

The Effect of Leadership, Emotional Intelligence and Social Support on Employee Performance through Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

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ABSTRACT

One of the challenges received by companies in improving employee performance is differences in individual attitudes and behavior at work. This difference is the reason why employees show different levels of performance from one employee to another. In order to improve employee performance, a leader who is able to apply proper leadership is needed, the ability of employees to control emotions, and the support that employees get at work. This study aims to determine whether leadership, emotional intelligence and social support have a significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan. Data collection in this study was carried out through a survey approach with quantitative descriptive research type. The population is all employees at PT Bank XYZ Regional Credit Card Medan, 57 people. The sample used is a saturated sample where all the population is sampled. The method in analyzing the data used is descriptive statistical analysis and inferential statistical analysis using path analysis. The results showed that partially leadership and social support have a positive and significant effect on job satisfaction; emotional intelligence has no significant effect on job satisfaction and employee performance. Partially, leadership, social support have a positive and significant effect on employee performance, job satisfaction has a positive and significant effect on employee performance, leadership has a significant effect

on employee performance through job satisfaction, emotional intelligence has no significant effect on employee performance through job satisfaction, support social has a significant effect on employee performance through job satisfaction. The most dominant factor affecting job satisfaction is leadership. The most dominant factor affecting employee performance is job satisfaction. Based on the sobel test, there is a positive and significant influence of leadership, emotional intelligence and social support variables on employee performance through job satisfaction.

Keywords: Leadership, Emotional Intelligence, Social Support, Employee Performance, Job Satisfaction

INTRODUCTION

Human resources is one determinant of the success of the company because of the role of human resources as valuable assets is to plan, implement and control the various operational activities of the company (Ardana, et al., 2012). One of the key factors to the success of any organization or company has always been held by the human factors that operate the organization from the inside. It has been known in general that the human factor is the relationship and the backbone of every organization who will play each role to perform the function of the organization (Ogulana, E.K., & Okunlaya R.O.A., 2013).

In every aspect of management, planning, organizing, and controlling the necessary involvement of the human factor. Thus, optimizing the human factor will always lead to an increase in the effectiveness of the organization as a whole. An organization must select and recruit the right people in the right job. This time, we face increasing competition complex which is forcing many organizations to draw up a higher purpose to be achieved (Siahaan, 2017).

The performance of the employee's work activities expected of an employee and how well their performance. Man as an element in an organization has a significant

influence on the development of the organization. A human who works for the organization is a determinant of the good or bad of an organization walk in the peak on the goals of the organization. The results achieved in reaching the goals of the organization are also called performance. (The brotherhood, Fuady et al. 2016).

Performance at PT Bank XYZ Regional Credit Card Medan is how the employee performs the granting of new credit cards to new customers and also increase discharge tray for customer long time user of the credit card, so that is projected to be the target of work on the part of Credit Card.

Table 1.2: Identification of the Phenomenon of Performance of Employees of PT Bank XYZ Regional Credit Card Medan

| Number | Statement | Yes | No |
|-------------------------|-------------------------------------------------------------------------------------------------------|---------------|---------------|
| Quantity Of Work | | | |
| 1 | The Volume of work I have accomplished in accordance with the provisions of existing | 30(100%) | 0(0%) |
| 2 | I have always been able to complete the work on time | 26(86,67%) | 4(13,33%) |
| 3 | I have always been able to achieve the target of a given division of the credit card to me | 17(56,67%) | 13(43,33%) |
| | | 81,11% | 18,88% |
| Quality Of Work | | | |
| 4 | I have a low error rate in the finish the job | 24(80%) | 6(20%) |
| 5 | I have always been able to provide the best service to credit card customers according to their needs | 30(100%) | 0(0%) |
| 6 | The results of my work in accordance with standards established by the division of credit cards | 28(93,33%) | 2(6,67%) |
| | | 91,11% | 8,89% |
| Work Attitude | | | |
| 7 | I am always honest in doing the work given to me | 30(100%) | 0(0%) |
| 8 | I have always been resilient even if the customer refused the offer of a credit card | 26(86,67%) | 4(13,33%) |
| 9 | I have always been loyal despite facing various pressures in the work | 28(93,33%) | 2(6,67%) |
| | | 93,33% | 6,67% |

Source: Results of Pre-survey Research, 2020

Table 1.3: Identification of the Phenomenon of Job Satisfaction of Employees of PT Bank XYZ Regional Credit Card Medan

| Number | Statement | Yes | No |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
| Promotion | | | |
| 1 | I have the same opportunities with other co-workers to achieve a better position | 13(43,33%) | 17(56,67) |
| 2 | I am satisfied with the system of promotion which is done objectively | 12(40%) | 18(60%) |
| | | 41,67% | 58,33% |
| Colleagues | | | |
| 3 | I am satisfied with work colleagues because always happy to help | 27(90%) | 3(10%) |
| 4 | I am satisfied working in the division of credit cards because it has a harmonious relationship with fellow co-workers | 27(90%) | 3(10%) |
| | | 90% | 10% |
| Compensation | | | |
| 5 | The amount of base salary that I received to meet the needs of life | 22(73,33%) | 8(26,67) |
| 6 | I am satisfied with the compensation system in the company is because based on the performance | 28(93,33%) | 2(6,67%) |
| | | 83,33% | 16,67% |
| Conditions Of Employment | | | |
| 7 | I am satisfied with the work in the division of credit card because this work is able to prove I am responsible | 30(100%) | 0(0%) |
| 8 | I am satisfied with my job because according to my educational background | 28(93,33%) | 2(6,67%) |
| | | 96,67% | 3,33% |
| Supervision | | | |
| 9 | I am satisfied with the supervision carried out tops because it gives information of advantages and disadvantages I | 17(56,67%) | 13(43,33%) |
| 10 | I am satisfied with the direction of the assigned supervisor so that my performance is in accordance with the standards of the company | 18(60%) | 12(40%) |
| | | 58,33% | 41,67% |

Source: Results of Pre-survey Research, 2020

Based on Table 1.2 be aware that all respondents believe the volume of work accomplished in accordance with the provisions there. But, as much as 43,33 % of the respondents have not been able to achieve the target of a given division of a credit card. As many as 20% of the respondents do not have a low error rate in completing the work. As of 13.33% of the respondents did not resilient even if the customer refused the offer of a credit card.

