

## ABSTRACT

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**THE EFFECT OF SERVANT LEADERSHIP AND DIGITAL COMPETENCE TOWARDS JOB SATISFACTION AND WORK PERFORMANCE WITH WORK MOTIVATION AS MEDIATOR IN SEKOLAH XYZ WEST JAKARTA.**

(xiv + 120 pages; 8 figures, 13 tables, 14 appendices)

This study aims to determine the effect of servant leadership and digital competence on job satisfaction and work performance with work motivation as a mediator in Sekolah XYZ. Data were obtained from 50 teachers in XYZ School and were analyzed using PLS-SEM (Partial Least Square-Structural Equation Modeling) technique. The research is a quantitative approach with a path analysis method to find out the coefficient effect of each of the variables. In order to collect the data, the whole population was used in this research. The issues from the research stated that servant leadership had a positive effect on work motivation, work performance, and job satisfaction. Digital competence showed a positive effect on work motivation, job satisfaction, and work performance. Furthermore, work motivation had a positive effect on job satisfaction and job satisfaction had a positive effect on work performance. But job satisfaction showed a negative effect on work performance. Another finding, work motivation is a mediation of the relationship between servant leadership and job satisfaction as well as servant leadership and work performance. Digital competence also showed a positive effect on job satisfaction and work performance with work motivation as a mediator.

Keywords: servant leadership, digital competence, work motivation, job satisfaction, work performance.

References: 61 (1969 – 2021)

## ABSTRAK

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### **PENGARUH *SERVANT LEADERSHIP* DAN *DIGITAL COMPETENCE* TERHADAP *JOB SATISFACTION* DAN *WORK PERFORMANCE* DENGAN MEDIASI *WORK MOTIVATION* DI SEKOLAH XYZ JAKARTA BARAT.**

(xvi + 120 halaman; 8 gambar, 13 tabel, 14 lampiran)

Penelitian ini dilakukan dengan tujuan melihat pengaruh *servant leadership* dan *digital competence* terhadap *job satisfaction* dan *work performance* dengan mediasi *work motivation* di sekolah XYZ. Data dari penelitian ini diperoleh dari distribusi kuesioner terhadap 50 orang guru yang bekerja dan mengajar di sekolah XYZ. Data penelitian dianalisa menggunakan teknik PLS-SEM (Partial Least Square -Structural Equation Modeling). Penelitian ini menggunakan pendekatan kuantitatif dengan metode analisis guna mengetahui pengaruh koefisien dari variabel-variabel penelitian. Seluruh populasi digunakan untuk mengumpulkan data pada penelitian ini. Hasil analisis penelitian menunjukkan bahwa *servant leadership* berpengaruh positif terhadap *work motivation* dan *job satisfaction*. *Digital competence* memiliki pengaruh positif terhadap *work motivation*, *job satisfaction* dan *work performance*. Lebih lanjut lagi, *work motivation* memiliki pengaruh positif terhadap *job satisfaction* dan *job satisfaction* memiliki pengaruh positif terhadap *work performance*. Di lain sisi, *servant leadership* tidak menunjukkan pengaruh positif terhadap *work performance*. *Work motivation* juga tidak memiliki pengaruh positif terhadap *work performance*. Penemuan lain *work motivation* sebagai mediasi *servant leadership* terhadap *job satisfaction* dan *servant leadership* terhadap *work performance*. *Digital competence* memperlihatkan pengaruh yang positif terhadap *job satisfaction* dan *work performance* dengan *work motivation* sebagai mediator.

Kata kunci: *servant leadership*, *digital competence*, *work motivation*, *job satisfaction*, *work performance*.

Referensi: 61 (1969 – 2021)