

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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