

**THE INFLUENCE OF INTERPERSONAL COMMUNICATION, JOB
SATISFACTION AND EMOTIONAL INTELLIGENCE ON
ORGANIZATIONAL CITIZENSHIP BEHAVIOR OF EMPLOYEES IN THE
SUB-SECTOR OF INSTITUTIONAL AND PERSONNEL AGRICULTURAL
EXTENSION**

By Denanda Calysta Anwar

Abstract

This research was conducted with the aim of proving the influence of interpersonal communication, job satisfaction and emotional intelligence on organizational citizenship behavior. This research is a quantitative study with primary source data. The object of this research is the employees of the Sub-sector of Institutional and Extension Personnel, Ministry of Agriculture. The sample used was 45 respondents, with the sampling technique using saturated sampling. In this research hypothesis, namely to know the effect either partially or simultaneously of variables independent and dependent variable, so the tests used are the coefficient of determination test, t test and f test. From the test results obtained: (1) interpersonal communication has a positive and significant effect on organizational citizenship behavior of employees in the Sub-sector of Institutional and Personnel Agricultural Extension (2) job satisfaction has a positive and significant effect on organizational citizenship behavior of employees in the Sub-sector of Institutional and Personnel Agricultural Extension (3) Emotional intelligence has a positive and significant effect on organizational citizenship behavior of employees in the Sub-sector of Institutional and Personnel Agricultural Extension (4) interpersonal communication, job satisfaction and emotional intelligence have a simultaneous effect on organizational citizenship behavior of employees in the Sub-sector of Institutional and Personnel Agricultural Extension.

Keywords: *Interpersonal Communication, Job Satisfaction, Emotional Intelligence and Organizational Citizenship Behavior.*

**PENGARUH KOMUNIKASI INTERPERSONAL, KEPUASAN KERJA
DAN KECERDASAN EMOSIONAL TERHADAP *ORGANIZATIONAL
CITIZENSHIP BEHAVIOR* KARYAWAN SUBBIDANG KELEMBAGAAN
DAN KETENAGAAN PENYULUHAN KEMENTERIAN PERTANIAN**

Oleh Denanda Calysta Anwar

Abstrak

Penelitian ini dilakukan dengan tujuan untuk membuktikan adanya pengaruh komunikasi interpersonal, kepuasan kerja dan kecerdasan emosional terhadap *organizational citizenship behavior*. Merupakan jenis penelitian kuantitatif dengan sumber data primer. Objek dari penelitian ini yaitu karyawan Subbidang Kelembagaan dan Ketenagaan Penyuluhan, Kementerian Pertanian. Sampel yang digunakan sebesar 45 responden, dengan teknik pengambilan sampel menggunakan sampling jenuh. Dalam hipotesis penelitian ini, yaitu untuk mengetahui pengaruh baik secara parsial dan simultan dari variabel bebas dan terikat, sehingga pengujian yang dilakukan yakni uji koefisien determinasi, uji t dan uji f. dari hasil pengujian diperoleh: (1) komunikasi interpersonal berpengaruh secara positif dan signifikan terhadap *organizational citizenship behavior* karyawan Subbidang Kelembagaan dan Ketenagaan Penyuluhan Pertanian (2) kepuasan kerja berpengaruh secara positif dan signifikan terhadap *organizational citizenship behavior* karyawan Subbidang Kelembagaan dan Ketenagaan Penyuluhan Pertanian (3) kecerdasan emosional berpengaruh secara positif dan signifikan terhadap *organizational citizenship behavior* karyawan Subbidang Kelembagaan dan Ketenagaan Penyuluhan Pertanian (4) komunikasi interpersonal, kepuasan kerja dan kecerdasan emosional berpengaruh secara simultan terhadap *organizational citizenship behavior* karyawan Subbidang Kelembagaan dan Ketenagaan Penyuluhan Pertanian.

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