

ABSTRAK

Deva Intan Margarini. 2025. Pengaruh Budaya Organisasi, *Servant Leadership*, dan *Organizational Citizenship Behavior* terhadap Kinerja Karyawan (Studi pada PT Mandiri Tunas Finance Madiun). Program Studi Manajemen, Fakultas Ekonomi dan Bisnis, Universitas PGRI Madiun. Pembimbing I: Dr. Anggita Langgeng Wijaya, S.E., M.Si., Ak., C.A., CPA., CRMP., Pembimbing II: Dr. Apriyanti, S.E., M.M., CPSMM.

Menurut Yuniarti (2021), menjelaskan kinerja karyawan merupakan prestasi yang dicapai seseorang atau kelompok berdasarkan wewenang dan tanggung jawabnya selaras dengan tujuan organisasi secara efisien dan efektif. Untuk menguji pengaruh budaya organisasi, *servant leadership*, dan *organizational citizenship behavior* terhadap kinerja karyawan di PT Mandiri Tunas Finance Madiun. Penelitian ini dilakukan berdasarkan hasil pra-riset yang menunjukkan adanya beberapa masalah tentang budaya organisasi, *servant leadership*, dan *organizational citizenship behavior* terhadap kinerja karyawan pada PT Mandiri Tunas Finance Madiun. Hasil penelitian ini membuktikan bahwa: (1) budaya organisasi berpengaruh positif dan signifikan terhadap kinerja karyawan PT Mandiri Tunas Finance Madiun; (2) *servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan PT Mandiri Tunas Finance Madiun; (3) *organizational citizenship behavior* berpengaruh positif dan signifikan terhadap kinerja karyawan PT Mandiri Tunas Finance Madiun.

Kata Kunci: Budaya Organisasi, *Servant Leadership*, *Organizational Citizenship Behavior*, Kinerja Karyawan.

ABSTRACT

The Influence of Organizational Culture, Servant Leadership, and Organizational Citizenship Behavior towards Employee Performance (Study at PT. Mandiri Tunas Finance Madiun).

According to Yuniarti (2021), employee performance is defined as the achievements of an individual or group based on their authority and responsibilities, aligned with organizational goals, efficiently and effectively. This study aimed to examine the influence of organizational culture, servant leadership, and organizational citizenship behavior towards employee performance at PT. Mandiri Tunas Finance Madiun. This study was conducted based on pre-research findings that indicated several issues regarding organizational culture, servant leadership, and organizational citizenship behavior towards .employee performance at PT. Mandiri Tunas Finance Madiun. The results of this study demonstrate: (1) organizational culture has a positive and significant effect towards employee performance at PT Mandiri Tunas Finance Madiun; (2) servant leadership has a positive and significant effect towards employee performance at PT Mandiri Tunas Finance Madiun; and (3) organizational citizenship behavior has a positive and significant effect towards employee performance at PT Mandiri Tunas Finance Madiun.

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