

## **ABSTRACT**

Ruth Cynthia Devi (01669190086)

### **THE EFFECT OF SERVANT LEADERSHIP, AFFECTIVE COMMITMENT AND ORGANIZATIONAL CITIZENSHIP BEHAVIOUR TO TEAM EFFECTIVENESS AT XYZ SCHOOL, JAKARTA**

(xvi +107 pages:18 figures; 15 tables; 9 attachements)

Effectiveness Team is an achievement desired by every institution and organization. Schools as educational institutions also really need this to be able to achieve the maximum educational targets. This research was conducted to see the effect of serving leadership, affective commitment to the organization, and organizational citizenship behavior on team effectiveness. Related data about each variable are collected through a questionnaire. The sample of the study were 50 teachers from XYZ school. 86% data return with all questions answered. Processing data collected is done using the SmartPLS software program to help calculate the existing hypothesis test. The results showed that servant leadership and affective commitment has moderate positive effect on the effectiveness of teamwork, but conversely organizational citizenship behavior had a very weak positive effect on the effectiveness of teamwork. It was also found that servant leadership did not have a positive influence on organizational citizenship behavior which was inversely proportional to affective commitments which were proven to have a high positive effect on organizational citizenship behavior in XYZ school.

**Keywords:** *servant leadership, organizational affective commitment, organizational citizenship behavior, team effectiveness.*

**References:** 57 books and journals (1993-2017)

## **ABSTRAK**

Ruth Cynthia Devi (01669190086)

### **PENGARUH SERVANT LEADERSHIP, KOMITMEN AFEKTIF DAN ORGANIZATIONAL CITIZENSHIP BEHAVIOUR TERHADAP EFEKTIVITAS TIM DI SEKOLAH XYZ JAKARTA**

(xvi +107 halaman;18 gambar; 15 tabel; 9 lampiran)

Tim Efektivitas merupakan sebuah pencapaian yang diinginkan oleh setiap lembaga dan organisasi. Sekolah sebagai lembaga pendidikan juga sangat membutuhkan hal ini untuk dapat mencapai target pendidikan dengan maksimal. Penelitian ini dilakukan untuk melihat pengaruh dari kepemimpinan yang melayani, komitmen afektif terhadap organisasi, serta *organizational citizenship behaviour* terhadap tim efektivitas. Data yang berkaitan dengan variabel-variabel yang diteliti kemudian dikumpulkan melalui kuesioner. Sampel penelitian adalah guru-guru dari sekolah XYZ sejumlah 50 orang pengajar. Pengembalian data 86% dengan semua pertanyaan terjawab. Pengolahan data yang dikumpulkan dilakukan menggunakan program perangkat lunak SmartPLS untuk membantu menghitung uji hipotesis yang ada. Hasil penelitian menunjukkan bahwa servant leadership dan komitmen afektif berpengaruh positif moderat terhadap efektivitas kerja tim namun sebaliknya *organizational citizenship behaviour* memiliki pengaruh positif yang sangat lemah terhadap efektifitas kerja tim. Didapati juga bahwa servant leadership tidak memiliki pengaruh positif terhadap *organizational citizenship behaviour* yang berbanding terbalik dengan komitmen afektif yang terbukti memberikan pengaruh positif kuat terhadap *organizational citizenship behaviour* pada sekolah XYZ.

**Kata Kunci:** *kepemimpinan yang melayani, komitmen afektif organisasi, organizational citizenship behaviour, tim efektivitas, pengaruh.*

Referensi: 57 buku dan jurnal (1993-2017)