

ABSTRACT

This study aims to examine and analyze the effect of transformational leadership and organizational culture on organizational citizenship behavior through job satisfaction as a mediating variable. The population of this study is employees of bank employees belonging to KBMI 4, namely PT Bank Rakyat Indonesia (Persero) Tbk, PT Bank Central Asia Tbk, PT Bank Mandiri (Persero) Tbk, dan PT Bank Negara Indonesia (Persero) Tbk, with a total sample of 210 employees. The data analysis method uses Structural Equation Model-Partial Least Square (SEM-PLS). The results found that Transformational Leadership and Organizational Culture has a positive and significant effect on Job Satisfaction, Transformational Leadership had no effect on Organizational Citizenship Behavior, Organizational Culture and Job Satisfaction has a positive and significant effect on Organizational Citizenship Behavior, Transformational Leadership and Organizational Culture simultaneously effect on Job Satisfaction, Transformational Leadership and Organizational Culture simultaneously effect on Organizational Citizenship Behavior, Job Satisfaction did not mediate the influence of Transformational Leadership and Organizational Culture on Organizational Citizenship Behavior.

Keywords: Transformational Leadership, Organizational Culture, Job Satisfaction, Organizational Citizenship Behavior.



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ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh kepemimpinan transformasional, dan budaya organisasi terhadap *organizational citizenship behavior* dengan dimediasi oleh kepuasan kerja. Populasi dari penelitian ini adalah karyawan bank yang tergolong dalam KBMI 4, yaitu PT Bank Rakyat Indonesia (Persero) Tbk, PT Bank Central Asia Tbk, PT Bank Mandiri (Persero) Tbk, dan PT Bank Negara Indonesia (Persero) Tbk, dengan jumlah sampel sebanyak 210 orang karyawan. Metode analisis data menggunakan Structural Equation Model-Partial Least Square (SEM-PLS). Hasil penelitian menemukan bahwa Kepemimpinan Transformasional dan Budaya Organisasi berpengaruh positif dan signifikan terhadap Kepuasan Kerja, Kepemimpinan Transformasional tidak berpengaruh signifikan terhadap *Organizational Citizenship Behavior*, Budaya Organisasi dan Kepuasan kerja berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior*, Kepemimpinan Transformasional dan Budaya Organisasi secara simultan berpengaruh terhadap Kepuasan Kerja, Kepemimpinan Transformasional dan Budaya Organisasi secara simultan berpengaruh terhadap *Organizational Citizenship Behavior*, Kepuasan Kerja tidak memediasi pengaruh Kepemimpinan Transformasional dan Budaya Kerja terhadap *Organizational Citizenship Behavior*.

Kata Kunci: Kepemimpinan Transformasional, Budaya Organisasi, Kepuasan Kerja, *Organizational Citizenship Behavior* (OCB).

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