

***The Influence of Emotional Intelligence, Workload, And Workplace Spirituality
on Organizational Citizenship Behavior at PT Laboratorium Solusi Indonesia***

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ABSTRACT

This research focused on determining the influence of Emotional Intelligence, Workload, and Workplace Spirituality on Organizational Citizenship Behavior. The study employed a quantitative approach with a sample size of 50 employees from PT Laboratorium Solusi Indonesia, selected using purposive sampling technique. The data analysis technique utilized in this research was the Structural Equation Model (SEM) based on Partial Least Square (PLS). SmartPLS 4.0 software was used as a tool for data processing. The findings of this research indicated that (1) emotional intelligence had a positive and significant impact on organizational citizenship behavior; (2) workload had a positive and significant impact on organizational citizenship behavior; (3) workplace spirituality had a positive and significant impact on organizational citizenship behavior.

Keywords: *Organizational Citizenship Behavior (OCB), Emotional Intelligence, Workload, Workplace Spirituality*

Pengaruh Kecerdasan Emosional, Beban Kerja, Dan *Workplace Spirituality* Terhadap *Organizational Citizenship Behavior* Pada PT Laboratorium Solusi Indonesia

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ABSTRAK

Penelitian ini berfokus untuk mengetahui pengaruh dari Pengaruh Kecerdasan Emosional, Beban Kerja, dan *Workplace Spirituality* Terhadap *Organizational Citizenship Behavior*. Penelitian ini menggunakan pendekatan kuantitatif dengan jumlah sampel sebanyak 50 pegawai PT Laboratorium Solusi Indonesia dengan menggunakan teknik *purposive sampling*. Teknik analisis data yang digunakan pada penelitian ini adalah metode *Partial Least Square* atau PLS. Penelitian ini menggunakan software SmartPLS 4.0 sebagai alat bantu untuk melakukan pengolahan data. Hasil penelitian ini menunjukkan bahwa (1) kecerdasan emosional berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, (2) beban kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, (3) *workplace spirituality* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*.

Kata Kunci: *Organizational Citizenship Behavior (OCB)*, Kecerdasan Emosional, Beban Kerja, *Workplace Spirituality*