

ABSTRACT

Employee performance is an important factor in supporting organizational effectiveness, particularly in companies operating in the public service sector such as PT. PLN (Persero). The dynamics of employee performance reflected in the fluctuations of SAIDI, SAIFI, customer satisfaction index, and employee productivity indicate that organizations need to pay attention to factors influencing employee behavior and performance. Organizational culture is one of the important factors that can shape employee work behavior, including encouraging the emergence of Organizational Citizenship Behavior (OCB) as voluntary behavior that supports organizational effectiveness. This study aims to analyze the effect of organizational culture on employee performance both directly and through OCB as a mediating variable.

The population in this study consisted of all employees of PT. PLN (Persero) Unit Induk Distribusi Jateng dan D.I Yogyakarta, totaling 85 employees. The sampling technique used was the census or saturated sampling method, in which all members of the population were used as research respondents. Data collection was carried out through questionnaires distributed to respondents. The data obtained were analyzed using the Structural Equation Modeling–Partial Least Square (SEM-PLS) method with the assistance of SmartPLS version 3.2.9 software.

The results of the study indicate that organizational culture has a positive and significant effect on employee performance. Organizational culture also has a positive and significant effect on Organizational Citizenship Behavior (OCB). In addition, Organizational Citizenship Behavior (OCB) has a positive and significant effect on employee performance. The mediation test results show that Organizational Citizenship Behavior (OCB) significantly mediates the effect of organizational culture on employee performance.

Keywords: Organizational Culture, Organizational Citizenship Behavior (OCB), and Employee Performance.