Based on Table 1.3 it is known that all the respondents believe that the respondents are satisfied with the work in

the division of credit cards because the work is able to prove the respondent is responsible. But, as much as 60% of respondents are not satisfied with the system of promotion conducted objectively.

As much as 56,67% of respondents do not have the same opportunities with other co-workers to achieve a better position. As much as 43,33 % of respondents are not satisfied with the direction given by the company so that the performance in accordance with company standards.

Table 1.4: Identification of the Phenomenon of Leadership PT Bank XYZ Regional Credit Card Medan

| Number | Statement | Yes | No |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------|
| Inovator | | | |
| 1 | In achieving the objectives of the work tops are always directing employees with the process of innovative work so that the target is always achieved | 17(56,67%) | 13(43,33%) |
| 2 | My boss able to do strategy work system in an effort to increase performance | 19(63,33%) | 11(36,67) |
| | | 60% | 40% |
| Communicator | | | |
| 3 | My boss gives the direction of the target work with the communication style better | 22(73,33%) | 8(26,67%) |
| 4 | Bosses always inspires me to be better able to communicate with the customer | 21(70%) | 9(30%) |
| | | 71,67% | 28,33% |
| Motivator | | | |
| 5 | My boss always motivates subordinates to work in accordance with the responsibilities | 23(76,67%) | 7(23,33%) |
| 6 | My boss always appreciate my success so I was more passion in the work | 20(66,67%) | 10(33,33%) |
| | | 71,67% | 28,33% |
| Controller | | | |
| 7 | My boss always perform supervision over the performance of my | 25(83,33%) | 5(16,67%) |
| 8 | My boss able to use the ability that I have with the right | 28(93,33%) | 2(6,67%) |
| | | 88,33% | 11,67% |

Source: Results of Pre-survey Research, 2020

Based on table 1.4 as much as 43,33 % of respondents believe that in achieving the objectives of the work tops have not been able to direct the employees with the process of innovative work so that the target is always achieved. As much as 36,67 % of the respondents believe the boss has not been able to do strategy work system in an effort to increase performance. As much as 33.3% of the respondents felt the boss yet appreciate the success of the employee so that the employee more passion in the work.

In a study conducted by Siswanti (2014) and Oktavia (2014) stated that leadership has positive and significant effect on employee performance is not in line with the research Marpaung (2014) which states that there are significant not significant leadership on the performance of employees of cooperatives in the Secretary-general

Kemdikbud Senayan Jakarta, so also with the results of the research Marjaya (2019) stating that leadership is not significant effect on employee performance of PDAM Tirta Deli Deli Serdang Regency.

Based on Table 1.5 is known that all the respondents believe that the respondent remains in focus in the work even though the environment around disturb the concentration of employees (noisy). But, as much as 23,33 % of the respondents have not been able to find out the weakness of self, listen to the opinions of colleagues and interact with customers who had known. As of 16.67% of the respondents have not been able to understand the feelings of the customer when the customer expresses what the wishes of the customer. As much as 10% of the respondents have not been able to express happiness reasonable.

In a study conducted Sukmawati (2014), the Hero (2017) and Achmad (2016) stated that emotional intelligence has positive and significant effect on performance. It is not in line with the research conducted by Yani (2016) that emotional intelligence negative effect not

significant to the performance of employees of PT. JNE Service Center North I so also with research by Hidayati (2013) that there is no significant influence between emotional intelligence on employee performance LPMP) Nusa Tenggara Barat.

Table 1.5: Identification of the Phenomenon of Emotional Intelligence PT Bank XYZ Regional Credit Card Medan

| Number | Statement | Yes | No |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------|--------------|
| Recognize The Emotions Themselves | | | |
| 1 | I know cause I'm sad | 28(93,33%) | 2(6,67%) |
| 2 | I know the weaknesses I | 23(76,67%) | 7(23,33%) |
| | | 85% | 15% |
| Manage Emotions | | | |
| 3 | I always prejudiced positive towards others | 28(93,33%) | 2(6,67%) |
| 4 | I can express happiness naturally | 27(90%) | 3(10%) |
| | | 91,67% | 8,3% |
| Motivate Yourself | | | |
| 5 | I'm always optimistic in achieving the target in the division of credit cards | 29(96,67%) | 1(3,33%) |
| 6 | I keep the focus in the work even though the environment around the annoying one me (noisy) | 30(100%) | 0(0%) |
| | | 98,3% | 1,7% |
| Empathy | | | |
| 7 | I have always been able to listen to the opinions of colleagues | 23(76,67%) | 7(23,33%) |
| 8 | I have always been able to understand the feelings of the customer when the customer expressed what became the wishes of the customer | 25(83,33%) | 5(16,67%) |
| | | 80% | 20% |
| Social Skills | | | |
| 9 | I have always been able to build relationships with the customer's credit card | 29(96,67%) | 1(3,33%) |
| 10 | I have always been able to interact with the customer who is new I know | 23(76,67%) | 7(23,33%) |
| | | 86,7% | 13,3% |

Source: Results of Pre-survey Research, 2020

Table 1.6: Identification of the Phenomenon of Social Support of PT Bank XYZ Regional Credit Card Medan

| Number | Statement | STS | TS |
|---------------------------|------------------------------------------------------------------------------------------------|---------------|---------------|
| Family Support | | | |
| 1 | My family always give their attention to the problem of the work that I experienced | 30(100%) | 0(0%) |
| 2 | Give my family a spirit that I can face the challenges of the job | 30(100%) | 0(0%) |
| 3 | My family listen to the groaning of my Work | 27(90%) | 3(10%) |
| | | 96,67% | 3,33% |
| Support Colleagues | | | |
| 4 | If I face obstacles in work, colleagues are always willing to help me | 25(83,33%) | 5(16,67%) |
| 5 | I find a sense of kinship in the division of a credit card so I am excited to work in | 23(76,67%) | 7(23,33%) |
| 6 | My coworkers always concerned with the state of the I in the face of the problem of employment | 23(76,67%) | 7(23,33%) |
| | | 78,89% | 21,11% |
| Support Supervisor | | | |
| 7 | My boss is fair in assessing the performance of my | 19(63,33%) | 11(36,67) |
| 8 | My boss always able to listen to the problems I face | 21(70%) | 9(30%) |
| 9 | My boss always provide solutions to the problems in the work | 27(90%) | 3(10%) |
| | | 74,44% | 25,56% |

Source: Results of Pre-survey Research, 2020

Based on table 1.5 be aware that all respondents felt that family always give attention to the problem of the work of experienced and spirit so they can face the challenges of the job. But, as much as 36,67 % of the respondents consider the boss yet fair in assessing performance. As many as 30 % of the respondents believe that the boss has not been able to provide solutions to the problems in the work. As much as 23,33 % of the respondents have not found a

sense of family high in the division of a credit card so zealous in the work and co-workers are less concerned with the state of the employees in the face of the problem of employment.

