

ABSTRAK

Tujuan dari penelitian ini adalah untuk mengetahui seberapa besar pengaruh *Servant Leadership*, Kepribadian Terhadap *Organizational Citizenship Behavior*, dan seberapa besar pengaruh *Servant Leadership*, Kepribadian, dan *Organizational Citizenship Behavior* Terhadap Peningkatan Kinerja Karyawan pada Kantor Camat Pancung Soal. Metode analisis data menggunakan kuesioner, dengan sampel 37 responden. Metode analisis data yang digunakan adalah analisis jalur.

Berdasarkan hasil penelitian menunjukkan bahwa *Servant Leadership*, Kepribadian Terhadap *Organizational Citizenship Behavior*, dan *Servant Leadership*, Kepribadian berpengaruh positif dan signifikan Terhadap Peningkatan Kinerja Karyawan dan *Organizational Citizenship Behavior* tidak memediasi *Servant Leadership* terhadap Kinerja Karyawan, dan *Organizational Citizenship Behavior* tidak memediasi Kepribadian terhadap Peningkatan Kinerja Karyawan. Kontribusi variabel *Servant Leadership*, Kepribadian dan *Organizational Citizenship Behavior* berpengaruh sebesar 61,1% sedangkan sisanya sebesar 38,9% dipengaruhi oleh variabel lain diluar penelitian ini.

Berdasarkan hasil penelitian ini diharapkan Manajemen Perusahaan dapat meningkatkan Peningkatan Kinerja Karyawan dengan meningkatkan *Organizational Citizenship Behavior*, dan *Organizational Citizenship Behavior* akan meningkat dengan meningkatkan *Servant Leadership* dan Kepribadian pada Kantor Camat Pancung Soal melalui masing-masing indikator.

Kata Kunci: *Servant Leadership*, Kepribadian, *Organizational Citizenship Behavior* dan Peningkatan Kinerja Karyawan.

ABSTRACT

The purpose of this study was to determine how much influence Servant Leadership, Personality Against Organizational Citizenship Behavior, and how much influence Servant Leadership, Personality, and Organizational Citizenship Behavior on Employee Performance Improvement at Pancung Problem Headquarters Office. Methods of data analysis using a questionnaire, with a sample of 37 respondents. The data analysis method used is path analysis.

Based on the research results, it shows that Servant Leadership, Personality Against Organizational Citizenship Behavior, and Servant Leadership, Personality has a positive and significant effect on Employee Performance Improvement and Organizational Citizenship Behavior does not mediate Servant Leadership on Employee Performance, and Organizational Citizenship Behavior does not mediate Personality on Employee Performance Improvement. . The contribution of Servant Leadership, Personality and Organizational Citizenship Behavior variables has an effect of 61.1% while the remaining 38.9% is influenced by other variables outside of this study.

Based on the results of this study, it is hoped that the Management of the Company can increase Employee Performance Improvement by increasing the Organizational Citizenship Behavior, and the Organizational Citizenship Behavior will increase by increasing Servant Leadership and Personality at the Pancung Problem Head Office through each indicator.

Keywords: Servant Leadership, Personality, Organizational Citizenship Behavior and Employee Performance Improvement