

ABSTRACT

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THE EFFECT OF SERVANT LEADERSHIP ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR AND TEACHER PERFORMANCE WITH AFFECTIVE TRUST AND ORGANIZATIONAL CLIMATE AS A MEDIATION IN ELEMENTARY SCHOOL OF STRADA ASSOCIATION JAKARTA BRANCH

(xviii + 230 pages; 20 pictures; 34 tables; appendix)

The purpose of this study was to determine the teacher's perception of the influence of Servant Leadership on Organizational Citizenship Behavior and Teacher Performance by Mediation of Affective Trust and Organizational Climate at the Perkumpulan Strada Elementary School Jakarta Branch. It is a quantitative research. The total population is 203 with a sample of 134 respondents determined by the Slovin formula. The instrument in this study used a closed questionnaire or questionnaire as the main data and interviews and document studies as supporting data. The measurement scale uses 5 Linkert scales (strongly agree, agree, undecided, disagree, and strongly disagree). Techniques of data analysis using both descriptive statistics and inferential statistics. The statistical test uses SmartPLS with the outer model and inner model measurement models. The results of the study found that there was a significant positive effect between servant leadership on teacher performance, organizational citizenship behavior, affective trust, and organizational climate. There is a significant positive effect between affective trust on teacher performance and there is a significant positive effect between affective trust on organizational citizenship behavior. There is a significant positive effect between organizational climate on teacher performance and organizational citizenship behavior. Affective trust mediates the significant positive effect of servant leadership on teacher performance, but affective trust mediates the insignificant positive effect of servant leadership on organizational citizenship behavior. Organizational climate mediates the positive influence of servant leadership on teacher performance and servant leadership on organizational citizenship behavior.

Keywords: servant leadership, Organizational Citizenship Behavior, teacher performance, affective trust, organizational climate

Reference: 88 (1995-2022)

ABSTRAK

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PENGARUH *SERVANT LEADERSHIP* TERHADAP *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* DAN *TEACHER PERFORMANCE* DENGAN MEDIASI *AFFECTIVE TRUST* DAN *ORGANIZATIONAL CLIMATE* DI SEKOLAH DASAR PERKUMPULAN STRADA CABANG JAKARTA

(xviii + 230 halaman; 20 gambar; 34 tabel; lampiran)

Tujuan penelitian ini adalah untuk mengetahui persepsi guru akan Pengaruh *Servant Leadership* Terhadap *Organizational Citizenship Behavior* dan *Teacher Performance* dengan Mediasi *Affective Trust* dan *Organizational Climate* di Sekolah Dasar Perkumpulan Strada Cabang Jakarta. Merupakan penelitian kuantitatif. Jumlah populasi 203 dengan jumlah sampel 134 responden yang ditentukan dengan rumus Slovin. Instrumen dalam penelitian ini menggunakan angket atau kuesioner tertutup sebagai data utama serta wawancara dan studi dokumen sebagai data pendukung. Skala pengukuran menggunakan 5 skala Linkert (sangat setuju, setuju, ragu-ragu, tidak setuju, dan sangat tidak setuju). Teknik Analisa data menggunakan statistik baik statistik deskriptif maupun statistik inferensial. Uji statistiknya menggunakan SmartPLS dengan model pengukuran *outer model* maupun *inner model*. Hasil penelitian ditemukan bahwa ada pengaruh positif secara signifikan antara *servant leadership* terhadap *teacher performance*, *organizational citizenship behavior*, *affective trust*, dan *organizational climate*. Ada pengaruh positif secara signifikan antara *avective trust* terhadap *teacher performance* dan ada pengaruh positif tidak signifikan antara *affective trust* terhadap *organizational citizenship behavior*. Ada pengaruh positif secara signifikan antara *organizational climate* terhadap *teacher performance* maupun *organizational citizenship behavior*. *Affective trust* memediasi pengaruh positif secara signifikan *servant leadership* terhadap *teacher performance* namun *affective trust* memediasi pengaruh positif tidak signifikan *servant leadership* terhadap *organizational citizenship behavior*. *Organizational climate* memediasi pengaruh positif *servant leadership* terhadap *teacher performance* dan *servant leadership* terhadap *organizational citizenship behavior*.

Kata kunci: *servant leadership*, *Organizational Citizenship Behavior*, *teacher performance*, *affective trust*, *organizational climate*

Referensi: 88 (1995-2022)