

ABSTRAK

Afif Nugraha, 17101155310717, jurusan manajemen tahun 2017, Metode Kepemimpinan Pelayanan, Kecerdasan Emosional Dan Komunikasi Interpersonal Serta Pengaruhnya Terhadap *Organizational Citizenship Behavior* (Ocb) Dengan Kepuasan Kerja Pegawai Sebagai Variabel *Intervening*, dibawah bimbingan Fitri Yeni., S.E., M.M. dan Bapak Bayu Pratama Azka, S.E., M.M.

Penelitian ini bertujuan untuk menguji Metode Kepemimpinan Pelayanan, Kecerdasan Emosional Dan Komunikasi Interpersonal pada Kantor Imigrasi Kelas 1 TPI Padang. Metode yang digunakan adalah Structur Equation Modeling (SEM) dengan Partial Least Square (PLS) 3.0. Dengan mengedarkan kuesioner sebanyak 65 responden.

Hasil analisis data menyimpulkan, terdapat pengaruh positif dan tidak signifikan antara variabel kepemimpinan pelayanan terhadap variabel kepuasan kerja pegawai. Terdapat pengaruh positif yang signifikan antara variabel Kecerdasan Emosional terhadap variabel kepuasan kerja. Terdapat pengaruh positif dan tidak signifikan antara variabel komunikasi interpersonal terhadap variabel kepuasan kerja. Terdapat pengaruh positif dan tidak signifikan antara variabel kepemimpinan pelayanan terhadap variabel *organizational citizenship behavior*. Terdapat pengaruh positif yang signifikan antara variabel kecerdasan emosional terhadap variabel *organizational citizenship behavior*. Terdapat pengaruh positif yang tidak signifikan antara variabel komunikasi interpersonal terhadap *organizational citizenship behavior*. Terdapat pengaruh positif yang signifikan antara variabel kepuasan kerja terhadap variabel *organizational citizenship behavior*. Terdapat pengaruh positif yang tidak signifikan antara variabel kepemimpinan pelayanan terhadap *organizational citizenship behavior* melalui kepuasan kerja. Terdapat pengaruh positif yang signifikan antara variabel kecerdasan emosional terhadap *organizational citizenship behavior* melalui kepuasan kerja. Terdapat pengaruh positif yang tidak signifikan antara variabel komunikasi interpersonal terhadap *organizational citizenship behavior* melalui kepuasan kerja.

Kata Kunci :Kepemimpinan Pelayanan, Kecerdasan Emosional, Komunikasi Interpersonal, *Organizational Citizenship Behavior* dan Kepuasan Kerja

ABSTRACT

Afif Nugraha, 17101155310717, *majoring in management in 2017, Service Leadership Methods, Emotional Intelligence and Interpersonal Communication Their Effects on Organizational Citizenship Behavior (Ocb) with Employee Job Satisfaction as Intervening Variables, under the guidance of Fitri Yeni., S.E., M.M. and Bayu Pratama Azka, S.E., M.M.*

This study aims to examine the Service Leadership Method, Emotional Intelligence and Interpersonal Communication at the Class 1 Immigration Office of TPI Padang. The method used is Structural Equation Modeling (SEM) with Partial Least Square (PLS) 3.0. By distributing questionnaires as many as 65 respondents.

The results of the data analysis concluded that there was a positive and insignificant influence between the service leadership variables on the employee job satisfaction variables. There is a significant positive influence between the Emotional Intelligence variable on the job satisfaction variable. There is a positive and insignificant influence between interpersonal communication variables on job satisfaction variables. There is a positive and insignificant influence between the service leadership variables on the organizational citizenship behavior variable. There is a significant positive effect between emotional intelligence variables on the variable organizational citizenship behavior. There is a positive and insignificant effect between interpersonal communication variables on organizational citizenship behavior. There is a significant positive effect between the variable job satisfaction on the variable organizational citizenship behavior. There is a positive and insignificant effect between service leadership variables on organizational citizenship behavior through job satisfaction. There is a significant positive effect between emotional intelligence variables on organizational citizenship behavior through job satisfaction. There is a positive and insignificant effect between interpersonal communication variables on organizational citizenship behavior through job satisfaction.

Keywords: Service Leadership, Emotional Intelligence, Interpersonal Communication, Organizational Citizenship Behavior and Job Satisfaction