In a study conducted by Adnyaswari (2017) stated that social support affects significantly to the performance. This study is not in line with the research conducted by Ramadhani (2019) social support did not significantly influence performance.

LITERATURE REVIEW

Performance

Performance is the result of work that can be accomplished by a person or group of people in a company in accordance with the authority and responsibility of each in achieving the goals of the organization illegally, not breaking the law and not contrary to morals and ethics (Afandi, 2018:83).

Job Satisfaction

Job satisfaction is the feeling of employees to work, do love / like or dislike / don't like as a result of interaction of employees with a work environment or as a perception of the mental attitude, as well as the results of the assessment of the employee towards his job. Feelings of employees towards work reflect the attitudes and behavior in the work (Priansa, 2014).

Leadership

Leadership is a behavior with a particular purpose to affect the activity of the members of the group to achieve a

common goal which is designed to give the benefit of the individual and the organization, so that in an organization leadership is a very important factor in determining the achievement of goals set by the organization (Riva, 2013).

Emotional Intelligence

Emotional intelligence is the ability-ability such as being able to motivate yourself and persistent act/survive the face of circumstances that frustration; to control impulse/stimulation and not to overestimate the pleasure; set the mood and keep the load stress is not paralyze the ability to think, empathize, and pray (Goleman, 2015).

Social Support

Social support is the degree of support provided to individuals in particular as needed by the people that has emotional relationships that are close to the person, social support can refer to the comfort, caring, esteem or any form of assistance an individual received from another person or group (Sarafino, 2011).

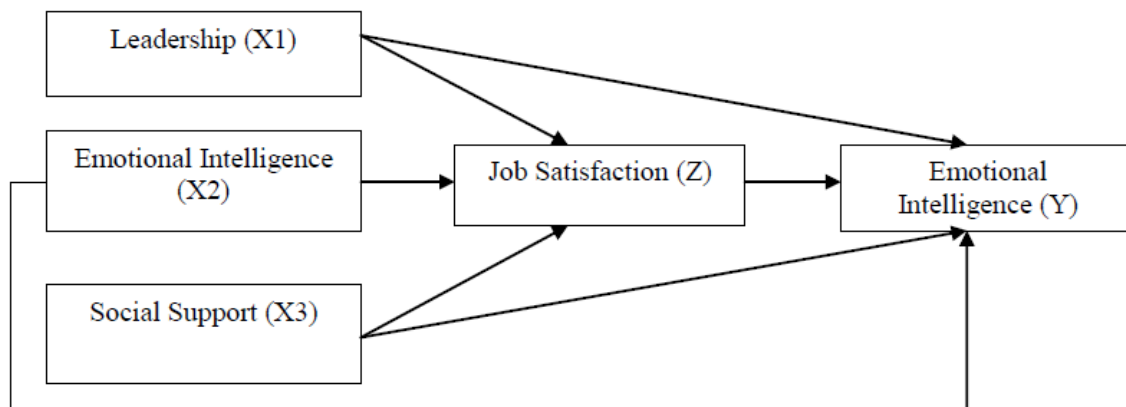


Figure 1: Conceptual Framework

Hypothesis

Based on the background research and the relationship between variables, then the hypothesis of the research:

1. Leadership has positive and significant effect on job satisfaction at PT Bank XYZ Regional Credit Card Medan.
2. Emotional intelligence has positive and significant effect on job satisfaction at

PT Bank XYZ Regional Credit Card Medan.

3. Social support has positive and significant effect on job satisfaction at PT Bank XYZ Regional Credit Card Medan.
4. Leadership has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan.

5. Emotional intelligence has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan.
6. Social support has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan.
7. Job satisfaction has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan.
8. Leadership has positive and significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan.
9. Emotional intelligence has positive and significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan.
10. Social support has positive and significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan.

MATERIAL AND METHODS

This research is descriptive quantitative. According to Sugiyono (2012) that the quantitative descriptive research is used to examine the population or a particular sample, the data collection instrument of the study, quantitative data analysis / statistics, with the aim to test the hypothesis that has been set. Where in this study aims to determine and analyze whether the leadership, emotional intelligence and social support affect the performance of employees either directly or through job satisfaction of employees of PT Bank XYZ Regional Credit Card Terrain that is done through data collection and analysis of quantitative (questionnaire).

The population in this research is all employees at PT Bank XYZ Regional Credit Card as many as 57 people. The method of determining the sample used in this research is the method of saturated samples. Method the sample is saturated

sampling technique when all members of the population used as a sample. In this study population used as a sample in this study as many as 57 employees.

Data Collection techniques In this study the data was done with the Questionnaire. The questionnaire is a questionnaire was compiled in a structured way in order to get accurate data in the form of direct response of the respondents. A brief interview through oral question and answer with the leadership of the company in order to gain information in general and as a source of additional information and Documentation, namely the ways in which to provide the documents by using accurate evidence of the recording of the sources of specific information from the essay/ writing, books, legislation, and so on.

Types and Sources of Data in this research is primary data and secondary data. Primary Data is data obtained by the researcher directly from the source object that will be thorough, from the result of questionnaire to the respondents and from the results of a brief interview with the leadership of PT Bank XYZ Regional Credit Card Field. Secondary Data is the source of the research data obtained indirectly. In this research, the secondary data used is the data of some internal company PT Bank XYZ Regional Credit Card the Terrain of the years 2015 - 2019. In addition, in this study, secondary data was also obtained from the available literature in books and journals of scientific research.

