

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar Pengaruh Servant Leadership Dan Kualitas Kehidupan Kerja Terhadap Organizational Citizenship Behavior (Ocb) Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada Dinas Perhubungan Kota Padang. Metode analisis data menggunakan kuesioner, dengan sampel 67 responden. Metode analisis data yang digunakan adalah analisis regresi linear berganda dan Analisis Jalur.

Berdasarkan hasil penelitian menunjukkan bahwa Servant Leadership Dan Kualitas Kehidupan Kerja berpengaruh positif dan signifikan Terhadap Kepuasan Kerja dan Kepuasan Kerja tidak memediasi Servant Leadership terhadap *Organizational Citizenship Behavior* (OCB). Dimana hubungan langsung lebih kecil dari hubungan langsung ($0,220 < 0,280$), maka dapat diperoleh tidak dimediasi. Kepuasan Kerja tidak memediasi Kualitas Kehidupan Kerja terhadap *Organizational Citizenship Behavior* (OCB). Dimana hubungan tidak langsung besar kecil dari hubungan langsung ($0,069 < 0,290$), maka dapat diperoleh tidak dimediasi.. Kontribusi variabel Servant Leadership Dan Kualitas Kehidupan Kerja Terhadap Organizational Citizenship Behavior (Ocb) Dengan Kepuasan Kerja Sebagai Variabel Intervening berpengaruh sebesar 58,6% sedangkan sisanya sebesar 41,4% dipengaruhi oleh variabel lain diluar penelitian ini.

Berdasarkan hasil penelitian ini diharapkan Manajemen Perusahaan dapat meningkatkan Organizational Citizenship Behavior (Ocb) dengan meningkatkan Servant Leadership Dan Kualitas Kehidupan Kerja Dan Kepuasan Kerja pada Dinas Perhubungan Kota Padang melalui masing-masing indikator.

Kata Kunci: Servant Leadership, Kualitas Kehidupan Kerja, Kepuasan Kerja Dan Organizational Citizenship Behavior

ABSTRACT

The purpose of this study was to determine how big the influence of Servant Leadership and Quality of Work Life on Organizational Citizenship Behavior (Ocb) with Job Satisfaction as an Intervening Variable at the Padang City Transportation Service. Methods of data analysis using a questionnaire, with a sample of 67 respondents. The data analysis method used is multiple linear regression analysis and path analysis.

Based on the results of the study indicate that Servant Leadership and Quality of Work Life have a positive and significant effect on Job Satisfaction and Job Satisfaction does not mediate Servant Leadership on Organizational Citizenship Behavior (OCB). Where the direct relationship is smaller than the direct relationship ($0.220 < 0.280$), it can be obtained not mediated. Job Satisfaction does not mediate Quality of Work Life on Organizational Citizenship Behavior (OCB). Where the indirect relationship is large or small from a direct relationship ($0.069 < 0.290$), it can be obtained that it is not mediated. The contribution of the Servant Leadership variable and Quality of Work Life to Organizational Citizenship Behavior (Ocb) with Job Satisfaction as an Intervening Variable has an effect of 58.6% while the remaining 41.4% is influenced by other variables outside this study.

Based on the results of this study, it is expected that the Company's Management can improve Organizational Citizenship Behavior (Ocb) by increasing Servant Leadership and Quality of Work Life and Job Satisfaction at the Padang City Transportation Service through each indicator.

Keywords: Servant Leadership, Quality of Work Life, Job Satisfaction and Organizational Citizenship Behavior