

*Bachelor Thesis*  
*Bachelor Management Study Program*  
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**ANALYSIS OF LEADER'S ABILITY IN MANAGING EMOTIONAL INTELLIGENCE, ORGANIZATIONAL CITIZENSHIP BEHAVIOUR, WORKER'S DEVIANT BEHAVIOUR, AND EMPLOYEE PERCEPTION OF JOB CHARACTERISTICS ON EMPLOYEE PERFORMANCE IN BATAM CITY**

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***Abstract***

*This study is aimed to determine the effect of leader's ability in managing emotional intelligence, organizational citizenship behaviour, worker's deviant behaviour, and employee perception of job characteristics on employee performance.*

*This study was conducted by distributing questionnaires to 350 respondents who are the employee of four garment industries that author choose to analyze. The questionnaires were collected are 226 who were filled out completely so that it can be used for analysis by using SPSS program. From the data processing with SPSS is known that there are relationships between all the variabel with employee performance.*

*Result of this study shows that all the variables have significance relation to employee performance. Because all of above variables are closely linked to employee performance, then the resorts management should improve the implementation of all the variables above.*

***Key words:*** *leader's ability in managing emotional intelligence, organizational citizenship behaviour, worker's deviant behaviour, employee perception of job characteristics, and employee performance*