RESULTS AND DISCUSSION

Leadership Has Positive and Significant Effect on Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

The results of testing the first hypothesis are the leadership has positive and significant effect on job satisfaction. This means the hypothesis is accepted, and indicated that if the more effective the leadership of then it can increase the job satisfaction of employees.

Employees need leadership that can increase job satisfaction as if seen from the

dimensions of innovators, leaders are expected to have the ability to innovate, that is a technique that combines the different leadership styles to influence employees to generate ideas, products and creative services. Leadership innovate to support the achievement of the vision and mission of the company. With technology and new process, leaders need to think innovatively to ensure the ongoing success and remain competitive in order to adapt to the new changes as well as the leader must also have the ability in the working system. On the dimensions of the communicators, leaders must be able to provide guidance and inspire employees.

Communication skills will ensure every member of the organization can do their job well. In the absence of good communication and a really big possibility of all existing processes in the company will not be able to run with the maximum and in accordance with what has been planned. Leaders communicate to share the vision with others, inspire and motivate them to strive towards the vision, and to build value and trust, which allows working relationships and the achievement of goals.

Effective leaders generally have the ability of effective communication so that little lot will be able to stimulate the participation of the people he leads. Communications made by the leader to be one of the factors determining the success of a company. On the dimensions of the motivators, leaders can encourage employees to work in accordance with the responsibilities and contribute to the successful achievement of the goal. The leaders role is to provide motivation to the employees is aimed at enhancing the productivity and quality of work of employees, so that employees can achieve job satisfaction.

On the dimensions of the controller, the leader is expected to do the supervision and have the ability in the use of resources. The leader of the instrumental conducting surveillance to employees aims to prevent the onset of irregularities and fraud that

occurred at the time of the execution of a program that has been determined and set by the company. Thus, it is expected that if a leader already has leadership innovator, communicator, motivator, and the controller will increase the job satisfaction.

Job satisfaction is a phenomenon that is widely discussed by organizational behavior, human resource management and is associated with leadership and other variables. Job satisfaction is the perception of people regarding various aspects of his work. Sense perceptions can be in the form of feelings and the attitude of the person towards his job. Feelings and attitudes can be positive or negative. If people feel happy and positive attitude towards his job, he is satisfied with his job. If people feel and negative attitude towards his job, then he is not satisfied with his job. Job satisfaction is basically interpret about what makes employees happy on the job. According to Tsani (2016) many factors affect the job satisfaction of employees. One of them is the attitude of the leader in his leadership.

The results of the analysis of the descriptive statistics on the variables of leadership regarding the answers of the respondents obtained the leadership at PT Bank XYZ Regional Credit Card has been relatively high for the dimensions of the innovators, but there are 13 employees answer less amenable look of the item statement *Tops always inspire me to be better able to communicate with the customer and my Boss always appreciate my success so I was more passion in the work as well as the 12 employees answer less agree that my Boss always motivates subordinates to work in accordance with the responsibilities.*

The results of this study are in line with research conducted by Suprpta (2015) stated that there is positive and significant influence between leadership on job satisfaction in the Wake Bali Art Market, Kuta-Bali. Rumawas (2015) shows the variables of Leadership Variables significantly influence the Job Satisfaction

of Employees perusahaan cooking oil PT. Multi Vegetable in the City of Bitung.

Emotional Intelligence Has Positive and Significant Effect on Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

The results of testing the second hypothesis are emotional intelligence and the positive effect and no significant effect on job satisfaction. This means that the hypothesis is rejected. It means that regardless of the value of emotional intelligence will have no effect on the high and low job satisfaction.

Emotional intelligence plays an important role in job satisfaction, employees who have emotional intelligence high more satisfied with their jobs than employees who have emotional intelligence is low. Emotional intelligence plays an important role to the satisfaction of the internal work. Employees with emotional intelligence high have higher job satisfaction and their chance to leave the company more low compared with employees who have low job satisfaction.

Basically, job satisfaction is an individual thing. Every individual has a level of satisfaction varies according to the system of values that apply to him. This is due to the differences in each individual. More and more aspects of the work in accordance with the wishes of the individual, the higher the level of satisfaction perceived, and vice versa. Emotional intelligence has no effect on job satisfaction because of the emotional intelligence internally and contentment also are internal so that they do not have a strong relationship.

The results of the analysis of the descriptive statistics on the variables of emotional intelligence of the respondents' answers showed emotional intelligence at PT Bank XYZ Regional Credit Card has been relatively high for the dimension recognize the emotions themselves, but there are 9 employees answer less amenable look of the item My statement remains in

focus in the work even though the environment around the annoying one me (noisy) and I have always been able to build relationships with the customer's credit card and 8 employees answer less agree that I always is able to interact with the customer who is new I know.

The results of this study are in line with research conducted by Hidayati (2014) that emotional intelligence did not significantly affect the job satisfaction Lembaga Penjaminan Mutu Pendidikan (LPMP) Nusa Tenggara Barat. Eldes (2018) emotional intelligence did not significantly affect the job satisfaction of The Lecturers of the School of Economic Science in the City of Semarang.

Social Support Has Positive and Significant Effect on Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

The results of testing the third hypothesis are the social support has positive and significant effect on job satisfaction. This means the hypothesis is accepted. It means that the more social support a given environment then employees is more satisfied with their work.

As can be seen from the dimensions of the support of the family, employees hope to get the attention to the problem of the job, the family gives the spirit of working and willing to listen to complaints. In the work, sometimes employees feel the workload is too heavy they can't finish on my own without the help of others. The problem being faced by the employee, then the family provide a solution to solving the problem, when you need to do is help directly in terms of both physical and financial. This is an injection of the moral which is important for the employee to have high motivation in work. Employees who live in families that can meet the needs of biological, psychological, and social will grow and grow in a healthy way, can actualize the potential it has, and can learn to solve problems and targets it faces.

