

# Peranan kecerdasan emosional sebagai mediasi hubungan antara gaya kepemimpinan dengan komitmen karyawan (di PT Primerindo Outsourcing Company dari Citibank N.A.) = Role of emotional intelligence as relationship mediation between leadership and employee commitment

Rizalman, author

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## Abstrak

<i>It is essential for a manager to know what factors that influence the commitment of employee toward his/her organization, more specifically in the marketing division, because banking service company is dependent on the employees in the marketing division to acquire income for the company through the establishment of company image and satisfaction to its customers.

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Previous researches concerning workforce in the sales division in a conceptual way (Johnson, 1987 in Johnson, 1990:333) and empirical research on other type of work (Steers, 1977 in Johnson, 1990:333) said that the employee or individual who is integrated his/herself, identifying and becoming part of the organization that is employing him/her, is a good employee or in other word the employee who has a commitment toward his/her organization tends to have good performance (Mowdays, Steer, Poler, 1979 in Johnson, 1990:334).

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As previously delivered, it has been found evidence that there is a close relationship between leadership style and his/her emotional intelligence with the level of commitment of the employee toward the organization. In this research, the writer will research the relationship between the leadership style of the superior, particularly transformational leadership style toward his/hr organization that is mediated by the role of emotional intelligence of the subordinate within the organization of Citibank N.A.

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This research is aimed to know how the emotional intelligence of the subordinate has mediated the relationship between transformational and transactional leadership style, and the oommitrnt ofthe subordinate to hisfher organization.

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The population of this research is the employees in the sales division of Citibank N.A Jakarta, namely those who are currently holding the position of supervisor. The total number is 197 persons. This number is scattered in several work areas in Jakarta. The level of commitment is measured by applying Organizational Commitment Questionnaire (OCQ). The type of leadership style is measured by applying Multifactor Leadership Questionnaire (MLQ 5X - shortform) as created by Bass and Avolio. And the measuring of emotional intelligence is applying Self-Report Emotional Intetiigence Test (SREIT).

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The result of Ending of the writer against the relationship between the transtomiational leadership of the superior with the oommitrnt of the subordinate toward the organization is not consistent with previous Endings (Humphreys et al., 2003:199; Koh et al. 1995:327; Avolio et al., 2004:960). Other Ending is that the

emotional intelligence has not played any role in mediating good relationship of leadership style, transformational as well as transactional, with the commitment of the subordinate toward the organization. The hypothetical testing against the role of emotional intelligence in mediating the relationship between the transformational leadership and transactional leadership has not been proven so that this hypothesis is rejected. It means that the emotional intelligence of the subordinate despite having positive and significant correlation with the commitment of the employee is unable to become the empowerment of relationship between the leadership style and the employee commitment.