ABSTRACT

This research aims to determine the leadership style that has the greatest influence on increasing organizational citizenship behavior in government institutions. Apart from that, it is also to determine the role of employee emotional intelligence as a direct influence and as a moderator. Questionnaires were used in this research to collect data from respondents, namely employees of Perwakilan BPKP Provinsi Kalimantan Tengah. The PLS-SEM model is used to carry out hypothesis testing. The results show that servant and transactional leadership have a positive effect on organizational citizenship behavior. Meanwhile, laissez-faire leadership has no significant effect. Employee emotional intelligence has a positive effect on organizational citizenship behavior but does not moderate the influence of the three leadership styles. The implications of this research for organizational citizenship behavior can increase. The results of this research develop input on how leadership styles are carried out in government institutions. Apart from that, it also opens up further research on leadership styles.

Keywords: Leadership, servant, transactional, laissez-faire, emotional intelligence, organizational citizenship behavior, moderation