Furthermore, from the dimension of the support of colleagues, employees need a good interaction with colleagues, the presence of a family atmosphere in the workplace, and caring associates work to the employees. To get high satisfaction, needed the support of the people around, especially in the environment of the company. With the presence of social support among employees support each other and give each other information about the work as well as the intertwining of communication and cooperation that is better of course it is able to encourage the employees to work well with so be acquired high satisfaction. From the dimensions of the support of the employer, the employee requires fairness in the assessment of the work, interaction with subordinates, and provides solutions to the problems. The spirit and the support given by the supervisor will be able to change the feeling of the original saturated in the work to be cheerful and energized again. Thus, employees will have job satisfaction if the support obtained from family, colleagues and superiors. The results of the analysis of the descriptive statistics on the variables of social support of the respondents' answers obtained social support at PT Bank XYZ Regional Credit Card has been relatively high for the dimension of the support of the family, but there are 19 employees answer less amenable look of the item statement Tops I have always been able to listen to the problems I faced and 16 employees answer less agree that my Supervisor always provide solutions to the problems in the work.

The results of this study are in line with research conducted by Sulaimiah (2020) social Support has positive and significant effect on employee job satisfaction Puskesmas SeKecamatan Ampean. Sulaiman (2019) social Support has a positive and significant influence on job satisfaction of employees ICU RSUD Gunung Jati Kota Cirebon. Mutia (2019) social Support has a positive and significant influence On job satisfaction of temporary

employees in the Regional Secretariat (Secretary) West Lampung.

Alparisi (2018) social Support has positive and significant effect on job satisfaction in female nurses. Adinda et. al (2017) which shows social Support has a positive influence on the performance of nurses in the field of inpatient RSUP Sanglah Denpasar. Tri (2017) social Support have a significant effect on job satisfaction (Study On the Security Unit of the University of North Sumatra)

Ni Komang (2016) social Support has a significant influence on job satisfaction (Study on Nurses in the Hospital Handles Vereneging Amsterdam (HVA)Toeloengredjo Kabupaten Kediri). Ceysa (2016) social Support has a positive and significant influence on job satisfaction of employees of PT Bank X (Persero) Tbk in the Area of Bogor and its Surroundings.

Leadership Has Positive and Significant Effect on Employee Performance at PT Bank XYZ Regional Credit Card Medan

The results of testing the fourth hypothesis is the leadership and the positive effect and significant on employee performance. This means the hypothesis is accepted. That means the success or failure of an organization is largely determined by the leadership to improve the performance of the subordinates. The phrase stating that the pemimpinlah responsible for the failure of the implementation of a work is an expression of a mounting position of a leader in an organization in a position that is most important. The leadership factor has a very important role in improving employee performance due to the effective leadership will be able to provide guidance to the businesses in the process of the work to achieve the goals of the organization.

Leaders who are able to cooperate with the employees is a leader who wants to achieve organizational goals with the maximum achievements can be the name of the organization in general and specifically demonstrate the quality of leadership. This indicates that the leadership of the

supervisor is able to improve employee performance directly, meaning its leadership conducted tops to congenital give you an idea that established good communication, direction and encouragement and programs provided by the employer to provide benefits to employees to complete the work, and the strategy is owned by the superiors are quite able to provide motivation to the employees in improving performance, so it is proved that the employer is able to manage the organization with the support of employees that can work with the maximum. If the competency standards that is reliable yet leadership style less than the maximum to direct the employees at his practice also affect the achievement of organizational performance.

This can be seen on the dimensions of the innovators on the item question 2 has a high value, namely my boss able to do strategy work system in an effort to increase performance, so also with the dimensions of the communicators in item 3 questions that my supervisor provides direction about the target work with the communication style better, then on the dimensions of the motivator on the item's 5 that is my boss always motivates subordinates to work in accordance with the responsibilities, the last on the dimensions of the controller on the item's 7 that bosses always able to use the ability that I have with the right.

The results of the descriptive statistical analysis on the variable performance of employees regarding the respondents' answers showed that the performance of employees at PT Bank XYZ Regional Credit Card is already much better, both for the dimensions of the quantity of work, quality of work and working attitude.

Performance is one of the dependent variable that is directly related to leadership. The performance of the organization can be grouped into the performance of human resources and the performance of non-human resources. The performance of human resources in the form of individual performance and the performance of the

group. Whereas, the performance of non-human resources in the form of production performance, marketing performance, financial performance and the performance of the equipment.

The results of this study are in line with research conducted by Maria (2016) Leadership has positive and significant effect on employee performance at the Department of Culture and Tourism of the City of Semarang. Jelita (2016) Leadership have a significant effect on Employee performance at PT. Amanah Finance in Manado. Yohanis (2015) Leadership have a significant effect on the performance of employees in the Office of the Secretariat of the Parliament of the City of Sorong. Rahmatina (2014) had a positive influence on the Performance of Nurses in RSUD Kabupaten Siak.

Meri (2013) Leadership have a significant effect on employee performance in the Regional Water Company (PDAM) Kota Padang. Aurelia (2013) Leadership has positive and significant effect on Employee Performance at the Regional office of Directorate general of State assets Sulettenggo and North Maluku, Manado. Rahmila (2012) Leadership has positive and significant effect On Employee Performance at Bank Syariah XYZ Kantor Cabang Makassar. Wilhelmus (2011) Leadership have a significant effect on the performance of Employees at the Agency for Family Planning and Women's Empowerment Kabupaten Manggarai-Flores Nusa Tenggara Timur.

Emotional Intelligence Has Positive and Significant Effect on Employee Performance at PT Bank XYZ Regional Credit Card Medan

The results of testing the fifth hypothesis is emotional intelligence and no significant positive effect on employee performance. This means that the hypothesis is rejected. It means that regardless of the value of emotional intelligence that employees will not affect the performance of employees.

The performance is basically what made the employee so affected the contributions made to the company including quality service. Then Mangkunegara (2015:67) states that the performance is the result of work in quality and quantity achieved by an employee in carrying out the duties in accordance with the responsibilities. Within a company, employees must have the emotional intelligence to improve employee performance. The problems faced by the banking industry related to emotional intelligence among them is facing a customer who has a high level of understanding of different caused by educational background is diverse, resulting in the employee must control his emotions. Then the dissatisfaction of the customer in the received explanation from the employee to serve any customer complaint, the employee should be able to control himself because the customer should be given the best service. Emotional intelligence has no significant effect on the performance of employees because of the emotional intelligence comes from the internal employees so also with performance obtained from the results of the work of the employees themselves so that the emotional intelligence and the performance of the employee does not have a strong enough relationship.

