

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Analisis Pengaruh *Servant Leadership* Dan Profesionalisme Kerja Terhadap Kinerja Karyawan Melalui *Organizational Citizenship Behavior (OCB)* Sebagai Variabel Intervening Pada PT. Igaras Kota Padang Sumatera Barat. Metode analisis data menggunakan kuesioner, dengan sampel 61 responden. Metode analisis data yang digunakan adalah *SEM*. Berdasarkan hasil penelitian menunjukkan bahwa Terdapat pengaruh positif dan signifikan antara *Servant Leadership* terhadap *Organizational Citizenship Behavior*. Terdapat pengaruh negatif dan tidak signifikan antara Profesionalisme Kerja terhadap *Organizational Citizenship Behavior*. Terdapat pengaruh positif dan signifikan antara *Servant Leadership* terhadap Kinerja Karyawan. Terdapat pengaruh negatif dan tidak signifikan antara Profesionalisme Kerja terhadap Kinerja Karyawan. Terdapat pengaruh negatif dan tidak signifikan antara *Organizational Citizenship Behavior* terhadap Kinerja Karyawan. *Organizational Citizenship Behavior* tidak memediasi *Servant Leadership* terhadap Kinerja Karyawan. *Organizational Citizenship Behavior* tidak memediasi Profesionalisme Kerja terhadap Kinerja Karyawan.

Kontribusi variabel *Servant Leadership* Dan Profesionalisme Kerja Terhadap Kinerja Karyawan Melalui *Organizational Citizenship Behavior (OCB)* Sebagai Variabel Intervening berpengaruh sebesar 84,8% sedangkan sisanya sebesar 15,2% di pengaruhi oleh variabel lain diluar penelitian ini. Berdasarkan hasil penelitian ini diharapkan pihak PT. Igaras Kota Padang Sumatera Barat dapat meningkatkan Kinerja Karyawan dengan meningkatkan *Servant Leadership*, Profesionalisme Kerja dan *Organizational Citizenship Behavior (OCB)* melalui masing-masing indikator.

Kata Kunci: *Servant Leadership*, *Profesionalisme Kerja*, *Organizational Citizenship Behavior (OCB)*, Dan *Kinerja Karyawan*

ABSTRACT

The purpose of this study was to find out how much the Influence of Servant Leadership and Work Professionalism Analysis on Employee Performance Through Organizational Citizenship Behavior (OCB) as Intervening Variables at PT. Igarasr City of Padang, West Sumatra. Methods of data analysis using a questionnaire, with a sample of 61 respondents. The data analysis method used is SEM. Based on the results of the study, it shows that there is a positive and significant influence between Servant Leadership on Organizational Citizenship Behavior. There is a negative and insignificant influence between Work Professionalism and Organizational Citizenship Behavior. There is a positive and significant influence between Servant Leadership on Employee Performance. There is a negative and insignificant effect between Work Professionalism on Employee Performance. There is a negative and insignificant influence between Organizational Citizenship Behavior on Employee Performance. Organizational Citizenship Behavior does not mediate Servant Leadership on Employee Performance. Organizational Citizenship Behavior does not mediate Work Professionalism on Employee Performance.

The contribution of Servant Leadership and Work Professionalism variables to Employee Performance through Organizational Citizenship Behavior (OCB) as an Intervening Variable has an effect of 84.8% while the remaining 15.2% is influenced by other variables outside this study. Based on the results of this study, it is expected that PT. Igarasr City of Padang, West Sumatra can improve employee performance by increasing Servant Leadership, Work Professionalism and Organizational Citizenship Behavior (OCB) through each indicator.

Keywords: Servant Leadership, Work Professionalism, Organizational Citizenship Behavior (OCB), and Employee Performance