

ABSTRAK

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***Organizational Citizenship Behavior* Pada Institusi Pelayanan Publik di Jakarta Pusat: Peran *Self-Efficacy*, Komitmen Organisasi, dan *Work Engagement* Dengan *Servant Leadership* Sebagai Variabel Moderasi Serta Tinjauannya Dari Sudut Pandang Islam**
(145 halaman + xiv halaman + 23 tabel + 4 gambar + 6 lampiran)

Uraian Abstrak

Penelitian ini bertujuan untuk menganalisis pengaruh *self-efficacy*, komitmen organisasi, dan *work engagement* terhadap *organizational citizenship behavior* (OCB) dengan *servant leadership* sebagai variabel moderasi, serta tinjauannya dari sudut pandang Islam. Penelitian ini didesain sebagai *explanatory research* dengan pendekatan kuantitatif. Populasi penelitian adalah pegawai institusi pelayanan publik di wilayah Jakarta Pusat dengan jumlah sampel sebanyak 210 responden yang terdiri dari PNS dan PPPK, yang ditentukan menggunakan teknik *purposive sampling*. Data dikumpulkan melalui instrumen kuesioner dan dianalisis menggunakan metode *Partial Least Square – Structural Equation Modeling* (PLS-SEM). Evaluasi model penelitian menunjukkan bahwa *self-efficacy*, komitmen organisasi, dan *work engagement* memiliki tingkat kesesuaian yang baik dan relevan dalam memprediksi perilaku OCB pegawai. Hasil penelitian menunjukkan bahwa *self-efficacy*, komitmen organisasi, dan *work engagement* yang dimiliki oleh pegawai institusi pelayanan publik di Jakarta Pusat masing-masing dapat meningkatkan OCB. *Servant leadership* yang dimiliki pimpinan terbukti mampu memperkuat pengaruh *self-efficacy* dan *work engagement* terhadap OCB, namun tidak memoderasi pengaruh komitmen organisasi terhadap OCB. *Self-efficacy*, komitmen organisasi, *work engagement*, OCB, dan *servant leadership* sesuai dengan syariat Islam.

Kata Kunci: kepemimpinan melayani, keterikatan kerja, perilaku *extra-role*, pelayanan publik, *self-efficacy*

ABSTRACT

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***Organizational Citizenship Behavior in Public Service Institutions in Central Jakarta: The Role of Self-Efficacy, Organizational Commitment, and Work Engagement with Servant Leadership as a Moderating Variable and Its Review from an Islamic Perspective
(145 pages + xiv pages + 23 tables + 4 figure + 6 attachments)***

Abstract Description

This study aims to analyze the influence of self-efficacy, organizational commitment, and work engagement on organizational citizenship behavior (OCB), with servant leadership as a moderating variable, and to review this from an Islamic perspective. This research is designed as explanatory research with a quantitative approach. The research population is employees of public service institutions in the Central Jakarta area, with a sample of 210 respondents consisting of civil servants and PPPK, which were determined using purposive sampling techniques. Data were collected using questionnaires and analyzed using Partial Least Squares – Structural Equation Modeling (PLS-SEM). The evaluation of the research model showed that self-efficacy, organizational commitment, and work engagement had a strong fit and were highly predictive of employees' OCB. The result of the study shows that self-efficacy, organizational commitment, and work engagement owned by employees of public service institutions in Central Jakarta can each improve OCB. Servant leadership has been shown to strengthen the influence of self-efficacy and work engagement on OCB. Still, it does not moderate the influence of organizational commitment on OCB. Self-efficacy, organizational commitment, work engagement, OCB, and servant leadership align with Islamic values.

Keywords: extra-role behavior, public service, self-efficacy, servant leadership, work engagement