Least Square (PLS). The test results obtained in this study (1) work-life balance has a positive and significant effect on organizational citizenship behavior (2) emotional intelligence does not affect organizational citizenship behavior (3) workload has a positive and significant effect on organizational citizenship behavior. The implications of this research are theoretical and practical, the information in the research is expected to add insight into the development of knowledge in the field of human resource management, as material for thought and consideration in solving existing problems. The contribution of this research is to assist KPP Pratama Pontianak Timur in tackling problems, especially in terms of work-life balance, emotional intelligence, and workload toward employee organizational citizenship behavior.

Keywords: *Work Life Balance, Emotional Intelligence, Workload, and Organizational Citizenship Behavior*

Pengaruh *Work Life Balance*, Kecerdasan Emosional, dan Beban Kerja Terhadap *Organizational Citizenship Behavior* di Kantor Pelayanan Pajak (KPP) Pratama Pontianak Timur

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ABSTRAK

Penelitian ini menggunakan metode kuantitatif, dilakukan di KPP Pratama Pontianak Timur. Penelitian ini bertujuan untuk mengetahui dan membuktikan pengaruh *work life balance* terhadap *organizational citizenship behavior*, pengaruh kecerdasan emosional terhadap *organizational citizenship behavior*, dan pengaruh beban kerja terhadap *organizational citizenship behavior*. Teknik sampling yang digunakan adalah total sampling, sehingga didapatkan sampel sebanyak 88 pegawai. Pengumpulan data dilakukan melalui penyebaran kuesioner. Teknik analisis data yang digunakan adalah metode Partial Least Square (PLS). Hasil pengujian yang diperoleh dalam penelitian ini (1) *work life balance* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior* (2) kecerdasan emosional tidak berpengaruh terhadap *organizational citizenship behavior* (3), beban kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Implikasi dari penelitian ini yaitu secara teoritis dan praktis, informasi dalam penelitian diharapkan dapat menambah wawasan dalam pengembangan ilmu pengetahuan bidang manajemen sumber daya manusia, sebagai bahan pemikiran dan pertimbangan dalam penyelesaian masalah yang ada. Kontribusi dalam penelitian ini adalah membantu KPP Pratama Pontianak Timur dalam mengatasi masalah khususnya dalam hal *work life balance*, kecerdasan emosional, dan beban kerja terhadap *organizational citizenship behavior*.

Kata Kunci: *Work Life Balance*, Kecerdasan Emosional, Beban Kerja, dan *Organizational Citizenship Behavior*