

ABSTRAK

Rizki Adinda Nabila, 17101155310093, jurusan manajemen tahun 2017, Pengaruh Servant Leadership, Profesionalisme Kerja Terhadap Organizational Citizenship Behavior (Ocb) Melalui Kepuasan Kerja Sebagai Variabel Intervening Pada Koperasi Keluarga Besar Semen Padang, dibawah bimbingan Ibu Marta Widian Sari, S.E., M.M dan Ibu Rindy Citra Dewi, S.E., M.M.

Penelitian ini bertujuan untuk mengetahui seberapa besar Pengaruh Servant Leadership, Profesionalisme Kerja Terhadap Organizational Citizenship Behavior (Ocb) Melalui Kepuasan Kerja Sebagai Variabel Intervening Pada Koperasi Keluarga Besar Semen Padang. Metode yang digunakan adalah Structur Equation Modeling (SEM) dengan Partial Least Square (PLS) 3.0. Dengan mengedarkan kuesioner sebanyak 65 responden dengan jumlah kuesioner yang kembali sebanyak 52 kuesioner.

Hasil analisis data menyimpulkan, terdapat pengaruh positif dan signifikan antara variabel Servant Leadership terhadap variabel Kepuasan Kerja. tidak terdapat pengaruh antara variabel Servant Leadership terhadap *Organizational Citizenship Behavior (OCB)*. Terdapat pengaruh yang positif dan signifikan antara variabel Profesionalisme Kerja terhadap variabel Kepuasan Kerja. terdapat pengaruh yang positif namun tidak signifikan antara variabel Profesionalisme Kerja terhadap variabel *Organizational Citizenship Behavior (OCB)*. Terdapat pengaruh yang positif dan signifikan antara variabel Kepuasan Kerja terhadap variabel *Organizational Citizenship Behavior (OCB)*. Terdapat pengaruh yang positif dan signifikan antara variabel Servant Leadership terhadap variabel *Organizational Citizenship Behavior (OCB)* melalui variabel Kepuasan Kerja. Terdapat pengaruh yang positif dan signifikan antara variabel Profesionalisme Kerja terhadap variabel *Organizational Citizenship Behavior (OCB)* melalui variabel Kepuasan Kerja.

Kata kunci : Servant Leadership, Profesionalisme Kerja, Kepuasan Kerja, *Organizational Citizenship Behavior (OCB)*

ABSTRACT

Rizki Adinda Nabila, 17101155310093, majoring in management in 2017, The Influence of Servant Leadership, Work Professionalism on Organizational Citizenship Behavior (Ocb) Through Job Satisfaction as an Intervening Variable in the Semen Padang Large Family Cooperative, under the guidance of Mrs. Marta Widian Sari, SE, MM and Mrs. Rindy Citra Dewi, SE, MM.

This study aims to determine how much influence Servant Leadership, Work Professionalism has on Organizational Citizenship Behavior (Ocb) through Job Satisfaction as an Intervening Variable in the Semen Padang Large Family Cooperative. The method used is Structural Equation Modeling (SEM) with Partial Least Square (PLS) 3.0. By distributing questionnaires as many as 65 respondents with the number of returned questionnaires as many as 52 questionnaires

The results of data analysis concluded, there was a positive and significant effect between the Servant Leadership variable on the Job Satisfaction variable. there is no effect between Servant Leadership variables on Organizational Citizenship Behavior (OCB). There is a positive and significant influence between the variables of Work Professionalism on the Job Satisfaction variable. there is a positive but not significant effect between the Work Professionalism variable and the Organizational Citizenship Behavior (OCB) variable. There is a positive and significant effect between the Job Satisfaction variable on the Organizational Citizenship Behavior (OCB) variable. There is a positive and significant influence between the Servant Leadership variable on the Organizational Citizenship Behavior (OCB) variable through the Job Satisfaction variable. There is a positive and significant influence between the variable of Work Professionalism on the variable Organizational Citizenship Behavior (OCB) through the variable Job Satisfaction

Keywords: Servant Leadership, Work Professionalism, Job Satisfaction, Organizational Citizenship Behavior (OCB)