

ABSTRAK

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Pengaruh *Leader Emotional Intelligence*, *Transactional Leadership* dan *Perceived Organizational Support* Terhadap *Job Performance* Yang Dimediasi Oleh *Trust in Supervisor*

(xvii + 111 halaman; 8 gambar; 26 tabel; 3 lampiran)

Penelitian ini bertujuan untuk mengetahui pengaruh *leader emotional intelligence*, *transactional leadership* dan *perceived organizational support* terhadap *job performance* yang dimediasi oleh *trust in supervisor*. Metode non-probability sampling digunakan dalam penelitian ini untuk mendapatkan data kuantitatif dengan kuesioner *online* kepada 105 karyawan yang sudah bekerja lebih dari satu tahun dan sudah di tingkat level supervisor keatas pada perusahaan di Plaza Harco Mangga Dua, Jakarta. Data diolah dengan software SmartPLS-4. Hasil penelitian menunjukkan bahwa *leader emotional intelligence* berpengaruh positif terhadap *job performance*, *transactional leadership* berpengaruh positif terhadap *job performance*, *perceived organizational support* berpengaruh positif terhadap *job performance*, *leader emotional intelligence* berpengaruh positif terhadap *trust in supervisor*, *transactional leadership* berpengaruh positif terhadap *trust in supervisor*, *perceived organizational support* berpengaruh positif terhadap *trust in supervisor*, *trust in supervisor* berpengaruh positif terhadap *job performance*. Sedangkan, pada analisis mediasi *trust in supervisor* mampu memediasi pengaruh antara *leader emotional intelligence* terhadap *job performance*, *trust in supervisor* mampu memediasi pengaruh antara *transactional leadership* terhadap *job performance*, dan *trust in supervisor* mampu memediasi pengaruh antara *perceived organizational support* terhadap *job performance*.

Referensi : 87 (2014-2024)

Kata Kunci : *Leader emotional intelligence*, *transactional leadership*, *perceived organizational support*, *job performance*, *trust in supervisor*.

ABSTRACT

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The Effect of Leader Emotional Intelligence, Transactional Leadership and Perceived Organizational Support on Job Performance Mediated by Trust in Supervisor

(xvii + 111 pages; 8 figures; 26 tables; 3 appendices)

This study aims to determine the effect of leader emotional intelligence, transactional leadership and perceived organizational support on job performance mediated by trust in supervisor. The non-probability sampling method was used in this study to obtain quantitative data with an online questionnaire to 105 employees who have worked for more than one year and are at the supervisor level and above at the company in Plaza Harco Mangga Dua, Jakarta. The data was processed using SmartPLS-4 software. The results of the study indicate that leader emotional intelligence has a positive effect on job performance, transactional leadership has a positive effect on job performance, perceived organizational support has a positive effect on job performance, leader emotional intelligence has a positive effect on trust in supervisor, transactional leadership has a positive effect on trust in supervisor, perceived organizational support has a positive effect on trust in supervisor, trust in supervisor has a positive effect on job performance. Meanwhile, in the mediation analysis, trust in supervisor is able to mediate the effect between leader emotional intelligence on job performance, trust in supervisor is able to mediate the effect between transactional leadership on job performance, and trust in supervisor is able to mediate the effect between perceived organizational support on job performance.

References : 87 (2014-2024)

Keywords :Leader emotional intelligence, transactional leadership, perceived organizational support, job performance, trust in supervisor.