

Pengaruh Employee Engagement dan Servant Leadership terhadap Organizational Citizenship Behavior dengan mediasi Organizational Commitment pada Sekretariat Jenderal Kementerian Keuangan = The Influence of Employee Engagement and Servant Leadership on Organizational Citizenship Behavior with mediation of Organizational Commitment at Secretariat General of The Ministry of Finance

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Abstrak

Penelitian ini bertujuan untuk mengetahui pengaruh employee engagement dan servant leadership terhadap organizational citizenship behavior dengan mediasi organizational commitment. Data dikumpulkan melalui kuesioner dan dianalisis menggunakan Structural Equation Modeling. Sejumlah 353 (tiga ratus lima puluh tiga) pegawai Sekretariat Jenderal Kementerian Keuangan berpartisipasi menjadi sampel penelitian. Hasil penelitian ini menunjukkan bahwa employee engagement, servant leadership, dan organizational commitment berpengaruh positif terhadap organizational citizenship behavior. Selanjutnya, employee engagement memiliki pengaruh positif terhadap organizational commitment sedangkan servant leadership tidak memiliki pengaruh terhadap organizational commitment. Diperoleh hasil pula bahwa organizational commitment memediasi antara employee engagement terhadap organizational citizenship behavior dengan sifat mediasi parsial, namun organizational commitment tidak memediasi antara servant leadership terhadap organizational citizenship behavior. Hasil penelitian ini dapat dijadikan dasar dalam memberikan implikasi manajerial untuk praktik manajemen yang dapat dijalankan organisasi dalam mengidentifikasi permasalahan dan menerapkan solusi yang berkaitan dengan variabel-variabel dalam penelitian serta mengelaborasi faktor yang dapat meningkatkan organizational citizenship behavior yang secara paralel juga dapat meningkatkan kinerja dari organisasi.

.....This research aims to determine the influence of employee engagement and servant leadership on organizational citizenship behavior with the mediation of organizational commitment. Data was collected through questionnaires and analyzed using Structural Equation Modeling. A total of 353 (three hundred and fifty three) employees of the Secretariat General of the Ministry of Finance participated as research samples. The results of this research show that employee engagement, servant leadership, and organizational commitment have a positive effect on organizational citizenship behavior. Furthermore, employee engagement has a positive influence on organizational commitment, while servant leadership has no influence on organizational commitment. The results also obtained that organizational commitment mediates between employee engagement and organizational citizenship behavior with partial mediation properties, but organizational commitment does not mediate between servant leadership and organizational citizenship behavior. The results of this research can be used as a basis for providing managerial implications for management practices that organizations can carry out in identifying problems and implementing solutions related to the variables in the research as well as elaborating on factors that can improve organizational citizenship behavior which in parallel can also improve organizational performance.