

ABSTRACT

Organizational Citizenship Behavior (OCB) is a behavior that benefits the organization and / or tends to benefit the organization, voluntarily and beyond what the role demands. This phenomenon encourages this study aimed at knowing the influence of transformational leadership and transactional leadership toward organizational citizenship behavior with job satisfaction as mediator to employees in CV. Merapi Kendal.

The research method used to know the influence of transformational leadership and transactional leadership toward organizational citizenship behavior with job satisfaction as mediator to employees in CV. Merapi Kendal is done by causality research approach. Required data obtained through interview by using questionnaires to 98 respondents. The data obtained are then analyzed by using Multiple Regression Test.

The results of multiple regression testing showed that transformational leadership and transactional leadership proved to significantly explain the variation in job satisfaction variables. While the OCB variable proved to be explained by the variables of transformational leadership, transactional leadership and job satisfaction.

Keywords: transformational leadership, transactional leadership, job satisfaction, organizational citizenship behavior