

ABSTRAK

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Program Studi : Manajemen
Judul : Pengaruh *Transformational Leadership*, *Job Satisfaction* Dan *Organizational Commitment* Terhadap *Organizational Citizenship Behavior* Pada Pegawai Rumah Sakit Umum Daerah Langsa.

Penelitian ini dilakukan untuk menguji pengaruh *Transformational Leadership*, *Job Satisfaction* dan *Organizational Commitment* terhadap *Organizational Citizenship Behavior* pada Pegawai Rumah Sakit Umum Daerah Langsa. Jenis penelitian ini menggunakan metode kuantitatif, pengumpulan data menggunakan kuesioner yang berisi pertanyaan dan pernyataan dengan membagikan kepada pegawai yang bersangkutan di Rumah Sakit Umum Daerah Langsa. Populasi pada penelitian ini adalah pegawai yang berstatus PNS di Rumah Sakit Umum Daerah Langsa yang berjumlah 547 pegawai. Sedangkan jumlah sampel pada penelitian ini adalah 72 pegawai. Metode analisis data yang digunakan adalah teknik analisis regresi linear berganda dengan menggunakan SPSS 26. Analisis data menggunakan uji asumsi klasik, uji parsial (uji t) dan uji koefisien determinasi. Hasil penelitian menunjukkan bahwa *Transformational Leadership*, *Job Satisfaction* dan *Organizational Commitment* berpengaruh positif dan signifikan terhadap *Organizational Citizenship Behavior* pada Pegawai Rumah Sakit Umum Daerah Langsa.

Kata kunci : *Transformational Leadership* , *Job Satisfaction*, *Organizational Commitment*, *Organizational Citizenship Behavior*

ABSTRACT

Name : Ira Safitri
Study Program : Management
Title : The Effect of Transformational Leadership, Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior in Employees of Langsa Regional General Hospital.

This study was conducted to examine the influence of Transformational Leadership, Job Satisfaction and Organizational Commitment on Organizational Citizenship Behavior in Langsa Regional General Hospital. This type of research uses a quantitative method, data collection uses a questionnaire containing questions and statements by distributing the information of the employees concerned at the Langsa Regional General Hospital. The population in this study is employees with civil servant status at the Langsa Regional General Hospital which totals 547 employees. Meanwhile, the number of samples in this study is 72 employees. The data analysis method used is a multiple linear regression analysis technique using SPSS 26. Data analysis uses classical assumption tests, partial tests (t-tests) and determination coefficient tests. The results of the study show that Transformational Leadership, Job Satisfaction and Organizational Commitment have a positive and significant effect on Organizational Citizenship Behavior in Langsa Regional General Hospital Employees.

Keywords: Transformational Leadership, Job Satisfaction, Organizational Commitment, Organizational Citizenship Behavior.