

ABSTRAK

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Program Studi : Program Magister Ilmu Manajemen
Judul : ANALISIS *SERVANT LEADERSHIP* DAN BUDAYA ORGANISASI TERHADAP KINERJA PEGAWAI DENGAN KOMITMEN ORGANISASI SEBAGAI VARIABEL INTERVENING PADA KANTOR PELAYANAN PAJAK PROVINSI ACEH

Penelitian ini bertujuan untuk menganalisis pengaruh *servant leadership*, budaya organisasi terhadap kinerja pegawai dengan komitmen organisasi sebagai variabel intervening Pada Kantor Pelayanan Pajak (KPP) Provinsi Aceh, variabel dependen dari penelitian ini adalah *servant leadership* dan budaya organisasi untuk variabel independen adalah kinerja pegawai, untuk variabel intervening adalah komitmen organisasi. Populasi dalam penelitian ini adalah pegawai pada KPP Provinsi Aceh berjumlah 265. Teknik pengambilan sampel menggunakan *proportionate stratified random sampling* dan diperoleh sampel sebanyak 170 responden yang merupakan pegawai pada KPP Provinsi Aceh, metode penelitian yang digunakan adalah metode kuantitatif, untuk metode analisis data menggunakan *Structural Equation Modeling* (SEM). Hasil penelitian ini menunjukkan bahwa, *servant leadership* dan budaya organisasi berpengaruh signifikan terhadap komitmen organisasi, selanjutnya *servant leadership*, budaya organisasi dan komitmen organisasi berpengaruh signifikan terhadap kinerja pegawai KPP Provinsi Aceh. penelitian ini menunjukan bahwa komitmen organisasi merupakan variabel yang paling dominan berpengaruh terhadap kinerja pegawai KPP Provinsi Aceh. Dalam penelitian ini *servant leadership* dan budaya organisasi berpengaruh signifikan terhadap kinerja pegawai melalui komitmen organisasi sebagai variabel *intervening*, dapat disimpulkan bahwa komitmen organisasi berfungsi sebagai parsial mediasi antara variabel eksogen dan endogen.

Kata Kunci : *Servant Leadership*, Budaya Organisasi, Komitmen Organisasi dan Kinerja Pegawai

ABSTRACT

Name : KRISMIYANTO
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Title : ANALYSIS OF SERVANT LEADERSHIP, ORGANIZATION CULTURE ON EMPLOYEE PERFORMANCE WITH ORGANIZATION COMMITMENT AS AN INTERVENING VARIABLE AT THE TAX SERVICE OFFICE OF ACEH PROVINCE.

This study aims to analyze the influence of Servant Leadership, Organization Culture on Employee Performance with Organization Commitment as an Intervening Variable at the Tax Service Office of Aceh Province. The dependent variable of this study is Servant Leadership, and the independent variable is Employee Performance, with the intervening variable being Organization Commitment. The population in this study is 265 personnel of the Tax Service Office of Aceh Province. The sampling technique used was proportionate stratified random sampling, and a sample of 170 respondents who were employees at the Tax Service Office of Aceh Province was obtained. The research method used was a quantitative method, for the data analysis method using Structural Equation Modeling (SEM). The results of this study show that servant leadership and organizational culture have a significant effect on organizational commitment. Furthermore, servant leadership, organizational culture, and organizational commitment have a significant effect on the performance of employees of the Aceh Provincial Tax Service Office. This study shows that organizational commitment is the most dominant variable affecting the performance of employees of the Tax Service Office of Aceh Province. In this study, servant leadership and organizational culture have a significant effect on employee performance through organizational commitment as an intervening variable. It can be concluded that organizational commitment functions as a partial mediator between exogenous and endogenous variables.

Keywords : **Servant Leadership, Organization Culture, Organization Commitment and Employee Performance**