

ABSTRACT

This Research aims to examine the effect of servant leadership, organizational culture, organizational citizenship behaviour, employee performance. The object of this research is the employees of PT.Auto2000 Serpong and number of samples specified was the 86 respondents using the method calculations based on slovin formula. Withdrawal methods sample using simple random sampling. Using the method of data collection method survey, with research instrument is the questionnaire. Data analysis using the method of Partial Least Square (PLS). The Results of this research proves that servant leadership positive and significant effect on organizational culture. Servant leadership influential positive and significantly on organizational citizenship behaviour. Servant leadership influential positive and significantly on employee performance. Organizational culture positive and significant effect on organizational citizenship behaviour. Organizational culture influential positive and significantly on employee performance. Organizational citizenship behaviour influential positive and significantly on employee performance.

Keywords: Servant Leadership, Organizational Culture, Organizational Citizenship Behaviour, Employee Performance.



ABSTRAK

Penelitian ini bertujuan untuk menguji pengaruh *servant leadership*, budaya organisasi, *organizational citizenship behaviour* dan kinerja karyawan. Objek penelitian ini adalah PT. Auto2000 Serpong dan jumlah sampel yang ditentukan adalah 86 responden dengan menggunakan metode perhitungan berdasarkan rumus slovin. Metode penarikan sampel menggunakan *simple random sampling*. Metode pengumpulan data menggunakan survey dengan instrumen penelitian adalah kuesioner. Metode analisis data menggunakan *Partial Least Square* (PLS). Hasil penelitian membuktikan *servant leadership* berpengaruh positif signifikan terhadap budaya organisasi. *Servant leadership* berpengaruh positif signifikan terhadap *organizational citizenship behaviour*. *Servant leadership* berpengaruh positif signifikan terhadap kinerja karyawan. Budaya organisasi berpengaruh positif signifikan terhadap *organizational citizenship behaviour*. Budaya organisasi berpengaruh positif signifikan terhadap kinerja karyawan. *Organizational citizenship behaviour* berpengaruh positif signifikan terhadap kinerja karyawan.

Kata kunci: *Servant Leadership*, Budaya Organisasi, *Organizational Citizenship Behaviour*, Kinerja Karyawan

