

**HUBUNGAN ANTARA PERSEPSI TERHADAP GAYA
KEPEMIMPINAN TRANSFORMASIONAL
DENGAN *ORGANIZATIONAL CITIZENSHIP BEHAVIOR*
PADA KARYAWAN HOTEL GARIS DEPAN (*FRONTLINE*)
DI KOTA BATU**

Patricia Sabrina Amarta

ABSTRAK

Penelitian ini bertujuan untuk mengetahui hubungan antara persepsi terhadap gaya kepemimpinan transformasional dengan *organizational citizenship behavior* pada karyawan hotel garis depan (*frontline*) di Kota Batu. Hipotesis yang diajukan adalah terdapat hubungan yang positif dan signifikan antara persepsi terhadap gaya kepemimpinan transformasional dengan *organizational citizenship behavior* pada karyawan hotel garis depan (*frontline*) di Kota Batu. Subjek dalam penelitian ini adalah 160 karyawan hotel pada Departemen *Food & Beverages Service (F&B Service)*, *Food & Beverages Production (F&B Production)*, *Front Office*, *Housekeeping*, *Security*, dan *Engineering*. Alat pengumpulan data yang digunakan adalah skala persepsi terhadap gaya kepemimpinan transformasional dan skala OCB. Kedua skala tersebut adalah hasil adaptasi dan menggunakan jenis *Likert*. Skala persepsi terhadap gaya kepemimpinan transformasional terdiri atas 18 item dengan koefisien reliabilitas sebesar 0,884, sedangkan skala OCB terdiri atas 15 item dengan koefisien reliabilitas sebesar 0,799. Uji hipotesis dalam penelitian ini menggunakan analisis statistik non-parametrik *Spearman Rho's Correlation* karena distribusi data penelitian ini bersifat tidak normal. Hasil penelitian ini menunjukkan terdapat hubungan signifikan yang kuat dan positif antara persepsi terhadap gaya kepemimpinan transformasional dengan OCB karyawan hotel garis depan ($p = 0,000$; $r = 0,677$). Hal ini berarti semakin tinggi persepsi terhadap gaya kepemimpinan transformasional, maka semakin tinggi pula OCB karyawan. Sebaliknya, semakin rendah persepsi terhadap gaya kepemimpinan transformasional, maka semakin rendah pula OCB karyawan.

Kata kunci: gaya kepemimpinan transformasional, *organizational citizenship behavior*, hotel

**THE CORRELATION BETWEEN PERCEPTION OF
TRANSFORMATIONAL LEADERSHIP STYLE AND
ORGANIZATIONAL CITIZENSHIP BEHAVIOR
OF FRONTLINE HOTEL EMPLOYEES
IN BATU CITY**

Patricia Sabrina Amarta

ABSTRACT

This study aimed to determine the correlation between perceptions of transformational leadership style and organizational citizenship behavior of frontline hotel employees in Batu City. The hypothesis proposed in this study was there is a positive and significant relationship between perceptions of transformational leadership style and organizational citizenship behavior in frontline hotel employees in Batu City. The subjects in this study were 160 hotel employees in the Department of Food & Beverages Service (F&B Service), Food & Beverages Production (F&B Production), Front Office, Housekeeping, Security, and Engineering. The instruments used in this study were the perception of transformational leadership style scale and the OCB scale. Both scales were Likert-typed and adapted from the original versions. The perception of transformational leadership style scale consisted of 18 items with a reliability coefficient of 0.884, while the OCB scale consisted of 15 items with a reliability coefficient of 0.799. Hypothesis testing in this study used non-parametric statistical analysis of Rank Spearman Rho's Correlation because the research data distribution was not normal. The results of this study indicated that there is a strong and positive significant relationship between perceptions of transformational leadership style and OCB of frontline hotel employees ($p = 0.000$; $r = 0.677$). By that mean, the higher the perception of the transformational leadership style, the higher the employee's OCB. In other words, the lower the perception of the transformational leadership style, the lower the employee's OCB.

Key words: transformational leadership style, organizational citizenship behavior, hotel