

ABSTRACT

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THE INFLUENCES OF SERVANT LEADERSHIP, ORGANIZATIONAL CLIMATE, AND JOB SATISFACTION ON ORGANIZATIONAL COMMITMENT OF ACADEMIC ADMINISTRATION OFFICE EMPLOYEE IN TANGERANG XYZ UNIVERSITY

(xvi+87 pages: 6 images; 19 tables; 14 appendices)

Organizational commitment is very important because it will make employees involved in realizing organizational goals. Many factors that influence organizational commitment; including servant leadership, organizational climate, and job satisfaction. This study aims to analyze the influences of servant leadership, organizational climate, and job satisfaction on organizational commitment. This study uses a quantitative approach. The subjects of this study were 21 employees of the Academic Administration Office at XYZ Tangerang University. Data processing method used path analysis and descriptive statistics. Data collection techniques using a questionnaire. Data were analyzed by JASP (Jeffreys Amazing Statistics Program) software to determine the path coefficients. From the research results, it can be concluded that: (1) servant leadership has a positive effect on job satisfaction; (2) there is insufficient evidence that servant leadership has a positive effect on organizational commitment; (3) organizational climate has a positive effect on job satisfaction; (4) organizational climate has a positive effect on organizational commitment; (5) job satisfaction has a positive effect on organizational commitment; (6) servant leadership has a positive effect on organizational commitment through job satisfaction; and (7) organizational climate has a positive effect on organizational commitment through job satisfaction.

Keywords : *job satisfaction, organizational commitment, organizational climate, servant leadership*

References : 31 (2002-2021)

ABSTRAK

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PENGARUH *SERVANT LEADERSHIP*, IKLIM ORGANISASI, DAN KEPUASAN KERJA TERHADAP KOMITMEN ORGANISASI KARYAWAN BIRO ADMINISTRASI AKADEMIK DI UNIVERSITAS XYZ TANGERANG

(xvi+87 halaman: 6 gambar; 19 tabel; 14 lampiran)

Komitmen organisasi sangat penting karena akan membuat karyawan ikut terlibat dalam mewujudkan tujuan organisasi. Banyak faktor yang memengaruhi komitmen organisasi, diantaranya adalah *servant leadership*, iklim organisasi, dan kepuasan kerja. Penelitian ini bertujuan untuk menganalisis pengaruh *servant leadership*, iklim organisasi, dan kepuasan kerja terhadap komitmen organisasi. Penelitian ini menggunakan pendekatan kuantitatif. Subjek penelitian ini adalah 21 karyawan Biro Administrasi Akademik di Universitas XYZ Tangerang. Metode pengolahan data menggunakan analisis jalur dan statistik deskriptif. Teknik pengumpulan data menggunakan kuesioner. Data dianalisis menggunakan *software JASP (Jeffreys's Amazing Statistics Program)* untuk mengetahui koefisien jalur. Dari hasil penelitian diperoleh kesimpulan bahwa: (1) *servant leadership* berpengaruh positif terhadap kepuasan kerja; (2) tidak cukup bukti bahwa *servant leadership* berpengaruh positif terhadap komitmen organisasi; (3) iklim organisasi berpengaruh positif terhadap kepuasan kerja; (4) iklim organisasi berpengaruh positif terhadap komitmen organisasi; (5) kepuasan kerja berpengaruh positif terhadap komitmen organisasi; (6) *servant leadership* berpengaruh positif terhadap komitmen organisasi melalui kepuasan kerja; dan (7) iklim organisasi berpengaruh positif terhadap komitmen organisasi melalui kepuasan kerja.

Kata kunci : iklim organisasi, kepuasan kerja, komitmen organisasi, *servant leadership*

Referensi : 31 (2002-2021)