

## ABSTRACT

*This research aims to analyze the effect of servant leadership, knowledge sharing, OCB, communication competence and performance of employees . The object of this research is the employees of Hotel Santika Premiere Ice BSD City and the number of samples specified was the 97 respondents using the method calculations based on slovin formula. Withdrawal methods sample using simple random sampling. Using the method of data collection Method survey, with research instrument is the questionnaire. Data analysis using the method of Partial Least Square (PLS). The research that servent leadership positive and significant effect on performance of employees. Knowledge Sharing influential positively and significantly to communication competencies at the hotel santika premiere. Organizational Citizenship Behaviour (OCB) influential negatively and significantly to the performance of the employees at the Hotel Santika Premiere . Communication Competence in a positive and significant effect on performance of employees at the Hotel Santika Premiere.*

*Keywords: Servant leadership, Knowledge sharing, Organizational Citizenship Behaviour (OCB) , communication competence, the performance of employees.*



## ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *servant leadership*, *knowledge sharing*, *OCB*, kompetensi komunikasi dan kinerja karyawan. Objek penelitian ini adalah karyawan Hotel Santika Premiere Ice BSD City dan jumlah sampel yang ditentukan adalah 97 responden dengan menggunakan metode perhitungan berdasarkan rumus Slovin. Metode penarikan sampel menggunakan *simple random sampling*. Metode pengumpulan data menggunakan metode survey, dengan instrumen penelitian adalah kuesioner. Metode analisis data menggunakan *Partial Least Square* (PLS). Penelitian membuktikan bahwa *servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan. *Knowledge Sharing* berpengaruh secara positif dan signifikan terhadap kompetensi komunikasi di hotel santika premiere. *Organizational Citizenship Behaviour (OCB)* berpengaruh secara negatif dan signifikan terhadap kinerja karyawan di Hotel Santika Premiere. Kompetensi komunikasi berpengaruh secara positif dan signifikan terhadap kinerja karyawan di Hotel Santika Premiere.

Kata kunci: *Servent leadership*, *Knowledge sharing*, *Organizational Citizenship Behaviour (OCB)*, kompetensi komunikasi, kinerja karyawan.

