

ABSTRAK

SIAN JS, 21101155310092, Jurusan Manajemen, tahun 2021, Pengaruh *Servant Leadership* Dan Lingkungan Kerja Terhadap Kinerja Pegawai Dengan *Organization Citizenship Behaviour* (OCB) Sebagai Variabel Intervening Pada Dinas Pekerjaan Umum Kabupaten Pasaman Barat Tahun 2024, dibawah bimbingan Bapak Dr. Mondra Neldi, S.E., M.M dan Bapak Dr. Robby Dharma, S.E., M.M.

Penelitian ini bertujuan untuk mengetahui dan berusaha menganalisis Pengaruh Pengembangan Karir Dan Pelatihan Tenaga Kerja Terhadap Produktivitas Pengaruh *Servant Leadership* Dan Lingkungan Kerja Terhadap Kinerja Pegawai Dengan *Organization Citizenship Behaviour* (OCB) Sebagai Variabel Intervening Pada Dinas Pekerjaan Umum Kabupaten Pasaman Barat Tahun 202. Penelitian ini adalah model *Structural Equation Modeling* (SEM) dengan alat bantu analisi SmartPLS 3.0. Populasi dan sampel penelitian ini adalah Pegawai Dinas Pekerjaan Umum Kabupaten Pasaman Barat.

Hasil penelitian menemukan Terdapat pengaruh positif dan signifikan antara *Servant Leadership* terhadap *Organization Citizenship Behaviour* (OCB). Terdapat pengaruh positif dan tidak signifikan antara Lingkungan Kerja terhadap *Organization Citizenship Behaviour* (OCB). Terdapat pengaruh positif dan tidak signifikan antara *Servant Leadership* terhadap Kinerja Pegawai. Terdapat pengaruh negatif dan tidak signifikan antara Lingkungan Kerja terhadap Kinerja Pegawai. Terdapat pengaruh positif dan signifikan antara *Organization Citizenship Behaviour* (OCB) terhadap Kinerja Pegawai. Terdapat pengaruh positif dan signifikan antara *Servant Leadership* terhadap Kinerja Pegawai melalui *Organization Citizenship Behaviour* (OCB) sebagai variabel intervening. Terdapat pengaruh positif dan tidak signifikan antara Lingkungan Kerja terhadap Kinerja Pegawai melalui *Organization Citizenship Behaviour* (OCB) sebagai variabel intervening. Besar kontribusi *Organization Citizenship Behaviour* (OCB) sebesar 0,900 atau sebesar 90,0% yang menggambarkan besarnya pengaruh yang diterimannya dari konstruk *Servant Leadership* dan Lingkungan Kerja. Sisanya sebesar 10,0% dipengaruhi oleh variabel lain diluar penelitian ini. Sementara nilai R^2 untuk konstruk Kinerja Pegawai sebesar 0,920 atau sebesar 92,0% menunjukkan besarnya pengaruh yang diberikan oleh *Servant Leadership*, Lingkungan Kerja dan *Organization Citizenship Behaviour* (OCB) dalam menjelaskan atau mempengaruhi Kinerja Pegawai. Sisanya sebesar 8,0% dipengaruhi oleh variabel lain diluar penelitian ini.

Kata Kunci: *Servant Leadership*, Lingkungan Kerja, *Organization Citizenship Behaviour* (OCB), dan Kinerja Pegawai

ABSTRACT

SIAN JS, 21101155310092, Management Department, 2021, The Influence of Servant Leadership and Work Environment on Employee Performance with Organizational Citizenship Behavior (OCB) as an Intervening Variable at the West Pasaman Regency Public Works Department in 2024, under the guidance of Mr. Dr. Mondra Neldi, S.E., M.M and Mr. Dr. Robby Dharma, S.E., M.M.

This research aims to determine and try to analyze the influence of career development and workforce training on productivity. The influence of Servant Leadership and the work environment on employee performance with Organizational Citizenship Behavior (OCB) as an intervening variable at the Public Works Department of West Pasaman Regency in 202. This research is a model Structural Equation Modeling (SEM) with SmartPLS 3.0 analysis tools. The population and sample for this research are employees of the West Pasaman Regency Public Works Department.

The research results found that there was a positive and significant influence between Servant Leadership on Organization Citizenship Behavior (OCB). There is a positive and insignificant influence between the Work Environment and Organizational Citizenship Behavior (OCB). There is a positive and insignificant influence between Servant Leadership on Employee Performance. There is a negative and insignificant influence between the Work Environment and Employee Performance. There is a positive and significant influence between Organizational Citizenship Behavior (OCB) on employee performance. There is a positive and significant influence between Servant Leadership on Employee Performance through Organization Citizenship Behavior (OCB) as an intervening variable. There is a positive and insignificant influence between the Work Environment on Employee Performance through Organization Citizenship Behavior (OCB) as an intervening variable. The contribution of Organization Citizenship Behavior (OCB) is 0.900 or 90.0%, which illustrates the magnitude of the influence it receives from the Servant Leadership and Work Environment constructs. The remaining 10.0% is influenced by other variables outside this research. Meanwhile, the R² value for the Employee Performance construct is 0.920 or 92.0%, indicating the magnitude of influence exerted by Servant Leadership, Work Environment and Organizational Citizenship Behavior (OCB) in explaining or influencing Employee Performance. The remaining 8.0% is influenced by other variables outside this research.

Keywords: Servant Leadership, Work Environment, Organization Citizenship Behavior (OCB), and Employee Performance