

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar, Pengaruh Kepemimpinan pelayanan, Kecerdasan Emosional, Komunikasi Interpersonal terhadap *Organizational Citizenship Behavior* (OCB) dan Kepuasan Kerja Sebagai Variabel Intervening pada Badan Pengawasan keuangan dan Pembangunan (BPKP) Perwakilan Provinsi Sumatera Barat. Metode pengumpulan data menggunakan kuesioner, dengan sampel 40 responden. Metode analisis data yang digunakan adalah Analisis Regresi Linear Berganda.

Hasil penelitian yang didapatkan yaitu: (1) Didapatkan pengaruh positif dan signifikan antara Kepemimpinan Pelayanan terhadap Kepuasan Kerja. (2) Didapatkan pengaruh positif dan signifikan antara Kecerdasan Emosional terhadap Kepuasan Kerja. (3) Didapatkan pengaruh positif dan signifikan antara Komunikasi Interpersonal terhadap Kepuasan Kerja. (4) Didapatkan pengaruh positif dan signifikan antara Kepemimpinan Pelayanan terhadap *Organizational Citizenship Behavior* (OCB). (5) Didapatkan pengaruh positif dan signifikan antara Kecerdasan Emosional terhadap *Organizational Citizenship Behavior* (OCB). (6) Didapatkan pengaruh positif dan signifikan antara Komunikasi Interpersonal terhadap *Organizational Citizenship Behavior* (OCB). (7) Didapatkan pengaruh positif dan signifikan antara Kepuasan Kerja terhadap *Organizational Citizenship Behavior* (OCB). (8) Kepuasan Kerja mampu memediasi Kepemimpinan Pelayanan terhadap *Organizational Citizenship Behavior* (OCB). (10) Kepuasan Kerja mampu memediasi Komunikasi Interpersonal terhadap *Organizational Citizenship Behavior* (OCB). Karena kontribusi dari variabel Kepemimpinan Pelayanan, Kecerdasan Emosional dan Komunikasi Interpersonal melalui Kepuasan Kerja 61,6% sedangkan sisanya sebesar 38,4% dipengaruhi variabel lain diluar penelitian ini.

Kata Kunci: Kepemimpin Pelayanan, Kecerdasan Emosional, Komunikasi Interpersonal, *Organizational Citizenship Behavior*, Kepuasan Kerja.

ABSTRACT

This study aims to examine the influence of Servant Leadership, Emotional Intelligence, Interpersonal Communication on Organizational Citizenship Behavior (OCB) and Job Satisfaction as Intervening Variables at the Badan pengawasan keuangan dan pembangunan (BPKP) Perwakilan provinsi Sumatera Barat. Methods of data collection using a questionnaire, with a sample of 40 respondents. The data analysis method used is Multiple Linear Regression Analysis.

The research results obtained are: (1) There is a positive and significant influence between Servant Leadership on Job Satisfaction. (2) There is a positive and significant effect between Emotional Intelligence on Job Satisfaction. (3) Obtained a positive and significant effect between Interpersonal Communication on Job Satisfaction. (4) There is a positive and significant effect between Servant Leadership on Organizational Citizenship Behavior (OCB). (5) There was a positive and significant effect between Emotional Intelligence on Organizational Citizenship Behavior (OCB). (6) There is a positive and significant effect between Interpersonal Communication on Organizational Citizenship Behavior (OCB). (7) There is a positive and significant effect between Job Satisfaction on Organizational Citizenship Behavior (OCB). (8) Job Satisfaction is able to mediate Servant Leadership on Organizational Citizenship Behavior (OCB). (10) Job Satisfaction is able to mediate Interpersonal Communication on Organizational Citizenship Behavior (OCB). Because the contribution of the variables of Servant Leadership, Emotional Intelligence and Interpersonal Communication through Job Satisfaction is 61.6% while the remaining 38.4% is influenced by other variables outside of this study.

Keywords: *Servant Leadership, Emotional Intelligence, Interpersonal Communication, Organizational Citizenship Behavior, Job Satisfaction.*