

**THE MEDIATING ROLE OF ORGANIZATIONAL
COMMITMENT ON THE EFFECTS OF LEADERSHIP AND
WORK STRESS ON ORGANIZATIONAL CITIZENSHIP
BEHAVIOR (STUDY AT BANK BCA, KCU BUMI SERPONG
DAMAI)**

THESIS



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FACULTY OF ECONOMICS AND BUSINESS
UNIVERSITAS MERCU BUANA JAKARTA**

2024

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Thesis Submitted to Fulfill One of the Requirements for Obtaining Bachelor's Degree in Economics at The Faculty of Economics and Business, Management Undergraduate Program, Universitas Mercu Buana, Jakarta.



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ABSTRACT

This study aims to analyze the influence of Leadership and Work Stress on Organizational Citizenship Behavior through Organizational Commitment as intervening variable. The population in this study were 155 permanent employees of Bank BCA KCU Bumi Serpong Damai. The sampling method used a non-probability sampling technique and saturated sampling. A questionnaire was distributed to 188 employees of Bank BCA KCU Bumi Serpong Damai, with the rate of return 82% or 155 respondents. Methods of data collection using survey methods, with the research instrument of a questionnaire. The data analysis used is descriptive analysis by analyzing the data through the Partial Least Square (PLS) application with the SmartPLS 3.0 program. The results of this study indicate that in Bank BCA KCU Bumi Serpong Damai: (1) Leadership has a positive and significant effect on organizational citizenship behavior, (2) Leadership has a positive and significant effect on organizational commitment, (3) Work stress has a negative and significant effect on organizational citizenship behavior, (4) Work stress has a negative and significant effect on organizational commitment, (5) Organizational commitment has a positive and significant effect on organizational citizenship behavior, (6) Organizational commitment can mediate the leadership on organizational citizenship behavior, (7) Organizational commitment can mediate the work stress on organizational citizenship behavior.

Keywords: Bank BCA, Leadership, Work Stress, Organizational Commitment, Organizational Citizenship Behavior.

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PREFACE

All Praise and Gratitude are always uttered to Allah Subhanahu Wa Ta'ala., because of His blessings and gifts so that the writer can complete the thesis entitled “The Mediating Role of Organizational Commitment on the Effects of Leadership and Work Stress on Organizational Citizenship Behavior (Study At Bank BCA, KCU Bumi Serpong Damai).”

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I recognize that this thesis proposal is far from ideal, but it is expected that it will be valuable not only to the researcher, but also to the readers. As a result, constructive and serious ideas and criticism are appreciated in order to improve this thesis.

Finally, the author would like to sincerely apologize for any errors or shortcomings in her thesis, and may Allah Subhanahu Wa Ta'ala accept all her works and kindnesses. Aamiin al'aamiin ya robbal al'aamiin.

Jakarta, June 14, 2024



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