

ABSTRAK

Habib Sabri Antika Cucu Pratama, 18101155310704, jurusan manajemen tahun 2018, pengaruh *servant leadership* dan *perceived organizational support* terhadap kepuasan kerja dengan *organizational citizenship behaviour* sebagai variabel intervening, dibawah bimbingan Ibu Marta Widian Sari, S.E.,M.M dan Ibu Olandari Mulyadi,S.E.,M.M.

Penelitian ini bertujuan untuk mengetahui seberapa besar pengaruh *servant leadership* dan *perceived organizational support* terhadap kepuasan kerja dengan *organizational citizenship behaviour* sebagai variabel intervening pada Biro Kesra Di Sekretariat Daerah Kantor Gubernur Provinsi Sumatera Barat. Metode yang digunakan adalah Analisis *structural Equation Modeling* (SEM) Dengan *Partial Least Square* (PLS). Dengan mengedarkan kuesioner sebanyak 42 responden.

Berdasarkan hasil penelitian menunjukkan bahwa terdapat pengaruh positif yang signifikan antara variabel *servant leadership* terhadap *organizational citizenship behavior*, maka H1 pada penelitian ini diterima. Terdapat pengaruh positif dan tidak signifikan antara variabel *perceived organizational support* terhadap *organizational citizenship behavior*, maka H2 pada penelitian ini ditolak. Terdapat pengaruh positif dan tidak signifikan antara variabel *servant leadership* terhadap kepuasan kerja, maka H3 ditolak. Terdapat pengaruh positif dan tidak signifikan antara variabel *perceived organizational support* terhadap kepuasan kerja, maka H4 ditolak. Terdapat pengaruh positif yang signifikan antara variabel *Organizational Citizenship Behavior* terhadap kepuasan kerja, maka H5 diterima. Terdapat pengaruh positif dan signifikan antara variabel *servant leadership* terhadap kepuasan kerja melalui *organizational citizenship behavior*, maka H6 diterima. Terdapat pengaruh positif dan tidak signifikan antara variabel *perceived organizational support* terhadap kepuasan kerja melalui *organizational citizenship behavior*, maka H7 ditolak.

Kata Kunci : *Servant Leadership, Perceived Organizational Support, Kepuasan Kerja, Organizational Citizenship Behaviour*

ABSTRACT

Habib Sabri Antika Cucu Pratama, 18101155310704, majoring in management in 2018, the influence of servant leadership and perceived organizational support on job satisfaction with organizational citizenship behavior as an intervening variable, under the guidance of Ms. Marta Widian Sari, S.E., M.M and Mrs. Olandari Mulyadi, S.E., M.M.

This study aims to find out how much influence servant leadership and perceived organizational support on job satisfaction with organizational citizenship behaviour as an intervening variable in the Kesra Bureau in the Regional Secretariat of the Governor's Office of West Sumatra Province. By distributing questionnaires as many as 42 respondents.

Based on the results of the study, it showed that there was a significant positive effect between the servant leadership variable on organizational citizenship behavior, then H1 in this study was accepted. There was a positive and insignificant effect between the perceived organizational support variable on organizational citizenship behavior, then H2 in this study was rejected. positive and insignificant influence between servant leadership variables on job satisfaction, then H3 is rejected. There is a positive and insignificant effect between perceived organizational support variables on job satisfaction, then H4 is rejected. There is a significant positive effect between Organizational Citizenship Behavior variables on job satisfaction, then H5 is accepted. There is a positive and significant influence between the servant leadership variables on job satisfaction through organizational citizenship behavior, then H6 is accepted. There is a positive and insignificant effect between perceived organizational support variables on job satisfaction through organizational citizenship behavior, then H7 is rejected.

Keywords : Servant Leadership, Perceived Organizational Support, Job Satisfaction, Organizational Citizenship Behaviour