

ABSTRACT

This research was conducted by analyzing the factors that affect the organizational citizenship behavior with servant leadership variable, role conflict variable and organizational commitment variable as an intervening variable. This research was conducted at BAPPEDA in Rembang Regency. This research by developing a theoretical model by proposing five hypotheses to be tested by using Partial Least Square (PLS) as an analytical tool. The respondents of this study were all employees of BAPPEDA in Rembang Regency totaling 50 people.

The results of data processing by using PLS to the theoretical models have met the discriminant validity, value Average Variance Extracted (AVE) and the Test of Composite Reliability. The processing results can be stated that the model meets the criteria for a reliable and feasible for use. These results indicate that organizational citizenship behavior can be improved by servant leadership and organizational commitment. Perception of servant leadership are good and high organizational commitment will affect the organizational citizenship behavior of employees at BAPPEDA in Rembang Regency.

Keywords: Servant Leadership, Role Conflict, Organizational Commitment and Organizational Citizenship Behavior