ABSTRACT

This research is conducted by the concept of leadership that is not commonly owned by a company, that is servant leadership that prioritizes the company's performance, and how to bring up factors that can mediate the results produced by the company as a cultural organization. The purpose of this study was conducted to determine the effect of servant leadership (X) on employee performance (Y) through organizational culture (Z) at PT TASPEN (PERSERO) Bandung Main Branch Office.

This research uses descriptive and causal research types with quantitative. The sampling technique for this reserch is a total sampling technique by collecting data using an online questionnaire through Google form with 46 respondents. Data analysis techniques using descriptive analysis and path analysis.

The results showed that servant leadership, employee performance and organizational culture were in the good categories. The great influence of servant leadership on employee performance is 17.6%. The influence of servant leadership on organizational culture is 48.6%. The influence of organizational culture on employee performance by 48.3%. And the influence of servant leadership on employee performance through organizational culture is 23.5%.

Keywords: Servant leadership, employee performance, organizational culture, intervening variable.