

ABSTRAKSI

Bidang IPP merupakan salah satu bidang kerja di BPKP Perwakilan Jawa Timur yang mempunyai tugas pokok dan fungsi melaksanakan penyusunan rencana, program, pelaksanaan pengawasan instansi pemerintah pusat, dan pinjaman/bantuan luar negeri yang diterima pemerintah pusat serta pengawasan penyelenggaraan akuntabilitas instansi pemerintah pusat dan evaluasi hasil pengawasan. Tujuan Penelitian ini untuk menganalisis Pengaruh Emotional Intelligence dan Self-Efficacy terhadap Organizational Citizenship Behavior dengan Burnout sebagai mediasi.

Data dalam penelitian ini dikumpulkan melalui wawancara dan penyebaran kuesioner yang melibatkan 37 karyawan di BPKP Perwakilan Jawa Timur pada Bidang IPP. Teknik pengujian data yang digunakan dalam penelitian ini adalah software Smart PLS 3.0

Hasil penelitian ini menunjukkan bahwa (1) Ada pengaruh signifikan secara individual antara *Emotional Intelligence* (X_1) terhadap *organizational citizenship behavior* (OCB) (Y); (2) Tidak terdapat pengaruh signifikan secara individual antara *self-efficacy* (X_2) terhadap *organizational citizenship behavior* (OCB) (Y); (3) Terdapat pengaruh negatif signifikan secara individual antara *Emotional Intelligence* (X_1) terhadap *burnout* (Z); (4) Terdapat pengaruh negatif signifikan secara individual antara *self-efficacy* (X_2) terhadap *burnout* (Z); (5) Terdapat pengaruh negatif signifikan secara individual antara *burnout* (Z) terhadap *organizational citizenship behavior* (OCB) (Y); (6a) Burnout (Z) memiliki pengaruh dalam memediasi Emotional Intelligence (X_1) terhadap Organizational Citizenship Behavior (Y); (6b) Burnout (Z) tidak memiliki pengaruh dalam memediasi Self-Efficacy (X_2) terhadap Organizational Citizenship Behavior (Y).

Kata Kunci: Emotional Intelligence, Self-Efficacy, Burnout, Organizational Citizenship Behavior.

ABSTRACT

The field of IPP is one of the areas of work in BPKP East Java Representative which has the main duty and function of implementing the plan, the program, the implementation of supervision of central government agency, and the loan / foreign aid received by the central government as well as the supervision of central government institution and evaluation result supervision. The purpose of this study was to analyze the Influence of Emotional Intelligence and Self-Efficacy on Organizational Citizenship Behavior with Burnout as mediation.

The data in this study were collected through Interview and distribution of questionnaires involving 37 employees at BPKP East Java Representative on IPP Field. The data testing technique used in this research is software Smart PLS 3.0.

The results of this study indicate that (1) There is a significant influence individually between Emotional Intelligence (X1) on organizational citizenship behavior (OCB) (Y); (2) There is no significant influence individually between self-efficacy (X2) on organizational citizenship behavior (OCB) (Y); (3) There is a significant negative effect individually between Emotional Intelligence (X1) on burnout (Z); (4) There is a significant negative effect individually between self-efficacy (X2) on burnout (Z); (5) There is a significant negative effect individually between burnout (Z) on organizational citizenship behavior (OCB) (Y); (6a) Burnout (Z) has an influence in mediating Emotional Intelligence (X₁) on Organizational Citizenship Behavior (Y); (6b) Burnout (Z) has no influence in mediating Self-Efficacy (X₂) on Organizational Citizenship Behavior (Y).

Keywords: Emotional Intelligence, Self-Efficacy, Burnout, Organizational Citizenship Behavior.