

UNIVERSITAS INTERNASIONAL BATAM

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ANALYSIS OF FACTORS EFFECTING OCB WITH EMPLOYEE ENGAGEMENT AS A MEDIATION VARIABLE IN 4 STAR HOTEL EMPLOYEE IN BATAM CITY

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ABSTRACT

This study aim to analyze the factors that influence organizational citizenship behaviour with employee engagement as mediation in 4 star hotel employee in Batam city.

This research was conducted with the object of the research namely four star hotel in the city of Batam. The sampel of this research is employee who work in four star hotel especially in in Lubuk Baja sub-district, with data collected by 270 respondents. Analysis and data processing using the Smart PLS (Partial Least Square).

The result of this study state that nine hypotheses are are accepted, which include work motivation, leadership style, work life balance, communication as independent variable has a significant effect on employee engagement. Employee engagement mediation variable has a significant effect on OCB and employee engagement mediates the relationship between work motivation, leadership style, work life balance, communication to OCB

Keywords: *Work motivation, Leadership style, Work life balance, Communication, Employee engagement, OCB.*