

ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui sejauh mana pengaruh *employee engagement* dan *servant leadership* terhadap *organizational citizenship behavior* dengan kepuasan kerja sebagai variabel intervening. Metode pengumpulan data melalui survey dan pengumpulan kuisioner, dengan sampel 34 responden dari karyawan PTPN 6 Nusantara Kabupaten Tebo. Metode analisis yang digunakan adalah regresi linear berganda dan analisis jalur (*Path Analysis*) menggunakan SPSS 23.

Hasil penelitian yang didapatkan berdasarkan (Uji t) diperoleh *Employee Engagement* secara parsial tidak berpengaruh signifikan terhadap Kepuasan Kerja, *Servant Leadership* secara parsial berpengaruh signifikan terhadap kepuasan kerja. *Servant leadership* tidak berpengaruh signifikan terhadap *organizational citizenship behavior*. Kepuasan kerja berpengaruh positif dan signifikan terhadap *organizational citizenship behavior*. Kemudian berdasarkan Uji Simultan (Uji F) diperoleh *Employee engagement* tidak berpengaruh signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja sebagai variabel intervening. *Servant leadership* berpengaruh signifikan terhadap *organizational citizenship behavior* melalui kepuasan kerja sebagai variabel intervening.

Kata kunci: *Organizational Citizenship Behavior, Employee Engagement, Servant Leadership, dan Kepuasan Kerja*

ABSTRACT

The purpose of this study is to find out the extent of the influence of employee engagement and servant leadership on organizational citizenship behavior with work satisfaction as intervening variables. Data collection method through survey and questionnaire collection, with a sample of 34 respondents from employees of PTPN 6 Nusantara Tebo Regency. The analysis methods used are multiple linear regression and Path Analysis using SPSS 23.

The results of the study obtained based on (Uji t) obtained by Employee Engagement partially have no significant effect on Job Satisfaction, Servant Leadership partially has a significant effect on job satisfaction. Servant leadership has no significant effect on organizational citizenship behavior. Job satisfaction has a positive and significant effect on organizational citizenship behavior. Then based on Simultaneous Test (Test F) obtained Employee engagement has no significant effect on organizational citizenship behavior through job satisfaction as an intervening variable. Servant leadership has a significant effect on organizational citizenship behavior through job satisfaction as an intervening variable.

Keywords: Organizational Citizenship Behavior, Employee Engagement, Servant Leadership, and Job Satisfaction