

INTISARI

Penelitian ini bertujuan untuk menguji pengaruh positif *servant leadership* terhadap *organizational citizenship behavior (OCB)* dan menguji peran *affective commitment* memediasi pengaruh *servant leadership* terhadap *organizational citizenship behavior (OCB)*. Penelitian ini merupakan penelitian kuantitatif yang menggunakan teknik pengambilan sampel *non-probability sampling* dengan tipe *purposive sampling*. Terdapat 200 responden pada penelitian ini yang datanya diperoleh melalui penyebaran kuesioner skala likert 1-5. Pengolahan data pada penelitian ini dilakukan dengan menggunakan metode *Confirmatory Factor Analysis (CFA)* melalui program *SPSS for Windows*.

Dari dua hipotesis di penelitian ini semua hipotesis terdukung. Hipotesis pertama, hasil penelitian menunjukkan bahwa *servant leadership* berpengaruh positif terhadap *organizational citizenship behavior (OCB)*. Hipotesis kedua, hasil menunjukkan bahwa terdapat peran mediasi dari variabel *affective commitment*, hasil hipotesis kedua membuktikan *affective commitment* memediasi pengaruh *servant leadership* terhadap *organizational citizenship behavior (OCB)*.

Kata kunci: kepemimpinan melayani, komitmen afektif, perilaku individu, perilaku karyawan.

ABSTRACT

This research aims to examine the positive influence of servant leadership on organizational citizenship behavior (OCB) and examine the role of affective commitment mediating the influence of servant leadership on organizational citizenship behavior (OCB). This research is a quantitative study using non-probability sampling technique sampling with the type of purposive sampling. There were 200 respondents in this research whose data were obtained through distributing likert scale questionnaires 1-5. Data processing in this study was carried out using the Confirmatory Factor Analysis (CFA) method through the SPSS for Windows program.

Of the two hypotheses in this research all hypotheses are supported. The first hypothesis, the results of the study indicate that servant leadership has a positive effect on organizational citizenship behavior (OCB). The second hypothesis, the results indicate that there is a mediating role of the variable affective commitment, the results of the second hypothesis prove that affective commitment mediates the influence of servant leadership on organizational citizenship behavior (OCB).

Keywords: servant leadership, affective commitment, individual behavior, employee behavior, organizational citizenship behavior.