

ABSTRACT

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THE EFFECT OF SERVANT LEADERSHIP AND ORGANIZATIONAL CULTURE ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR MEDIATED BY JOB SATISFACTION ON EDUCATORS AND EDUCATIONAL STAFF AT HARVEST CHRISTIAN SCHOOL TANGERANG

(xiv + 137 pages; 13 figures; 17 tables; 17 appendices)

This study aims to examine the effect of servant leadership, organizational culture, and job satisfaction on organizational citizenship behavior in educators and education personnel at Harvest Christian School Tangerang. The analysis technique in this study uses Structural Equation Model (SEM)-Partial Least Square (PLS). The research method uses a quantitative approach with path analysis method to determine the effect of research coefficient variables. Data was created and collected according to the survey method. The results of the analysis show that servant leadership and organizational culture have a positive effect on organizational citizenship behavior. In addition, servant leadership and organizational culture have a positive effect on organizational citizenship behavior through job satisfaction.

Keywords: servant leadership, organizational culture, and job satisfaction on organizational citizenship behaviour

References: 46 (1985-2021)

ABSTRAK

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PENGARUH *SERVANT LEADERSHIP* DAN *ORGANIZATIONAL CULTURE* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* YANG DIMEDIASI OLEH *JOB SATISFACTION* TERHADAP TENAGA PENDIDIK DAN KEPENDIDIKAN HARVEST CHRISTIAN SCHOOL TANGERANG

(xiv + 137 halaman; 13 gambar; 17 tabel; 17 lampiran)

Penelitian ini bertujuan untuk menguji pengaruh *servant leadership*, *organizational culture*, dan *job satisfaction* terhadap *organizational citizenship behaviour* pada pendidik dan staf sekolah di Harvest Christian School Tangerang. Teknik analisis dalam penelitian ini menggunakan Structural Equation Model (SEM)-Partial Least Square (PLS). Metode penelitian menggunakan pendekatan kuantitatif dengan metode analisis jalur untuk mengetahui pengaruh koefisien variabel penelitian. Data dibuat dan dikumpulkan sesuai dengan metode survei. Hasil analisis menunjukkan bahwa *servant leadership* dan *organizational culture* berpengaruh positif terhadap *organizational citizenship behaviour*. Selain itu, *servant leadership* dan *organizational culture* berpengaruh positif terhadap *organizational citizenship behaviour* melalui *job satisfaction*.

Kata Kunci: *servant leadership*, *organizational culture*, dan *job satisfaction* terhadap *organizational citizenship behavior*

Referensi: 46 (1985-2021)