

ABSTRAK

Penelitian ini bertujuan untuk mengetahui *servant leadership*, kepuasan kerja, dan komitmen organisasi terhadap *organizational citizenship behavior* (Studi pada Karyawan PT. Yabeta). Objek pada penelitian ini adalah karyawan tetap di PT. Yabeta. Sampel penelitian terdiri dari 62 responden dengan metode sampling jenuh. Teknik pengambilan sampel dalam penelitian ini adalah kuisioner dan sumber data yang digunakan adalah data primer. Analisis data yang digunakan adalah analisis deskriptif kuantitatif. Analisis data dilakukan dengan menggunakan analisis *Partial Least Square* (PLS) dengan program SmartPLS 3.0. Hasil penelitian menunjukkan bahwa *servant leadership* berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*, sedangkan kepuasan kerja tidak berpengaruh terhadap *organizational citizenship behavior* dan komitmen organisasi berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Oleh karena itu, asumsi yang diterima adalah ada dua variabel independen yang mendukung hipotesis dan satu variabel independen yang tidak mendukung hipotesis.

Kata kunci: *servant leadership*, kepuasan kerja, komitmen organisasi, *organizational citizenship behavior*



ABSTRACT

This study aims to determine the effect of servant leadership, job satisfaction, and organizational commitment on employee organizational citizenship behavior at PT. Yabeta. The object of this research is the permanent employees of the PT. Yabeta. The study sample consisted of 62 respondents with saturated sampling method. The sampling technique in this study was a questionnaire and the data sources used were primary data. The analysis of the data used is quantitative descriptive analysis. Data analysis was performed using Partial Least Square (PLS) analysis with the SmartPLS 3.0 program. The results of the study showed that The results showed that servant leadership had a positive and significant effect on organizational citizenship behavior, while job satisfaction not effect on organizational citizenship behavior, and organizational commitment had a positive and significant effect on organizational citizenship behavior. Therefore, the accepted assumption is that there are two independent variables that support the hypothesis and one independent variable that does not support the hypothesis.

Keywords: *servant leadership, job satisfaction, organizational commitment, organizational citizenship behavior*

