

ABSTRAK

Deri Krismon, No.BP 17101155310170, Manajemen Fakultas Ekonomi dan Bisnis (2021), Pengaruh *Servant Leadership*, *Self Efficacy*, *Emotional Intelligence*, dan *Employee Engagement* terhadap *Organizational Citizenship Behavior* Pada PT. P&P Lembah Karet Jl. By Pass, dibawah bimbingan Bapak Jhon Veri, S Kom, MM, M.Kom dan Bapak Bayu Pratama Azka, SE., MM.

Penelitian ini bertujuan untuk menguji seberapa besar pengaruh *Servant Leadership*, *Self Efficacy*, *Emotional Intelligence*, dan *Employee Engagement* terhadap *Organizational Citizenship Behavior*. Metode pengumpulan data melalui survei dan mengedarkan kuesioner, dengan sampel 100 responden yang didapat dengan rumus *slovin* pada PT. P&P Lembah Karet Jl. By Pass sebanyak 293.

Hasil penelitian yang didapatkan berdasarkan Uji persial (Uji t) diperoleh bahwa, Terdapat pengaruh yang signifikan antara *Servant leadership* terhadap *Organizational citizenship behavior* pada PT. P&P Lembah Karet Kota Padang, Tidak Terdapat pengaruh yang signifikan antara *Self efficacy* terhadap *Organizational citizenship behavior* pada PT. P&P Lembah Karet Kota Padang, Tidak Terdapat pengaruh *Emotional intelligence* terhadap *Organizational citizenship behavior* pada PT. P&P Lembah Karet Kota Padang, Terdapat pengaruh *Employee engagement* terhadap *Organizational citizenship behavior* pada PT. P&P Lembah Karet Kota Padang, Terdapat pengaruh *Servant leadership*, *Self efficacy*, *Emotional intelligence* dan *Employee engagement* secara bersama-sama terhadap *Organizational citizenship behavior* pada PT. P&P Lembah Karet Kota Padang.

Berdasarkan hasil penelitian menunjukkan bahwa, kontribusi dari variabel independen *Servant leadership*(X_1), *Self efficacy*(X_2), *Emotional intelligence* (X_3) dan *Employee engagement* (X_4) terhadap variabel dependen *Organizational citizenship behavior* (Y) sebesar 0,776 atau 77,6%. Sedangkan sisanya sebesar 0,224 atau 22,4% dipengaruhi oleh variabel lain di luar penelitian.

Kata Kunci : *Servant leadership*, *Self efficacy*, *Emotional intelligence*, *Employee engagement*, dan *Organizational citizenship behavior*.

ABSTRACT

Deri Krismon, No. BP 17101155310170, Management Faculty of Economics and Business (2021), The Influence of Servant Leadership, Self Efficacy, Emotional Intelligence, and Employee Engagement on Organizational Citizenship Behavior at PT. P&P Lembah Karet Jl. By Pass, under the guidance of Mr. Jhon Veri, S Kom, MM, M.Kom and Mr. Bayu Pratama Azka, SE., MM.

This study aims to examine how much influence Servant Leadership, Self Efficacy, Emotional Intelligence, and Employee Engagement have on Organizational Citizenship Behavior. Methods of collecting data through surveys and distributing questionnaires, with a sample of 100 respondents obtained by the slovin formula at PT. P&P Lembah Karet Jl. Bypass 293.

The results obtained based on the partial test (t test) obtained that, there is a significant influence between Servant leadership on Organizational citizenship behavior at PT. P&P Lembah Karet Padang City, There is no significant effect between Self efficacy on Organizational citizenship behavior at PT. P&P Karet Valley Padang City, There is no influence of Emotional intelligence on Organizational citizenship behavior at PT. P&P Karet Valley Padang City, There is an effect of Employee engagement on Organizational citizenship behavior at PT. P&P Karet Valley Padang City, There is a joint influence of Servant leadership, Self efficacy, Emotional intelligence and Employee engagement on Organizational citizenship behavior at PT. Padang City Rubber Valley P&P.

Based on the result of the study showed that, the contribution of the independent variables Servant leadership (X1), Self efficacy (X2), Emotional intelligence (X3) and Employee engagement (X4) on the dependent variable Organizational citizenship behavior (Y) is 0.776 or 77.6%. While the remaining 0.224 or 22.4% is influenced by other variables outside the study.

Keywords: Servant leadership, Self efficacy, Emotional intelligence, Employee engagement, and Organizational citizenship behavior.