

ABSTRACT

This study aims to analyze the effect of emotional intelligence and locus of control on organizational citizenship behavior and organizational commitment as intervening variable on BNI Collection credit card employees.

The method of data analysis in this study uses IBM SPSS AMOS 22.0 software. The sample of this study is the entire population of BNI Collection Semarang credit cards that are permanent employees with a total of 102 respondents. Data collected through questionnaires, surveys, interviews and literature.

The results of this study indicate that: 1) Emotional intelligence has a significant and positive effect on organizational commitment, 2) Emotional intelligence has no significant and negative effect on organizational citizenship behavior, 3) Locus of control has a significant and positive effect on organizational commitment, 4) Locus of control has a negative and significant effect to organizational citizenship behavior, 5) Organizational commitment has a significant and positive effect on organizational citizenship behavior.

Keywords: *Emotional Intelligence, Locus of Control, Organizational Citizenship Behavior and Organizational Commitment*

