

ABSTRAK

‘PENGARUH *SERVANT LEADERSHIP* TERHADAP KINERJA PENGANTAR POS DI KANTOR *PROCESSING CENTER* BANDUNG DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR* SEBAGAI VARIABEL *INTERVENING*’

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Penelitian ini bertujuan untuk memperoleh bukti empiris mengenai pengaruh *servant leadership* terhadap kinerja melalui *organizational citizenship behavior* (OCB), yaitu pengaruh penerapan *servant leadership* terhadap *organizational citizenship behavior* (OCB) dan kinerja. Latar belakang dari penelitian ini adalah untuk mengetahui pengaruh *servant leadership* terhadap *organizational citizenship behavior* (OCB) dan kinerja Pengantar Pos di kantor *Processing Centre* (PC) Bandung. Untuk mengumpulkan data peneliti menggunakan observasi, kuesioner dan studi kepustakaan. Metode yang digunakan adalah deskriptif dan verifikatif, yaitu menggambarkan masing-masing variabel dan melakukan pengujian hipotesis. Hasil penelitian ini menunjukkan bahwa korelasi antara *servant leadership*, *organizational citizenship behavior* (OCB), dan kinerja karyawan termasuk dalam kategori tinggi. Hasil uji signifikansi secara parsial menunjukkan bahwa *servant leadership* dan *organizational citizenship behavior* (OCB) berpengaruh positif dan signifikan terhadap kinerja karyawan. Sementara itu *servant leadership* memiliki pengaruh yang positif dan lebih tinggi terhadap kinerja Pengantar Pos di Kantor *Processing Center* (PC) Bandung melalui *Organizational Citizenship Behavior* (OCB). Namun demikian kinerja belum mencapai target yang telah ditetapkan. Berkaitan dengan hal tersebut manajemen perlu melakukan kegiatan yang dapat membina hubungan baik antar karyawan sehingga dapat meningkatkan *Organizational citizenship behavior* (OCB) dan kinerja karyawan.

Kata kunci: *Servant Leadership*, *Organizational Citizenship Behavior* (OCB), Kinerja

ABSTRACT

“IMPACT OF SERVANT LEADERSHIP ON POSTMAN’S PERFORMANCE AT PROCESSING CENTER OFFICE BANDUNG WITH ORGANIZATIONAL CITIZENSHIP BEHAVIOR (OCB) AS INTERVENING VARIABLE”

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The purpose of this study is to get empirical evidence about impact of servant leadership to employee performance through organizational citizenship behavior (OCB) that is the influence of applied servant leadership to organizational citizenship behavior (OCB) and performance. The background of the research is to find out servant leadership's influence to organizational citizenship behavior (OCB) and Postman's performances in Processing Center (PC) Bandung office. Reseracher used observation, kuesioner, and literature study to collect some datas. Descriptive and verification method have been used to describe each variabel and test the hypothetical. Partial significant test results showed that servant leadership and organizational citizenship behavior (OCB) have a positive and significant effect on employee performance. Likewise servant leadership has a positive and higher influence on the performance of Postman in the office of Processing Centre (PC) Bandung through Organizational Citizenship Behavior (OCB). On the other hand, the performance still did not achieve its target which stated before. Based on that result, the management should do some activites which make good relations between employees and also increase Organizational citizenship behavior (OCB) and employees' performance.

Keywords: Servant Leadership, Organizational Citizenship Behavior (OCB), Performance