

## ABSTRAK

Andaka Barsyah, 2022: Dampak *Servant Leadership*, Kecerdasan Emosional, dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior* (OCB) pada Karyawan PT. Solnet Indonesia Kantor Cabang Tanjung Pinang. Tim Pembimbing Abdul Jalal, SE., M.Si dan Hj. Iranita, SE., M.Si

Penelitian ini bertujuan untuk mengetahui dampak *Servant Leadership*, Kecerdasan Emosional, dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior* (OCB) pada Karyawan PT. Solnet Indonesia Kantor Cabang Tanjung Pinang. Penelitian ini menggunakan metode pendekatan kuantitatif. Populasi didalam penelitian adalah 37 karyawan pada PT. Solnet Indonesia Kantor Cabang Tanjung Pinang. Kemudian penentuan sampel dengan teknik *non-probability sampling* sehingga sampel dalam penelitian ini adalah jumlah keseluruhan dari populasi yakni berjumlah 37 orang. Data analisis dengan menggunakan regresi linear berganda, termasuk uji t, uji F, dan koefisien determinasi. Hasil penelitian uji t menunjukkan bahwa variabel *Servant Leadership* (X1) tidak berdampak signifikan terhadap *Organizational Citizenship Behavior* (OCB), Kecerdasan Emosional (X2) berdampak signifikan terhadap *Organizational Citizenship Behavior* (OCB), dan Komitmen Organisasi (X3) berdampak signifikan terhadap *Organizational Citizenship Behavior* (OCB). Berdasarkan uji F nilai probabilitas sig  $0,00 < 0,05$  yang berarti secara bersama-sama *Servant Leadership*, Kecerdasan Emosional dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior* (OCB) (Y). Berdasarkan Uji koefisien determinasi dilihat dari (*Adjusted R<sup>2</sup>*) sebesar 0.649% dapat diartikan bahwa pengaruh *Servant Leadership*, Kecerdasan Emosional dan Komitmen Organisasi terhadap *Organizational Citizenship Behavior* sebesar 64.9%. Sisanya sebesar 35.1% dipengaruhi oleh faktor lainnya yang tidak dijelaskan dalam penelitian ini.

**Kata Kunci:** *Servant Leadership*, Kecerdasan Emosional, Komitmen Organisasi, dan *Organizational Citizenship Behavior* (OCB).

## **ABSTRACT**

Andaka Barsyah, 2022: *The Impact of Servant Leadership, Emotional Intelligence, and Organizational Commitment to Organizational Citizenship Behavior (OCB) on Employees of PT. Solnet Indonesia Tanjung Pinang Branch Office*. Advisory Team Abdul Jalal, SE., M.Si and Hj. Iranita, SE., M.Si.

*The purpose of this study was to examine the impact of Servant Leadership, Emotional Intelligence, and Organizational Commitment to Organizational Citizenship Behavior (OCB) on employees of PT. Solnet Indonesia Tanjung Pinang Branch Office. The type of research in this thesis is quantitative. The population in this study were employees at PT. Solnet Indonesia Tanjung Pinang Branch Office, totaling 37 people. Then determine the sample with a non-probability sampling technique so that the sample in this study is the total number of the population, which is 37 people. Data analysis using multiple linear regression, including t test, F test and coefficient of determination. The results of the t-test showed that the Servant Leadership variable (X1) has no significant impact on Organizational Citizenship Behavior (OCB), Emotional Intelligence (X2) had a significant impact on Organizational Citizenship Behavior (OCB), and Organizational Commitment (X3) had a significant impact on Organizational Citizenship Behavior (OCB). Based on the F test, the probability value of sig  $0.00 < 0.05$  means that simultaneously Servant Leadership, Emotional Intelligence, and Organizational Commitment to Organizational Citizenship Behavior (OCB). Based on the coefficient of determination test seen from (Adjusted R<sup>2</sup>) of 0.649, it can be interpreted that the impact of Servant Leadership, Emotional Intelligence, and Organizational Commitment to Organizational Citizenship Behavior is 64.9%. The remaining 35.1% is influenced by other factors not explained in this study.*

**Keywords:** *Servant Leadership, Emotional Intelligence, Organizational Commitment, and Organizational Citizenship Behavior (OCB)*