

ABSTRACT

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THE EFFECT OF SERVANT LEADERSHIP AND WORKPLACE SPIRITUALITY ON TEACHER TURNOVER INTENTION AT XYZ SCHOOL BATAM THROUGH ORGANIZATIONAL CITIZENSHIP BEHAVIOR AS A MEDIATING VARIABLE

(xiv + 116 pages; 12 figures; 15 tables; 16 appendices)

The high turnover rate among teachers can negatively impact the quality of education in schools. Servant leadership and workplace spirituality are considered important factors that can enhance teachers' commitment and job satisfaction, thereby potentially reducing their intention to leave the organization. Additionally, organizational citizenship behavior (OCB) is thought to strengthen the relationship between servant leadership and workplace spirituality in the workplace, fostering an intention to remain with the organization. This study aims to determine whether servant leadership and workplace spirituality influence teachers' turnover intention and to explore the mediating role of OCB in this relationship. Data were collected through a survey by distributing questionnaires to 74 teachers at XYZ School in Batam and analyzed using Partial Least Squares Structural Equation Modeling (PLS-SEM). The results indicate that servant leadership and workplace spirituality have a positive influence on OCB but servant leadership do not directly affect turnover intention. Contrarily, workplace spirituality was found to have a negative impact on turnover intention. OCB does not mediate between servant leadership, workplace spirituality, and turnover intention.

Keywords: servant leadership, workplace spirituality, turnover intention, organizational citizenship *behavior, teacher*

References: 61 (2004-2024)

ABSTRAK

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PENGARUH *SERVANT LEADERSHIP* DAN *WORKPLACE SPIRITUALITY* TERHADAP *TURNOVER INTENTION* GURU DI SEKOLAH XYZ BATAM MELALUI *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* SEBAGAI VARIABEL MEDIASI

(xiv + 116 halaman: 12 gambar; 15 tabel; 16 lampiran)

Tingginya tingkat *turnover* di kalangan guru dapat berdampak negatif pada kualitas pendidikan di sekolah. *Servant leadership* dan *workplace spirituality* dipandang sebagai faktor-faktor penting yang dapat meningkatkan komitmen dan kepuasan kerja guru, sehingga diharapkan dapat menurunkan niat mereka untuk meninggalkan organisasi. Selain itu, *organizational citizenship behavior* (OCB) dianggap dapat memperkuat hubungan antara *servant leadership* dan *workplace spirituality* di tempat kerja dengan niat untuk bertahan di organisasi. Penelitian ini bertujuan untuk mengetahui apakah *servant leadership* dan *workplace spirituality* memiliki pengaruh terhadap *turnover intention* guru, serta untuk mengetahui peran mediasi OCB dalam hubungan tersebut. Data dikumpulkan melalui survei dengan menyebarkan kuesioner kepada 74 guru di Sekolah XYZ Batam dan dianalisis menggunakan *Partial Least Square-Structural Equation Modelling* (PLS-SEM). Hasil penelitian menunjukkan bahwa *servant leadership* dan *workplace spirituality* memiliki pengaruh positif terhadap OCB, namun *servant leadership* tidak berpengaruh langsung terhadap *turnover intention*. Sebaliknya, *workplace spirituality* terbukti memiliki pengaruh negatif terhadap *turnover intention*. OCB tidak berperan dalam memediasi *servant leadership* dan *workplace spirituality* terhadap *turnover intention*.

Kata Kunci: *servant leadership*, *workplace spirituality*, *turnover intention*, *organizational citizenship behavior*, guru

Referensi: 61 (2004-2024)