

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui seberapa besar Pengaruh *Servant Leadership* Dan Komitmen Organisasi Terhadap *Organizational Citizenship Behavior* Dengan Kepuasan Kerja Sebagai Variabel Intervening Pada PT Kuanda Maju Jaya. Metode analisis data menggunakan kuesioner, dengan sampel 55 responden. Metode analisis data yang digunakan adalah teknik *sampling non random sampling*.

Hasil analisis data menyimpulkan, (1) Didapatkan pengaruh positif dan signifikan antara *Servant Leadership* terhadap Kepuasan Kerja pada PT. Kuanda Maju Jaya. (2) Didapatkan pengaruh positif dan signifikan antara Komitmen Organisasi terhadap Kepuasan Kerja pada PT. Kuanda Maju Jaya. (3) Didapatkan pengaruh positif dan signifikan antara *Servant Leadership* terhadap *Organizational Citizenship Behavior* pada PT. Kuanda Maju Jaya. (4) Didapatkan pengaruh positif dan signifikan antara Komitmen Organisasi terhadap *Organizational Citizenship Behavior* pada PT. Kuanda Maju Jaya. (5) Didapatkan pengaruh positif dan signifikan antara Kepuasan Kerja terhadap *Organizational Citizenship Behavior* pada PT. Kuanda Maju Jaya. (6) Kepuasan Kerja mampu memediasi *Servant Leadership* terhadap *Organizational Citizenship Behavior*. (7) Kepuasan Kerja mampu memediasi Komitmen Organisasi terhadap *Organizational Citizenship Behavior*.

Disarankan pada peneliti selanjutnya untuk mengembangkan hasil penelitian ini dengan menambahkan variabel bebas diluar variabel ini atau mengujinya dengan menggunakan variabel moderating. Seperti menambahkan variabel kompensasi, budaya organisasi, lingkungan kerja, dan lainnya.

**Kata kunci : *Servant Leadership*, Komitmen Organisasi, Kepuasan Kerja dan *Organizational Citizenship Behavior*.**

## **ABSTRACT**

*This study aims to determine how big the influence of Servant Leadership and Organizational Commitment is on Organizational Citizenship Behavior with Work as an Intervening Variable at PT Kuanda Maju Jaya. Methods of data analysis using a questionnaire, with a sample of 55 respondents. The data analysis method used is a non-random sampling technique.*

*The results of data analysis concluded, (1) there was a positive and significant influence between Servant Leadership on work at PT. Kuanda Maju Jaya. (2) There is a positive and significant effect between Organizational Commitment and Work objectives at PT. Kuanda Maju Jaya. (3) There is a positive and significant effect between Servant Leadership on Organizational Citizenship Behavior at PT. Kuanda Maju Jaya. (4) There is a positive and significant influence between Organizational Commitment and Organizational Citizenship Behavior at PT. Kuanda Maju Jaya. (5) There is a positive and significant effect between activities on Organizational Citizenship Behavior at PT. Kuanda Maju Jaya. (6) Work objectives are able to mediate Servant Leadership on Organizational Citizenship Behavior. (7) Work objectives are able to mediate Organizational Commitment to Organizational Citizenship Behavior.*

It is recommended for further researchers to develop the results of this study by adding variables outside of this variable or testing it using moderating variables. Such as adding compensation variables, organizational culture, work environment, and others.

***Keywords: Servant Leadership, Organizational Commitment, Job Satisfaction, and Organizational Citizenship Behavior.***