The results of the analysis of the descriptive statistics on the variables of emotional intelligence of the respondents' answers showed emotional intelligence at PT Bank XYZ Regional Credit Card is already relatively high. This can be seen on the dimensions of recognizing emotions on the item question 2 has a high value that I know the weakness of myself, then for the dimension of managing emotions on the item's 4 that I can express happiness reasonable, while the dimensions of motivate yourself on the item's 5 that I'm always optimistic in achieving the target in the division of the credit card, the dimensions of empathy on the item's 7 that I have always been able to listen to the

opinions of colleagues. But on the dimensions of social skills on the question items 9 and 10 have the category of high value is the same that I have always been able to build relationships with the customer's credit card and I was always able to interact with the customer who is new I know. Of course high emotional intelligence and the impact on performance is better.

The results of this study are in line with research conducted by Ismail (2018) Emotional Intelligence is not significant to the Performance of Entrepreneurial Muslim di Kabupaten Purwakarta. Ari (2016) Emotional Intelligence is not significant on Employee Performance Empirical Study of PT. JNE Service Centre North. Rahman (2020) Emotional Intelligence did not significantly affect the Performance of Employees At PT. The POST the Center of Batam. Ferdiansyah (2016) Emotional Intelligence did not significantly affect the Performance of Employees at the Company Unite Successful Group Surabaya. Marthino (2020) Emotional Intelligence did not significantly affect the Performance of Employees in the Office Perum Bulog Divre north Sulawesi and Gorontalo. Miftahul (2017) Emotional Intelligence did not significantly affect the Performance of Employees at PT. Temprina Media Grafika Malang. Dianny (2011) Emotional Intelligence is not significant on Employee Performance Empirical Studies on the level of employees in PTPN X Tobacco Jember. Heni (2016) Emotional Intelligence did not significantly affect the Performance of Auditors in Public accounting firm in Semarang City. Mohamad (2020) Emotional Intelligence is not significant on the Performance of Teachers in SMAM 1 Malang, East Java.

Social Support Has Positive and Significant Effect on Employee Performance at PT Bank XYZ Regional Credit Card Medan

The results of testing the hypothesis of the sixth is social support has positive and significant effect on employee

performance. This means the hypothesis is accepted. That means more social support obtained by the employee then the better the performance.

This can be seen on the dimensions of family support on the item question 2 has a category of high value that is give my family a spirit that I can face the challenges of the job, next on the dimension of the support of colleagues on the item's 5 that I found a sense of family high in the division of a credit card so I am excited to work in, and on the dimensions of the support boss on the item's 9 that my boss always provide solutions to the problems in the work.

The results of this study are in line with research conducted by Sitepu (2018) shows the variables of social support have a significant effect on the performance of members of the Police Narcotics Investigation Unit of Banjarbaru. Khusnul (2018) Support social has pengaruh positive impact on the performance of employees at PT. Perkebunan Nusantara X Pabrik Gula Lestari in Ngajuk. Adinda et.al (2017) which shows social Support has a positive influence on the performance of nurses in the field of inpatient RSUP Sanglah Denpasar. Ismail (2013) in the study "Social Support In Job Performance As An-Antecedent Of Work Intrusion" revealed that social support has a high lower intrusion problems working in the lives of employees and improve their ability to reduce conflict work. Andreas (2010) social Support has a positive effect on the performance of employees of PT. Color the World in Semarang.

Social support is one of the functions of social ties that include emotional support that encourages the expression of feelings, the provision of advice, counsel, information, provision of assistance and moral. Basically an employee feel recognized by other employees and also his superiors if a social support, the employees feel cared for by others. In their work, sometimes I feel the burden of the job is too heavy they can't finish on my own without the help of others.

The results of this study are in line with research conducted by Sitepu (2018) in his research shows the variables of social support have a significant effect on the performance of members of the Police Narcotics Investigation Unit of Banjarbaru. Ismail (2013) in the study "Social Support In Job Performance As An-Antecedent Of Work Intrusion" revealed that social support has a high lower intrusion problems working in the lives of employees and improve their ability to reduce conflict work.

Job Satisfaction Has Positive and Significant Effect on Employee Performance at PT Bank XYZ Regional Credit Card Medan

The results of hypothesis testing the seventh are the job satisfaction has positive and significant effect on employee performance. This means the hypothesis is accepted. This means that the employees feel satisfied with the work then the better the performance.

This can be seen on the dimensions of the promotion on the item question 1 that I have the same opportunities with other co-workers to achieve a better position, the next dimension colleagues in item 3 questions that I am satisfied with work colleagues because always happy to help, the dimensions of the compensation on the item's 6 that I am satisfied with the compensation system in the credit card because based on the performance, the dimensions of the conditions of employment on the item's 7 that I am satisfied with the work in the division of credit card because this work is able to prove I am responsible, and on the dimensions of supervision in item 10 questions that I am satisfied with the direction of the assigned supervisor I in accordance with the standard of work. It is proved that if job satisfaction is met then the resulting performance will be much better.

A feeling and a positive attitude or a negative person towards his job brings implications for himself and the company. If the person satisfied with his job he liked and

motivate to implement and its performance is high. If you are not satisfied with their work he is not motivated to carry out their work and performance is low. Job satisfaction affect different types of behavior of individual employees. There are a variety of how employees respond to job dissatisfaction. 1. Out. Is leave the organization, move to other work units, attempt to get out of the situation of dissatisfaction. Exit usually follows the events that surprising, for example, gets a treatment that is not fun and not fair so encourage employees to look for another job or request for transfer to other work units in the same organization. 2. Suggest improvements. Shows every effort to change, not to run away from a situation that is not satisfactory. Suggest improvement is a response to such a constructive recommendations to management to improve the situation to eliminate dissatisfaction. 3. Loyalty. Loyalty is the response of employees to the job dissatisfaction with how to patiently wait for the problem to work on their own or completed by other people. Often also called to suffer in silence. May be employees of the keep mum because it is difficult to find a job elsewhere. If this is done the employee he will suffer physical and psychological as physical pain and psychological. 4. Ignore. Reduce the work effort, reduce attention to production quality, improve the absenteeism and late for work. Ignore job dissatisfaction is the passive attitude of the consequences of a negative for the organization. 5. Against the use of violence. If job dissatisfaction due to low wages, poor working conditions, policies, poor management and violate human rights and the employees request a repair but rejected the management of employees will take the fight. Resistance in the form of rallies, strikes and sabotage.

