

Abstraksi

Penelitian ini bertujuan menganalisis pengaruh Leader Member Exchange, Kecerdasan Emosional, dan Work Family Conflict terhadap Organizational Citizenship Behavior Dengan Kepuasan Kerja Sebagai Mediasi..

Penelitian menggunakan sampel 140 pegawai pada KPP Pratama Purwokerto dan KPP Pratama Purbalingga dengan metode simple random sampling dan alat analisis yang digunakan *Structural Equation Modeling* (SEM) dengan program AMOS.

Hasil analisa diperoleh nilai Critical Ratio untuk 1) pengaruh variabel *leader member exchange* terhadap kepuasan kerja sebesar 3,238 dengan nilai $p = 0,001 < 0,050$, artinya hipotesis yang menyatakan bahwa *leader member exchange* berpengaruh positif terhadap kepuasan kerja dapat diterima. 2) pengaruh variabel kecerdasan emosional terhadap kepuasan kerja sebesar 2,542 dengan nilai $p = 0,011 < 0,050$, artinya hipotesis yang menyatakan bahwa kecerdasan emosional berpengaruh positif terhadap kepuasan kerja dapat diterima. 3) pengaruh variabel *work family conflict* terhadap kepuasan kerja sebesar -2,581 dengan nilai $p=0,010 < 0,050$ yang artinya hipotesis yang menyatakan bahwa *work family conflict* berpengaruh negatif terhadap kepuasan kerja diterima. 4) pengaruh variabel kepuasan kerja terhadap OCB sebesar 3,169 dengan nilai $p= 0,002 < 0,050$, artinya hipotesis yang menyatakan bahwa kepuasan kerja berpengaruh positif terhadap OCB diterima 5) pengaruh variabel *leader member exchange* terhadap OCB sebesar 4,979 dengan nilai $p = 0,000 < 0,050$, yang artinya hipotesis yang menyatakan bahwa *leader member exchange* berpengaruh positif terhadap OCB dapat diterima. 6) pengaruh variabel kecerdasan emosional terhadap sebesar 2,349 dengan nilai $p = 0,019 < 0,050$. Yang artinya hipotesis yang menyatakan bahwa kecerdasan emosional berpengaruh positif terhadap OCB dapat diterima. 7) pengaruh variabel *work family conflict* terhadap OCB sebesar -3,586 dengan nilai $p = 0,000 < 0,050$, yang artinya hipotesis yang menyatakan bahwa *work family conflict* berpengaruh negatif terhadap OCB dapat diterima. 8) kepuasan kerja bukan merupakan variabel mediasi leader member exchange dengan OCB ditunjukkan dengan nilai *Variance Accounted for* (VAF) = $0,083/0,448 = 0,170$ atau 17%. 9) kepuasan kerja mampu memediasi secara parsial kecerdasan emosional dengan OCB ditunjukkan dengan Nilai *Variance Accounted for* (VAF) = $0,073/0,263 = 0,278$ atau 27,8%. 10) kepuasan kerja mampu memediasi secara parsial *work family conflict* dengan OCB ditunjukkan dengan Nilai *Variance Accounted for* (VAF) = $-0,052/-0,260 = 0,20$ atau 20%.

Dari hasil penelitian dan analisis data diperoleh kesimpulan bahwa: *leader member exchange* berpengaruh positif dan signifikan terhadap kepuasan kerja, kecerdasan emosional berpengaruh positif dan signifikan terhadap kepuasan kerja, *work family conflict* berpengaruh negatif dan signifikan terhadap kepuasan kerja, kepuasan kerja berpengaruh positif dan signifikan terhadap OCB, kecerdasan emosional berpengaruh positif terhadap OCB, *leader member exchange* berpengaruh positif dan signifikan terhadap OCB, *work family conflict* berpengaruh negatif dan signifikan terhadap OCB, kepuasan kerja mampu memediasi secara parsial kecerdasan emosional dengan OCB, kepuasan kerja bukan merupakan variabel mediasi *leader member exchange* dengan OCB, kepuasan kerja mampu memediasi secara parsial pengaruh *work family conflict* terhadap OCB.

Kata Kunci : Leader Member Exchange, Kecerdasan Emosional, Work Family Conflict Organizational Citizenship Behavior, dan Kepuasan Kerja

Abstract

This study aims to analyze the influence of Leader Member Exchange, Emotional Intelligence, and Work Family Conflict on Organizational Citizenship Behavior With Job Satisfaction As Mediation ..

This research using sample 140 employees at KPP Pratama Purwokerto and KPP Pratama Purbalingga with simple random sampling method. Analyzer used Structural Equation Modeling (SEM) with AMOS program.

The analysis results obtained Critical Ratio value for 1) the influence of leader member exchange variable to job satisfaction of 3.238 with the value $p = 0.001 < 0.050$, meaning the hypothesis that the leader member exchange positive effect on job satisfaction is acceptable. 2) the influence of emotional intelligence variable on job satisfaction of 2,542 with p value = 0,011 < 0,050, it means hypothesis which states that emotional intelligence have positive effect to job satisfaction acceptable. 3) the influence of work family conflict variable to job satisfaction of -2.581 with $p = 0,010 < 0,050$ which means that the hypothesis that work family conflict negatively affect the job satisfaction is accepted. 4) the effect of job satisfaction variable to OCB is 3,169 with $p = 0,002 < 0,050$, it means hypothesis that job satisfaction have positive effect to OCB accepted 5) influence of leader member exchange variable to OCB 4,979 with $p = 0,000 < 0,050$) which means that the hypothesis that the leader member exchange positive effect on OCB acceptable. 6) the effect of emotional intelligence variable to the amount of 2,349 with the value $p = 0,019 < 0,050$. Which means the hypothesis stating that emotional intelligence has a positive effect on OCB is acceptable. 7) the influence of work family conflict against OCB variable is -3.586 with $p = 0,000 < 0,050$, which means that the work conflict conflict negative effect on OCB is acceptable. 8) job satisfaction is not a mediator variable member exchange exchange with OCB indicated by the value of Variance Accounted for (VAF) = $0.083 / 0.448 = 0.170$ or 17%. 9) job satisfaction is able to mediate partially emotional intelligence with OCB indicated by Variance Value Accounted for (VAF) = $0.073 / 0.263 = 0.278$ or 27.8%. 10) job satisfaction is able to mediate partially work family conflict with OCB indicated by Variance Value Accounted for (VAF) = $-0,052 / -0,260 = 0,20$ or 20%.

From the result of research and data analysis, it can be concluded that: member member exchange has positive and significant effect on job satisfaction, emotional intelligence has positive and significant effect on job satisfaction, work family conflict has negative and significant effect on job satisfaction, job satisfaction has positive and significant effect to OCB , emotional intelligence has a positive effect on OCB, the leader member exchange has a positive and significant effect on OCB, work family conflict has negative and significant effect on OCB, job satisfaction is able to mediate partially with OCB emotional intelligence, job satisfaction is not a mediation variable for member exchange leader with OCB , job satisfaction is able to mediate partially influence work family conflict against OCB.

Keywords: Leader Member Exchange, Emotional Intelligence, Family Conflict OrganizationalCitizenship Behavior Work, and Job Satisfaction