

## ABSTRAK

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**Pengaruh Loyalitas Kerja Dan Budaya Organisasi Terhadap *Organizational Citizenship Behavior* Dengan *Servant Leadership* Sebagai Faktor Moderator Pada Karyawan Di Kelurahan Pulo Gebang Jakarta Timur Dan Ditinjau Dari Sudut Pandang Islam**

160 Halaman +xii halaman + 17 tabel + 3 gambar dan 5 lampiran

Penelitian ini dilakukan dengan tujuan untuk menganalisis peran *Servant Leadership* dalam memoderasi pengaruh loyalitas kerja dan budaya organisasi terhadap *Organizational Citizenship Behavior*. Penelitian di desain sebagai explanatory research. Populasi penelitian adalah karyawan Kelurahan Pulo Gebang Jakarta Timur dengan Jumlah sampel 50 responden. Data dikumpulkan dengan menggunakan instrumen kuesioner. Analisis data menggunakan *Metode Partial Square Structural Equation Modeling*. Hasil penelitian menunjukkan bahwa *Organizational Citizenship Behavior* memiliki kesesuaian (*fit*) yang besar ( $GoF=0.605$ ) untuk dijadikan model yang dapat memprediksi ( $Q^2=0,681$ ) pengaruhnya terhadap *Organizational Citizenship Behavior*. Hasil penelitian ini menunjukkan bahwa: (1) loyalitas kerja berpengaruh positif terhadap *Organizational Citizenship Behavior* (2) budaya organisasi berpengaruh positif terhadap *Organizational Citizenship Behavior* (3) *Servant Leadership* sebagai variabel moderator berperan untuk memperkuat pengaruh loyalitas kerja terhadap *Organizational Citizenship Behavior* (4) *Servant Leadership* sebagai variabel moderator tidak berperan untuk memperkuat pengaruh budaya organisasi terhadap *Organizational Citizenship Behavior*. Tinjauan Islam menjelaskan bahwa loyalitas kerja, budaya organisasi, *Servant Leadership* dan *Organizational Citizenship Behavior* tidak bertentangan dengan syariat Islam.

**Kata Kunci:** Loyalitas Kerja, Budaya Organisasi, *Servant Leadership* dan *Organizational Citizenship Behavior*.

## **ABSTRACT**

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**The Influence of Work Loyalty and Organizational Culture on Organizational Citizenship Behavior with Servant Leadership as a Moderator Factor for Employees in Pulo Gebang Village, East Jakarta and Viewed from an Islamic Perspective**

160 pages +xii pages + 17 tables + 3 pictures and 5 attachments

This study was conducted with the aim of analyzing the role of Servant Leadership in moderating the influence of work loyalty and organizational culture on Organizational Citizenship Behavior. The research was designed as an explanatory research. The research population is the employees of the Pulo Gebang sub-district, East Jakarta with a total sample of 50 respondents. Data were collected using a questionnaire instrument. Data analysis using Partial Square Structural Equation Modeling Method. The results showed that Organizational Citizenship Behavior has a large fit ( $GoF=0.605$ ) to be used as a model that can predict ( $Q^2=0.681$ ) its effect on Organizational Citizenship Behavior. The results of this study indicate that: (1) work loyalty has a positive effect on Organizational Citizenship Behavior (2) organizational culture has a positive effect on Organizational Citizenship Behavior (3) Servant Leadership as a moderator variable plays a role in strengthening the influence of work loyalty on Organizational Citizenship Behavior (4) Servant Leadership as a moderator variable does not play a role in strengthening the influence of organizational culture on Organizational Citizenship Behavior. The Islamic review explains that work loyalty, organizational culture, Servant Leadership and Organizational Citizenship Behavior do not conflict with Islamic law.

**Keywords:** Work Loyalty, Organizational Culture, Servant Leadership and Organizational Citizenship Behavior.