

## **ABSTRACT**

Kristin Dananti (01668180008)

**THE INFLUENCE OF EMOTIONAL INTELLIGENCE, ORGANIZATIONAL COMMUNICATION, AND TRANSFORMATIONAL LEADERSHIP ON CONFLICT MANAGEMENT ABILITY IN IN SEKOLAH LENTERA HARAPAN CURUG**

(xvi+119 pages; 12 images; 15 tables; 23 attachments)

*Conflict management needs to be owned by a leader to support his leadership and build the organization he leads. Emotional intelligence and organizational communication play an important role in the application of the principal's transformational leadership so that it has an influence on conflict management ability in schools. This study was conducted aiming to determine the positive influence of emotional intelligence, organizational communication, and transformational leadership on conflict management ability. This study uses a quantitative approach with research subjects totaling 50 respondents. The data processing method uses path analysis and descriptive statistical methods. Based on the results of the study, it was concluded (1) emotional intelligence has a positive effect on transformational leadership, (2) organizational communication has a positive effect on transformational leadership, (3) organizational communication has a positive effect on conflict management ability, (4) emotional intelligence has a positive effect on conflict management ability, (5) transformational leadership has a positive effect on conflict management ability.*

**Keywords:** emotional intelligence, organizational communication, transformational leadership, conflict management ability

**References:** 54 (1991-2019)

## **ABSTRAK**

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**PENGARUH KECERDASAN EMOSIONAL, KOMUNIKASI ORGANISASI, DAN KEPEMIMPINAN TRANSFORMASIONAL TERHADAP KEMAMPUAN MANAJEMEN KONFLIK DI SEKOLAH LENTERA HARAPAN CURUG**

(xvi+109 halaman;12 gambar; 15 tabel; 23 lampiran )

Manajemen konflik perlu dimiliki seorang pemimpin untuk mendukung kepemimpinannya dan membangun organisasi yang dipimpinnya. Kecerdasan emosional dan komunikasi organisasi berperan penting dalam penerapan kepemimpinan transformasional kepala sekolah sehingga memiliki pengaruh terhadap kemampuan manajemen konflik di sekolah. Penelitian ini dilakukan bertujuan untuk mengetahui pengaruh positif kecerdasan emosional, komunikasi organisasi, dan kepemimpinan transformasional terhadap kemampuan manajemen konflik. Penelitian ini menggunakan pendekatan kuantitatif dengan subjek penelitian berjumlah 50 responden. Metode pengolahan data menggunakan analisis jalur (path analysis) dan metode statistik deskriptif. Berdasarkan hasil penelitian, diperoleh kesimpulan (1) kecerdasan emosional berpengaruh positif terhadap kepemimpinan transformasional, (2) komunikasi organisasi berpengaruh positif terhadap kepemimpinan transformasional, (3) komunikasi organisasi berpengaruh positif terhadap kemampuan manajemen konflik, (4) kecerdasan emosional berpengaruh positif terhadap kemampuan manajemen konflik, (5) kepemimpinan transformasional berpengaruh positif terhadap kemampuan manajemen konflik.

Kata kunci: kecerdasan emosional, komunikasi organisasi, kepemimpinan transformasional, kemampuan manajemen konflik

Referensi: 54 (1991-2019)