

## TABLE OF CONTENT

<b>CHAPTER I. INTRODUCTION.....</b>	<b>Error! Bookmark not defined.</b>
1.1 Background .....	13
1.2 Problem Statement .....	20
1.3 Research Question.....	22
1.4 Research Objective.....	22
1.5 Research Contribution.....	22
1.6 Scope of Research .....	23
1.7 Systematic of Research .....	23
<b>CHAPTER II. LITERATURE REVIEW .....</b>	<b>25</b>
2.1 Empathetic Leadership.....	25
2.2 Job Satisfaction .....	28
2.3 Need Satisfaction .....	28
2.4 Hypothesis Development .....	30
2.4.1 The Direct Relationship of Empathetic Leadership to Job Satisfaction ..	30
2.4.2 Need Satisfaction as a Mediator between Empathetic Leadership .....	32
and Job Satisfaction.....	32
2.5 Research Model.....	33
<b>CHAPTER III. RESEARCH METHOD .....</b>	<b>34</b>
3.1 Research Design.....	34
3.2 Population and Sample.....	34
3.3 Data Collection Method .....	35
3.4 Operational Definition and Measures .....	36
3.4.1 Empathetic Leadership.....	36
3.4.2 Job Satisfaction .....	37
3.4.3 Employee Need Satisfaction .....	37
3.5 Validity and Reliability Testing.....	38
3.5.1 Validity Testing.....	38
3.5.2 Reliability Testing.....	39
3.6 Data Analysis Method.....	39
3.6.1 Regression Testing.....	39
3.6.2 Mediation Testing .....	40

<b>CHAPTER IV. ANALYSIS AND RESULTS.....</b>	<b>42</b>
4.1 Data Collection Methods .....	42
4.2 Sample Profile.....	43
4.3 Validity and Reliability Test Results .....	45
4.3.1 Validity Test Results .....	45
4.3.2 Reliability Test Results .....	48
4.4 Descriptive Statistics.....	49
4.5 Hypothesis Testing.....	50
4.6 Findings and Discussion .....	53
4.6.1 Empathetic Leadership is Positively Related to Job Satisfaction .....	53
4.6.2 Need Satisfaction Mediates the Relationship between Empathetic Leadership and Job Satisfaction.....	55
<b>CHAPTER 5. CONCLUSION .....</b>	<b>57</b>
5.1 Conclusion .....	57
5.2 Implication .....	58
5.2.1 Managerial Implication.....	58
5.3 Research Limitations and Recommendation for Future Research.....	59
<b>REFERENCE LIST.....</b>	<b>61</b>
<b>APPENDIX.....</b>	<b>69</b>

## LIST OF FIGURES

Figure 2.1 Research Model .....	33
---------------------------------	----