Yulieta Dahar Marisi Berliana, "PENGARUH KOMPETENSI INTERPERSONAL DAN KEPUASAN KERJA TERHADAP PERILAKU MELAYANI (STUDI PADA STAF *CUSTOMER SERVICE* BANK X)". Yanki Hartijasti dan Zamralita. Program Studi S2 Psikologis Universitas Tarumanagara.

(L34+ 119 Hal + 1 Gambar + 11 tabel).

Abstract

The objective of this research are to verify, predicting and explaining the influence of interpersonal competence to service behavior, the influence of jobs satisfaction to service behavior and to verify influence of both interpersonal competence and job satisfaction to service behavior. Respondents of this research are 67 of customer service in Bank X (N=67), who was working from less than 1 year to more than 10 year. This research using multiple regression and One-Way Anova to proves that interpersonal competence and jobs satisfaction can be used to predict service behavior of customer service in Bank X. The dependent variable was service behavior, meanwhile the independent variable was the employee's job satisfaction and interpersonal competence. The data of the variables were collected using three scales that were interpersonal competence, job satisfaction and service behavior scale. The outcome of research indicated interpersonal competence influence service behavior, service behavior didn't influence by job satisfaction, and interpersonal competence and jobs satisfaction together influence service behavior, but service behavior is more influenced by variable interpersonal competence than jobs satisfaction.

Keywords: *Interpersonal Competence, Jobs Satisfaction, Service Behavior*