Job satisfaction is formed by indicators, namely the promotion, co-workers, compensation, working conditions and supervision. Based on the data analysis the data was statistically proved that job

satisfaction have a significant positive impact on employee performance. This indicates the higher job satisfaction of employees then the employees will show their best performance. If the company continues to implement a system of career and compensation with a good, a good relationship between co-workers, the attitude of a boss who is always motivating, as well as physical work environment that is conducive to menyakinakan employees feel safe and comfortable work. The impact is, the employee will be working with the best and always strive to provide the best service to customers. It shows that the performance of employees is high. (Indrawati, 2013).

According to Parwanto and Wahyudin (2011) a study on the factors of job satisfaction on employee performance. The research is to obtain results that job satisfaction factors include salary, leadership, attitude of co-workers has a significant influence on employee performance. In this study also obtained the result that the attitude of co-workers is a factor of the dominant influence on employee performance.

The results of the analysis of the descriptive statistics on the variables of job satisfaction of the respondents' answers showed that job satisfaction is owned by PT Bank XYZ Regional Credit Card is already much better, both for the dimension of the promotion, co-workers, compensation, working conditions and supervision. Job satisfaction is basically something that is individual. Every individual has a level of satisfaction varies in accordance with the prevailing value system in on itself. The higher the assessment of the activity is perceived in accordance with the wishes of the individual, then the higher the satisfaction with the activity. Thus, satisfaction is an evaluation that describes someone on his feelings, happy or unhappy, satisfied and not satisfied in the work (Veithzal, 2014).

The results of this study are in line with research conducted by Sukmawati (2014) There is Positive Influence of Job

Satisfaction On Employee Performance Kopkar PT. Telkom Siporennu Makassar. Sitepu (2018) show and job satisfaction have a significant effect on the performance of members of the Police Narcotics Investigation Unit of Banjarbaru. The hero (2017) shows employee Satisfaction has a positive and significant influence on employee performance at PT. Jasa Raharja (Persero) Cabang Bali. Miah (2018) in his research “The impact of employee job satisfaction toward organizational performance” based on the analysis of employee job satisfaction, the researchers found a strong positive relationship with organizational performance. Quedraogo (2015) “Job Satisfaction and Organizational Performance: Evidence from Canadian Credit Unio” stated that job satisfaction confirms the existence of a positive relationship between the determinant of the specific and the type of the performance of a specific job.

Leadership Has Positive and Significant Effect on Employee Performance through Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

The results of hypothesis testing the eighth are the leadership has positive and significant effect on employee performance. This means the hypothesis is accepted. Based on the results of the partial test (t test) submodel first and submodel second is that leadership influence on employee performance through job satisfaction as an intervening variable at PT Bank XYZ Regional Credit Cards, meaning of leadership affect the performance of employees with the job satisfaction that job satisfaction gives an indirect impact in improving the performance of employees. The influence of job satisfaction on employee behavior can be positive such as employee is motivated to work in, ontime, have a high commitment to the company, have any involvement in the work. As for the indicators in the measurement of job satisfaction are satisfied with the promotion, co-workers, compensation, working

conditions and supervision. This indicates that the leadership of the leader is able to improve employee performance through job satisfaction, it means that job satisfaction can mediate or relate between the leadership of the leaders that have a positive impact on the employee in completing the work. This picture explains that the leadership of a good or wise can provide the impetus and direction to the employees so that the atmosphere between employees and superiors well established, then the communication or superiors and subordinates is not difficult to communicate concerning the work to be completed, so it can be concluded that job satisfaction may reflect the establishment of a good relationship within the organization. Understanding of the various aspects of kepemimpinan to subordinates, it is important for a leader, because it is so related to motivation. By understanding the needs of followers, then a leader will be able to determine the right way to wear to motivate their followers to achieve the objectives of the company, so be aware of the existence of a leader is very important for the company.

In the face of competition in the banking increasingly complex and full of uncertainty, today, companies can no longer just rely on the effectiveness of the role of the manager, but at the same time will increasingly require the leadership to keep the company can stay alive and grow while creating high value for its constituents on an ongoing basis. Therefore, the role of the figure of the strong leadership so necessary to answer the challenges that exist, especially on competition in the banking demanding a variety of competitiveness that will only arise from the presence of the competence of excellence in the company, both in terms of strategy and in terms of implementation or operation. So, leadership is absolutely necessary, because the main pedestal in the process of value creation that is the members of the company is a member of the company. A leader is a person - people who are at the forefront of the fight

for change. Therefore, a leader must be able to produce thoughts, but he also must be willing to start from small steps for achieve them or often says that way of thinking, a leader must be able to think global and act local.

Leadership is an important factor in providing guidance to employees especially at this present moment where everything is open, then the leadership that is needed is leadership that can empower its employees. Employee job satisfaction will be obtained if the expectations of employees with the company's performance run in a clockwise direction. Job satisfaction according to the wishes of the employees can be met with the leadership of good quality, it will cause a desire to carry out his job with a good quality, and because employees are more satisfied then it will also increase its performance. But what happens is where job satisfaction is a variable that can improve the performance of employees in Bank XYZ Regional Credit Card Field.

