

ABSTRAK

Penelitian ini bertujuan untuk menguji seberapa besar Pengaruh *Servant Leadership* Dan Kepribadian Terhadap *Organizational Citizenship Behavior* Dengan Kepuasan Kerja Sebagai Variabel Intervening PT Karya Sawit Indomas (Ksm) Kabupaten Mukomuko. Metode pengumpulan data melalui survey dan pengumpulan kuesioner, dengan sampel 56 responden dari karyawan PT Karya Sawit Indomas (Ksm) Kabupaten Mukomuko. Metode analisis yang digunakan adalah SMART PLS 3.0

Hasil penelitian yang didapatkan berdasarkan *koefisien path* atau *inner model* diperoleh *Servant Leadership* berpengaruh positif dan signifikan terhadap *Organizational citizenship Behavior*, maka H₁ pada penelitian ini diterima, Kepribadian berpengaruh positif dan signifikan terhadap *Organizational citizenship Behavior*, maka H₂ pada penelitian ini diterima, *Servant Leadership* berpengaruh positif dan signifikan terhadap Kepuasan Kerja, maka H₃ pada penelitian ini diterima, Kepribadian berpengaruh positif dan signifikan terhadap Kepuasan Kerja, maka H₄ pada penelitian ini diterima, Kepuasan Kerja berpengaruh positif dan signifikan terhadap *Organizational citizenship Behavior*, maka H₅ pada penelitian ini diterima, Kepuasan Kerja berperan sebagai mediasi antara *Servant Leadership* dan *Organizational citizenship Behavior*.

Kata kunci : *Servant Leadership*, Kepribadian, Kepuasan Kerja, *Organizational Citizenship Behavior*

ABSTRACT

This study aims to examine how much influence Servant Leadership and Personality have on Organizational Citizenship Behavior with Job Satisfaction as an Intervening Variable at PT Karya Sawit Indomas (Ksm) Mukomuko Regency. The method of collecting data is through surveys and questionnaires, with a sample of 56 respondents from employees of PT Karya Sawit Indomas (Ksm) Mukomuko Regency. The analytical method used is SMART PLS 3.0

The results obtained based on the path coefficient or inner model obtained that Servant Leadership has a positive and significant effect on Organizational citizenship Behavior, then H1 in this study is accepted, Personality has a positive and significant effect on Organizational citizenship Behavior, then H2 in this study is accepted, Servant Leadership has a positive effect and significant to Job Satisfaction, then H3 in this study is accepted, Personality has a positive and significant effect on Job Satisfaction, then H4 in this study is accepted, Job Satisfaction has a positive and significant effect on Organizational citizenship Behavior, then H5 in this study is accepted, Job Satisfaction plays a role as a mediation between Servant Leadership and Organizational citizenship Behavior.

Keywords: Servant Leadership, Personality, Job Satisfaction, Organizational Citizenship Behavior