

Pengaruh transformational leadership dan workplace spirituality terhadap organizational citizenship behavior dengan variabel mediasi work engagement dan affective commitment: studi empiris pada KPPBC TMP A Bogor = The effect of transformational leadership and workplace spirituality on organizational citizenship behavior with work engagement and affective commitment as mediation variables: empirical study on customs and excise office type A Bogor

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Abstrak

Penelitian dilakukan untuk mengetahui pengaruh transformational leadership dan workplace spirituality sebagai faktor pendorong organizational citizenship behavior melalui mediasi work engagement dan affective commitment pada pegawai di bidang pelayanan publik. Responden penelitian adalah pegawai pada Kantor Pengawasan dan Pelayanan Bea dan Cukai Tipe Madya Pabean A Bogor yang menjalankan tugas di bidang kepabeanan dan cukai di kota Bogor. Total responden dalam penelitian ini berjumlah 153 orang dan structural equation modelling digunakan sebagai metode analisis data. Hasil penelitian menunjukkan bahwa transformational leadership berpengaruh positif terhadap organizational citizenship behavior, sementara itu workplace spirituality berpengaruh positif terhadap organizational citizenship behavior dengan mediasi work engagement dan affective commitment.

.....The study aims to determine the impact of transformational leadership and workplace spirituality as antecedant of organizational citizenship behavior through mediation of work engagement and affective commitment on employees in the field of public service. Research respondents were employees at the Medium Customs and Excise Office type A Bogor. Total respondents in this study were 153 people and structural equation modeling was used as a data analysis method. The results showed that transformational leadership had a positive effect on organizational citizenship behavior, while workplace spirituality had a positive effect on organizational citizenship behavior by being mediated by work engagement and affective commitment.