Leaders must be flexible in understanding all the potential of the individual and the various problems faced by the individual. By doing this approach, leaders can apply all the rules and policies of the organization as well as delegate duties and responsibilities with the right. This is in line with efforts to cultivate organizational commitment of the employees themselves. So the leader will be able to increase the satisfaction of employees on the job as well as can improve the performance of employees more effectively. The results of this study are in line with research conducted by Yuta (2019) Analysis of the Influence of the Placement of the Work, Work Environment and Leadership on the Performance of the Police Personnel Padang Field of Humas Polda Sumatera Utara with Job Satisfaction As an Intervening Variable showed Job Satisfaction is able to mediate positive and significant work placement and working environment on the performance of personnel. Suwesty (2011) the Influence of Leadership and Work Environment On

Employee Performance Through Job Satisfaction As an Intervening Variable (Study on the Regional Water Company Wonosobo Regency).

Emotional Intelligence Has Positive And Significant Effect On Employee Performance Through Job Satisfaction At PT Bank XYZ Regional Credit Card Medan

The results of hypothesis testing the ninth are emotional intelligence have no significant effect on employee performance. This means that the hypothesis is rejected. This means that the better emotional intelligence it will increase the performance of employees of PT Bank XYZ Regional Credit Card through job satisfaction just the results of the study has a weak influence in other words, although the emotional intelligence of PT Bank XYZ Regional Credit Card has been good but has not been able to improve employee performance through employee satisfaction.

Emotional intelligence describes the ability of a person to control, use the or express emotions in a way that produces something good. Sai et al. (2011) stated that someone has high emotional intelligence will be more easily adapt to the work environment. Emotional intelligence is concerned with the capacity to accept emotions, understand the information of the emotions, and is able to regulate emotions (Chamundeswari, 2013).

Basically, employees with emotional intelligence high have higher job satisfaction and their chance to leave the company more low compared with employees who have low job satisfaction (Nair et al., 2010). But the job Satisfaction of employees can not be separated from the fact that employee satisfaction can be achieved when all expectations can be met in carrying out their duties and work. Job satisfaction will appear in the positive attitude of workers over everything that is faced by the working environment and on the job. Bank XYZ employees do not feel the influence of intelligence emoisional to

their satisfaction. Only employees focus on their jobs, compensation, supervision, supervisor and also their co-workers as a factor driving job satisfaction.

The results of this study are in line with research conducted Novi (2020) Analysis of the Influence of Emotional Intelligence On Employee Performance Through Job Satisfaction On the Employees of the Production Division of PT. IKSG. Firmansyah (2019) the Influence of Emotional Intelligence and Organizational Culture on Performance through customer Satisfaction As an Intervening Variable On Employee Universitas Trunajaya Bontang. Safira (2018) the Influence of Emotional Intelligence and Cultural Organizational Employee Performance through Job Satisfaction as an Intervening Variable at PT BCI Asia Jakarta Branch. Nuril (2017) The Influence Of Emotional Intelligence On Employee Performance With Kerpuasan Work As An Intervening Variable At Pt Bank Pembangunan Daerah Jawa Timur Sidoarjo Branch. Muhammad (2016) the Influence of Emotional Intelligence and Individual Characteristics on Performance through Job Satisfaction of Teachers of SMA Negeri 1 Rogojampi.

Social Support Has Positive and Significant Effect on Employee Performance through Job Satisfaction at PT Bank XYZ Regional Credit Card Medan

The results of testing the hypothesis the tenth is social support has positive and significant effect on employee performance. This means the hypothesis is accepted. That means more social support obtained by the employee, it will enhance employee performance through job satisfaction.

In this study, job satisfaction is an intervening variable that connects between social support on employee performance. Social support is given to the performance of employees of PT Bank XYZ Regional Credit Card Medan have been able to carry out its performance quite well.

Social support given to the family, colleagues and superiors make employees feel its presence is felt by others in the work environment. Humans are social creatures, where its presence will always need and it takes other people. Humans can create a dependency relationship to each other, because someone may not meet the needs of sp - lord of the physical and psychological yourself. Social support will be very influential for individuals interact with their environment. Social support can be defined as the relationship of the individual which is to help each other and have a special meaning for the individual who receives it.

Social support is closely related to the formation of the balance of mental and psychological satisfaction, so it can also be said that the presence of social support will then be able to reduce the depressed feelings a person when faced with the pressure of work and can increase job satisfaction.

CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

Based on the purpose of the research and the results of the research are then able to deduce the following:

1. Leadership has positive and significant effect on job satisfaction at PT Bank XYZ Regional Credit Card Medan
2. Emotional intelligence and no significant positive effect on job satisfaction at PT Bank XYZ Regional Credit Card Medan
3. Social support has positive and significant effect on job satisfaction at PT Bank XYZ Regional Credit Card Medan
4. Leadership has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan
5. Emotional intelligence and no significant positive effect on employee performance at PT Bank XYZ Regional Credit Card Medan
6. Social support has positive and significant effect on employee

- performance at PT Bank XYZ Regional Credit Card Medan
7. Job satisfaction has positive and significant effect on employee performance at PT Bank XYZ Regional Credit Card Medan
 8. The leadership have a significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan
 9. Emotional intelligence is not significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Medan
 10. Social support has a significant effect on employee performance through job satisfaction at PT Bank XYZ Regional Credit Card Field.

RECOMMENDATIONS

Advice researcher from the research that has been done is as follows:

1. For PT Bank XYZ Regional Credit Card Medan

- a. To increase the effective leadership, management should always pay attention so that the function of leadership in PT Bank XYZ Regional Credit Card Field such as innovator, communicator, motivator, and the controller can be implemented with a better way, the leader is expected to have the ability to innovate, that is a technique that combines the different leadership styles to influence employees to generate ideas, products and creative services. Leaders communicate to share the vision with others, inspire, motivate them to strive towards the vision, and to build value and trust, which allows working relationships and the achievement of goals. The leader of the instrumental conducting surveillance to employees aims to prevent the onset of irregularities and fraud that occurred at the time of the execution of a program that has been determined and set by the company.
- b. To enhance emotional intelligence, management is expected to provide self-

development of every employee in order to explore the emotional intelligence so that it can be fed with good in order to increase performance.

- c. To increase social support, management provide support friendship by meeting the needs of afilasi and individual contact with other people as well as providing instrumental support through the provision of equipment and supplies to fight stress.

2. For Further research

- a. It is recommended in future studies can examine the other variables in PT Bank XYZ Regional Credit Card Field such as job stress or work motivation

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