

## ABSTRAK

### PENGARUH *SERVANT LEADERSHIP* TERHADAP *ORGANIZATIONAL CITIENSHIP BEHAVIOR* PADA KARYAWAN DI THE AXANA HOTEL PADANG

Penelitian ini bertujuan untuk mengetahui secara empirik apakah terdapat pengaruh *Servant Leadership* terhadap *Organizational Citizenship Behavior* pada Karyawan di The Axana Hotel Padang. Alat ukur yang digunakan dalam penelitian ini adalah skala *Servant Leadership* dan skala *Organizational Citizenship Behavior* menggunakan metode sampel total untuk menentukan jumlah sampel. Karyawan yang digunakan sebagai sampel penelitian adalah 78 orang. Hasil koefisien validitas pada skala *Servant Leadership* dengan nilai *corrected item-total correlation* berkisar antara 0,342 sampai dengan 0,675, sedangkan koefisien reliabilitasnya 0,935. Hasil koefisien validitas pada skala *Organizational Citizenship Behavior* dengan nilai *corrected item-total correlation* berkisar antara 0,308 sampai dengan 0,694, sedangkan koefisien reliabilitasnya sebesar 0,887. Teknik analisis data menggunakan uji normalitas, uji heteroskedastisitas, uji autokorelasi uji linearitas, uji regresi linear sederhana, dan koefisien determinasi. Berdasarkan analisis data, nilai koefisien konstanta (a) sebesar 27,449 dan koefisien regresi (b) sebesar 0,214 yang berarah positif dengan tingkat signifikansi 0,000 diperoleh, yang berarti hipotesis diterima. Ini menunjukkan bahwa jika ada kenaikan 1 satuan terhadap nilai *servant leadership* maka nilai *organizational citizenship behavior* bertambah sebesar 0,214. Adapun sumbangan efektif dari *Servant Leadership* terhadap *Organizational Citizenship Behavior* sebesar 36,48%, hal ini dapat diartikan bahwa *Servant Leadership* mampu memberikan kontribusi positif terhadap *Organizational Citizenship Behavior* sebesar 36,48%. Hasil penelitian ini terdapat pengaruh yang signifikan antara *Servant Leadership* terhadap *Organizational Citizenship Behavior* dengan arah positif pada Karyawan di The Axana Hotel Padang, artinya semakin tinggi *servant leadership* karyawan The Axana Hotel Padang, maka semakin tinggi pula *organizational citizenship behavior* yang dimiliki karyawan The Axana Hotel Padang.

**Kata kunci:** *servant leadership*, *organizational citizenship behavior*, karyawan, organisasi

## ABSTRACT

### THE INFLUENCE OF SERVANT LEADERSHIP ON ORGANIZATIONAL CITIZENSHIP BEHAVIOR AMONG EMPLOYEES AT THE AXANA HOTEL PADANG

*This study aims to empirically determine whether there is an influence of Servant Leadership on Organizational Citizenship Behavior among employees at The Axana Hotel Padang. The measurement tools used in this study are the Servant Leadership scale and the Organizational Citizenship Behavior scale, utilizing the total sampling method to determine the sample size. The employees who participated as research samples totaled 78 individuals. The validity coefficient results for the Servant Leadership scale, with corrected item-total correlation values, range from 0.342 to 0.675, while the reliability coefficient is 0.935. The validity coefficient results for the Organizational Citizenship Behavior scale, with corrected item-total correlation values, range from 0.308 to 0.694, while the reliability coefficient is 0.887. The data analysis techniques used include normality tests, heteroscedasticity tests, autocorrelation tests, linearity tests, simple linear regression tests, and the coefficient of determination. Based on data analysis, the constant coefficient (a) is 27.449, and the regression coefficient (b) is 0.214, which is positively directed with a significance level of 0.000, meaning that the hypothesis is accepted. This indicates that if there is an increase of 1 unit in the servant leadership value, the organizational citizenship behavior value increases by 0.214. The effective contribution of Servant Leadership to Organizational Citizenship Behavior is 36.48%, which means that Servant Leadership contributes positively to Organizational Citizenship Behavior by 36.48%. The results of this study indicate a significant positive influence of Servant Leadership on Organizational Citizenship Behavior among employees at The Axana Hotel Padang. This means that the higher the servant leadership among employees at The Axana Hotel Padang, the higher their organizational citizenship behavior.*

**Keywords: servant leadership, organizational citizenship behavior, employees, organization.**