

ABSTRACT

***THE INFLUENCE OF EMOTIONAL INTELLIGENCE,
WORK MOTIVATION, QUALITY OF WORK
LIFE ON PERFORMANCE THROUGH
ORGANIZATIONAL CITIZENSHIP BEHAVIOR
AS A MEDIATION VARIABLE
(Survey on Hospital Nurses in Tasikmalaya and Ciamis Areas)***

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The purpose of this study is to determine and analyze the Influence of Emotional Intelligence, Work Motivation, Quality of Work Life, on Performance through OCB. The objects to be studied are Hospital Employees in Tasikmalaya and Ciamis areas. The method used in this study is a descriptive method with a quantitative approach and verification method. Data collection was obtained through interviews, questionnaires and literature studies. The population in this study were Hospital nurses in Tasikmalaya and Ciamis areas. Using SEM AMOS, OCB mediates the influence of KE, Work Motivation, and QWL on Performance. This means that KE, Motivation, and QWL directly and indirectly contribute to increased performance, with OCB as an intermediary mechanism

Keywords: emotional intelligence, motivation, quality of work life, OCB, performance