

ABSTRAK

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Program Studi : Manajemen
Judul Skripsi : Pengaruh *Servant Leadership* Terhadap Kinerja Pegawai Dengan Komitmen Organisasi Sebagai Variabel Intervening Pada Kantor Imigrasi Kelas II TPI Lhokseumawe

Penelitian ini bertujuan untuk menganalisis pengaruh *servant leadership* terhadap kinerja pegawai dengan komitmen organisasi sebagai variabel intervening pada Kantor Imigrasi Kelas II TPI Lhokseumawe. Peningkatan kinerja pegawai merupakan isu strategis dalam organisasi publik guna mewujudkan pelayanan yang efektif dan berkualitas. Salah satu faktor yang diduga mampu meningkatkan kinerja pegawai adalah penerapan gaya kepemimpinan *servant leadership* yang menekankan pada pelayanan, empati, pemberdayaan, dan kepedulian terhadap pegawai. Selain itu, komitmen organisasi dipandang sebagai faktor psikologis yang dapat memperkuat hubungan antara kepemimpinan dan kinerja.

Penelitian ini menggunakan pendekatan kuantitatif dengan metode survei. Populasi penelitian adalah seluruh pegawai Kantor Imigrasi Kelas II TPI Lhokseumawe yang berjumlah 48 orang, dengan teknik pengambilan sampel menggunakan sampling jenuh. Data dikumpulkan melalui kuesioner dengan skala Likert dan dianalisis menggunakan analisis jalur (*path analysis*) dengan bantuan program SPSS. Pengujian dilakukan untuk mengetahui pengaruh langsung *servant leadership* terhadap kinerja pegawai, pengaruh *servant leadership* terhadap komitmen organisasi, pengaruh komitmen organisasi terhadap kinerja pegawai, serta peran komitmen organisasi sebagai variabel mediasi.

Hasil penelitian menunjukkan bahwa *servant leadership* berpengaruh positif dan signifikan terhadap kinerja pegawai dan komitmen organisasi. Selain itu, komitmen organisasi juga berpengaruh positif dan signifikan terhadap kinerja pegawai. Hasil uji mediasi menunjukkan bahwa komitmen organisasi mampu memediasi pengaruh *servant leadership* terhadap kinerja pegawai. Temuan ini menunjukkan bahwa penerapan *servant leadership* yang efektif dapat meningkatkan komitmen organisasi pegawai yang pada akhirnya berdampak pada peningkatan kinerja. Penelitian ini diharapkan dapat memberikan kontribusi praktis dan teoritis dalam pengembangan kepemimpinan dan manajemen sumber daya manusia di sektor publik.

Kata kunci: *servant leadership*, komitmen organisasi, kinerja pegawai.

ABSTRACT

Name : Raihan Faghira Nivira
Study Program : Management
Title : The Influence of Servant Leadership on Employee Performance with Organizational Commitment as an Intervening Variable at the Class II Immigration Office, TPI, Lhokseumawe

This study aims to analyze the effect of servant leadership on employee performance with organizational commitment as an intervening variable at the Class II Immigration Office TPI Lhokseumawe. Improving employee performance is a crucial issue in public sector organizations to ensure effective and high-quality public services. One factor that is believed to enhance employee performance is the implementation of servant leadership, which emphasizes service orientation, empathy, empowerment, and concern for employees. In addition, organizational commitment is considered a psychological factor that strengthens the relationship between leadership style and employee performance.

This research employs a quantitative approach using a survey method. The population of the study consists of all employees of the Class II Immigration Office TPI Lhokseumawe, totaling 48 employees, with a saturated sampling technique applied. Data were collected through questionnaires using a Likert scale and analyzed using path analysis with the assistance of SPSS software. The analysis examines the direct effect of servant leadership on employee performance, the effect of servant leadership on organizational commitment, the effect of organizational commitment on employee performance, and the mediating role of organizational commitment in the relationship between servant leadership and employee performance.

The results indicate that servant leadership has a positive and significant effect on employee performance and organizational commitment. Furthermore, organizational commitment also has a positive and significant effect on employee performance. The mediation test results reveal that organizational commitment successfully mediates the relationship between servant leadership and employee performance. These findings suggest that effective implementation of servant leadership can enhance employees' organizational commitment, which in turn improves their performance. This study is expected to provide both theoretical and practical contributions to leadership development and human resource management practices in the public sector.

Keywords: servant leadership, organizational commitment, employee performance.