

***The Influence of Workload, Emotional Intelligence, and
Compensation on Organizational Citizenship Behavior of Bank
Mandiri KC Jatinegara***

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ABSTRACT

This research aims to determine the effect of Workload, Emotional Intelligence, and Compensation on Organizational Citizenship Behavior at Bank Mandiri KC Jatinegara. The research method used is quantitative, involving 50 respondents as the sample. The data analysis techniques applied include descriptive and inferential analysis, with data processing conducted using SmartPLS 4.1. The results of the study indicate that: (1) Workload has an effect on Organizational Citizenship Behavior; (2) Emotional Intelligence does not affect Organizational Citizenship Behavior; and (3) Compensation influences Organizational Citizenship Behavior. The implications of this research, both theoretically and practically, are expected to contribute to the development of knowledge in human resource management and serve as a consideration in solving relevant problems in the field.

Keywords: *workload, emotional intelligence, compensation and organizational citizenship behavior.*

**Pengaruh *Workload*, *Emotional Intelligence*, dan Kompensasi
terhadap *Organizational Citizenship Behavior* pada Bank Mandiri
KC Jatinegara**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *Workload*, *Emotional Intelligence*, dan Kompensasi terhadap *Organizational Citizenship Behavior* pada Bank Mandiri KC Jatinegara. Metode penelitian yang digunakan adalah kuantitatif dengan melibatkan 50 responden sebagai sampel. Teknik analisis data yang diterapkan meliputi analisis deskriptif dan inferensial, dengan pengolahan data menggunakan SmartPLS 4.1. Hasil penelitian menunjukkan bahwa: (1) *Workload* memiliki pengaruh terhadap *Organizational Citizenship Behavior*; (2) *Emotional Intelligence* tidak memiliki pengaruh terhadap *Organizational Citizenship Behavior*, dan (3) Kompensasi berpengaruh terhadap *Organizational Citizenship Behavior*. Implikasi dari penelitian ini, baik secara teoritis maupun praktis, diharapkan dapat memberikan kontribusi terhadap pengembangan ilmu manajemen sumber daya manusia serta menjadi bahan pertimbangan dalam menyelesaikan permasalahan yang relevan di bidang tersebut.

Kata Kunci: *workload*, *emotional intelligence*, kompensasi dan *organizational citizenship behavior*.