



ABSTRACT

The Relationship Between Leadership Behavior and Job Satisfaction With Employees's Job Performance in The "Kantor Pelayanan Pajak (KPP) Pratama Bogor"

Riesta Windiasari

The purpose of this research are to analyze the relationship of leadership behavior with employees's job satisfaction and employees' job performance, and the relationship of employees' job satisfaction with employees' job performance in the "Kantor Pelayanan Pajak (KPP) Pratama" Bogor . The leadership behavior applied in this research is adopted from the theory of Hersey and Blanchard (1982) on situational leadership behavior which consist of task and relationship oriented. According to Hersey-Blanchard's situational leadership model, there are four types of leadership behavior or called telling, selling , participating, and delegating. On the other hand, the researcher applied the two factors theory adopted from Herzberg (1959) on job satisfaction, and adopted from DP3 PNS on job performance (DP3 used to assess the performance of government officers). Data analysis was carried out by the use of Rank Spearman's correlation analysis.

The result of this research indicates that leadership behavior and job satisfaction of employees ini the KPP Pratama Bogor have significant and positive correlation. Leadership behavior which focus on work relationship quality is telling . Telling behavior can improve job satisfaction. The other result indicates that leadership behavior has significant and positive correlation with job performance. Job satisfaction also has significant and positive correlation with job performance. Head of this office applied the participating leadership behavior on improving the relationship quality. Participating has the best perception on all of occupation level and appropriate with their expectation. Participating is also the most effective behavior in order to improve performance of employees especially in aspects of loyalty and also to apply an occupation in associated with attitude and behavior in daily activities. The combination between participating and delegating will improve the performance of employees. The another result of this analysis also indicates that if the relationship among the employees or between employes and their leader are going better, then the ability of the employees to completing some job are going improved.

Key words : *Leadership Behavior, Job Satisfaction, Job Performance, KPP Pratama Bogor, Rank Spearman's Correlation Analysis.*

1. Dilarang mengutip sebagian atau seluruh karya tulis ini tanpa mencantumkan dan menyebutkan sumber :
 - a. Pengutipan hanya untuk kepentingan pendidikan, penelitian, penulisan karya ilmiah, penyusunan laporan, penulisan kritik atau tinjauan suatu masalah.
 - b. Pengutipan tidak merugikan kepentingan yang wajar IPB.
2. Dilarang mengummumkan dan memperbanyak sebagian atau seluruhnya karya tulis ini dalam bentuk apapun tanpa izin IPB.