

ABSTRACT

Employee performance problems that occur at PT Jasa Raharja (Persero) Semarang Branch, which is indicated from the decline in the achievement of the employee performance index of PT Jasa Raharja (Persero) Semarang Branch over the past five years that has never reached the target set by the company. Based on the results of the presurvey, it was found that there was dissatisfaction from the employees of PT Jasa Raharja (Persero) Semarang Branch which was allegedly caused by organizational culture and leadership. The purpose of this study was to analyze the influence of organizational culture and leadership on job satisfaction and employee performance of PT Jasa Raharja (Persero) Semarang Branch.

The population selected in this study were all employees of PT Jasa Raharja (Persero) Semarang Branch with a total of 177 people. The number of samples used in this study were 68 employees of PT Jasa Raharja (Persero) Semarang Branch. The sampling technique in this research is purposive sampling method. Data collection method is to use a questionnaire. Data analysis method used is path analysis.

Based on the results of the study, organizational culture and leadership have a positive effect on job satisfaction and employee performance at PT Jasa Raharja (Persero) Semarang Branch. Job satisfaction mediates the influence of organizational culture and leadership on employee performance.

Keywords: organizational culture, leadership, job satisfaction, employee performance.

