

ABSTRACT

This study aimed to examine the effect of leader behavior analysis and humanistic communication to functional conflict in the BPJS Ketenagakerjaan, see internal problems conveyed by the leader BPJS Ketenagakerjaan Semarang. The target population of this study were 110 employees BPJS Ketenagakerjaan Semarang. The samples used were 55 employees by using proportionate stratified random sampling.

This research was conducted using path analysis method assisted by multiple linear regression method in which to achieve the goal of analyzing the effect of independent variables, and communication behavior humanistic leader on the dependent variable is functional conflict.

The results of this study indicate that leader behavior variables positive and significant impact on humanistic communication. The relationship leader behavior variables have the same effect that is positive and significant impact on functional conflict. And humanistic communication variable has a positive and significant effect on functional conflict. So it can be concluded that the relationship is positive in all three variables in BPJS Ketenagakerjaan Semarang.

Keywords: Leader Behavior, Humanistic Communication, Functional Conflict.