

ABSTRAK

Tujuan utama dari penelitian ini adalah untuk mengetahui pengaruh *servant leadership*, komitmen organisasi dan motivasi kerja terhadap *organizational citizenship behaviour* pada Unit Administrasi Piutang RSUPN Dr. Cipto Mangunkusumo dengan menggunakan pendekatan deskriptif kuantitatif. Data dalam penelitian diperoleh dari 95 responden yang merupakan karyawan pada Unit Administrasi Piutang RSUPN Dr. Cipto Mangunkusumo. Analisis data dalam penelitian ini menggunakan metode alternatif dari *structural equation modeling* (SEM) yaitu *partial least square* (PLS). Tahap pertama dalam penelitian ini untuk menguji validitas pertanyaan setiap variabel berikut dengan reliabilitasnya. Tahap kedua menguji hubungan *servant leadership*, komitmen organisasi dan motivasi kerja terhadap *organizational citizenship behaviour*. Hasil dari penelitian ini menyatakan bahwa variabel komitmen organisasi dan motivasi kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behaviour* sementara variabel *servant leadership* tidak berpengaruh terhadap *organizational citizenship behaviour*.

Kata Kunci: *Servant Leadership*, Komitmen Organisasi, Motivasi Kerja, *Organizational Citizenship Behaviour*.



ABSTRACT

The main objective of this study was to determine the effect of servant leadership, organizational commitment and work motivation on organizational citizenship behavior in the Receivables Administration Unit of Dr. RSUPN. Cipto Mangunkusumo using a quantitative descriptive approach. The data in the study were obtained from 95 respondents who were employees of the Receivable Administration Unit of RSUPN Dr. Cipto Mangunkusumo. Data analysis in this study used an alternative method of structural equation modeling (SEM), namely partial least square (PLS). The first stage in this study is to test the validity of the questions for each of the following variables with reliability. The second stage examines the relationship of servant leadership, organizational commitment and work motivation to organizational citizenship behavior. The results of this study state that the variable organizational commitment and work motivation have a positive and significant effect on organizational citizenship behavior while the servant leadership variable does not influence organizational citizenship behavior.

Keywords: Servant Leadership, Organizational Commitment, Work Motivation, Organizational Citizenship Behavior

