

Pengaruh kepemimpinan yang melayani terhadap organizational citizenship behavior dengan dimediasi oleh self efficacy dan komitmen organisasi studi kasus pada dinas pendidikan DKI Jakarta = The effect of servant leadership towards organizational citizenship behavior mediated by self efficacy and organizational commitment case study at education office of DKI Jakarta

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Abstrak

Penelitian ini bertujuan untuk mengetahui bagaimana tingkat organizational citizenship behavior, self-efficacy, komitmen organisasi, dan kepemimpinan yang melayani di Dinas Pendidikan DKI Jakarta, serta untuk mengetahui apakah self-efficacy dan komitmen organisasi memediasi pengaruh kepemimpinan yang melayani terhadap organizational citizenship behavior di Dinas Pendidikan DKI Jakarta. Responden penelitian adalah 113 pegawai Dinas Pendidikan DKI Jakarta pada berbagai bidang dan tingkatan. Penelitian ini menggunakan analisis causal step yang dikembangkan oleh Baron dan Kenny (1986) untuk menentukan mediasi. Hasil penelitian menunjukkan bahwa organizational citizenship behavior dan self-efficacy termasuk dalam kategori tinggi, sedangkan komitmen organisasi dan kepemimpinan yang melayani termasuk dalam kategori sedang. Selain itu, hasil penelitian ini menunjukkan self-efficacy memediasi penuh pengaruh kepemimpinan yang melayani terhadap organizational citizenship behavior. Sedangkan, komitmen organisasi memediasi parsial pengaruh kepemimpinan yang melayani terhadap organizational citizenship behavior.

This study aims to determine the level of organizational citizenship behavior, self-efficacy, organizational commitment, and servant leadership in Jakarta Education Office, and determine whether self-efficacy and organizational commitment mediates the effect of servant leadership towards organizational citizenship behavior in Jakarta Education Office. The respondents were 113 employees of Jakarta Education Office in various fields and levels. This study uses causal step analysis developed by Baron and Kenny (1986) to determine the mediation. The results showed that organizational citizenship behavior and self-efficacy are in the high category, whereas organizational commitment and servant leadership are in the medium category. In addition, the results showed that self-efficacy completely mediates the effect of servant leadership towards organizational citizenship behavior, while organizational commitment partially mediates the effect of servant leadership on organizational citizenship behavior.