

## **ABSTRACT**

*This research aims to examine and analyze the effect of servant leadership, organizational commitment, personality type on organizational citizenship behavior employees of PT. Modernland Realty Tbk. Tangerang. The object of this research is employees who work at PT. Modernland Realty Tbk. Tangerang. This study was conducted on 101 respondents using a quantitative descriptive approach. The results of this study show that the servant leadership variable has a significant positive effect on organizational citizenship behavior, organizational commitment has a significant positive effect on organizational citizenship behavior and personality type has a significant positive effect on organizational citizenship behavior. The approach used in this study is the Structural Equation Model (SEM) with a Smart-PLS analysis tool. Therefore the results of this research test state that there is a joint effect between servant leadership, organizational commitment and personality type variables on organizational citizenship behavior at PT. Modernland Realty Tbk. Tangerang.*

*Keywords: servant leadership, organizational commitment, personality type, organizational citizenship behavior.*



## ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh *servant leadership*, *organizational commitment*, *personality type* terhadap *organizational citizenship behavior* kerja karyawan PT. Modernland Realty Tbk. Tangerang. Objek penelitian ini adalah karyawan yang bekerja pada PT. Modernland Realty Tbk. Tangerang. Penelitian ini dilakukan terhadap 101 responden dengan menggunakan pendekatan deskriptif kuantitatif. Hasil penelitian ini menunjukkan variable *servant leadership* berpengaruh positif signifikan terhadap *organizational citizenship behavior*, *organizational commitment* berpengaruh positif signifikan terhadap *organizational citizenship behavior*, dan *personality type* berpengaruh positif signifikan terhadap *organizational citizenship behavior*. Pendekatan yang digunakan dalam penelitian ini adalah *Structural Equation Model* (SEM) dengan alat analisis Smart-PLS. Oleh karena itu hasil penelitian ini menyatakan bahwa terdapat pengaruh secara bersama-sama antara *servant leadership*, *organizational commitment*, dan *personality type* terhadap *organizational citizenship behavior* pada PT. Modernland Realty Tbk. Tangerang.

Kata Kunci: *servant leadership*, *organizational commitment*, *personality type*, *organizational citizenship behavior*.

