

## ABSTRAK

Penelitian ini bertujuan untuk menguji secara empiris pengaruh *servant leadership*, *Empowerment*, Konflik Peran terhadap kinerja karyawan. Analisis ini menggunakan variabel independen yaitu *servant leadership*, *Empowerment*, Konflik Peran, Variabel dependennya adalah Kinerja karyawan. Sampel penelitian ini adalah karyawan PT. Madubaru PG PS Madukismo Yogyakarta. Sampel dilakukan dengan metode teknik sampling. Pengumpulan data dilakukan dengan kuesioner disebarkan ke karyawan sebanyak 60 kuesioner. Metode statistik menggunakan Analisis Regresi Linear Berganda, dengan pengujian hipotesis uji statistik t dan F. Hasil penelitian ini menunjukkan bahwa *servant leadership* mempengaruhi Kinerja karyawan, *Empowerment* mempengaruhi Kinerja karyawan, Konflik Peran mempengaruhi Kinerja karyawan dan terdapat pengaruh *servant leadership*, *Empowerment*, Konflik peran terhadap Kinerja karyawan melalui peran mediasi kepuasan karyawan,

**Kata kunci:** *servant leadership*, *Empowerment*, Konflik peran dan kinerja karyawan.

## **ABSTRACT**

*This study aims to test empirically the effect of servant leadership on employee loyalty through the mediating role of employee satisfaction. This analysis uses independent variables, namely servant leadership, intervening variables of employee satisfaction. The dependent variable is employee loyalty. The sample of this research is the employees of PT. Madubaru PG PS Madukismo Yogyakarta. Samples were carried out by sampling technique method. The data was collected by using a questionnaire distributed to employees as many as 60 questionnaires. The statistical method uses Multiple Linear Regression Analysis, with hypothesis testing *t* and *F* statistical tests. The results of this study indicate that servant leadership affects employee performance, empowerment affects employee performance, role conflict affects employee performance and there is an influence of servant leadership, empowerment, role conflict on employee performance through the mediating role of employee satisfaction.*

**Keywords:** *servant leadership, empowerment, role conflict and employee performance.*