

## ABSTRAK

### PENGARUH *SERVANT LEADERSHIP* DAN KOMITMEN ORGANISASI TERHADAP KINERJA KARYAWAN

(Studi di PT. Infokes Indonesia)

Ihsan Fauzi Rahman

NPM. 1420103050

Program Magister Manajemen Sekolah Pascasarjana Universitas Widyatama

Penelitian ini bertujuan untuk memperoleh bukti empiris mengenai pengaruh *servant leadership* dan komitmen organisasi terhadap kinerja karyawan. Penelitian ini dilaksanakan untuk menginvestigasi pengaruh *servant leadership* dan komitmen organisasi terhadap kinerja karyawan di PT. Infokes Indonesia. Untuk mengumpulkan data, peneliti menggunakan kuesioner dan studi kepustakaan. Metode yang digunakan adalah kuantitatif deskriptif, yaitu menggambarkan masing-masing variabel dan melakukan pengujian hipotesis. Hasil penelitian ini menunjukkan bahwa terdapat korelasi antara *servant leadership* dan komitmen organisasi dengan kinerja karyawan. Hasil uji simultan menunjukkan bahwa *servant leadership* dan komitmen organisasi bersama-sama berpengaruh positif terhadap kinerja karyawan. Namun terdapat indikator dalam dimensi *servant leadership* yang belum masuk kategori baik yakni kejelasan visi. Manajemen disarankan untuk selalu melakukan kegiatan yang mampu mengkomunikasikan visi perusahaan dengan jelas kepada karyawan sehingga dapat meningkatkan kinerja karyawan.

**Kata kunci:** servant leadership, komitmen organisasi, kinerja karyawan

**ABSTRACT**

**THE INFLUENCE OF SERVANT LEADERSHIP AND ORGANIZATIONAL  
COMMITMENT ON THE EMPLOYEE PERFORMANCE**  
(A Study at PT. Infokes Indonesia)

Ihsan Fauzi Rahman

NPM. 1420103050

Program Magister Manajemen Sekolah Pascasarjana Universitas Widyatama

This research is aimed at obtaining empirical evidence on the influence of servant leadership and commitment on employee performance. This study was conducted to investigate the influence of servant leadership and organizational commitment on employee performance at PT. Infokes Indonesia. To collect the data, the researcher used a questionnaire and a literature study. The method used was descriptive qualitative, which was describing each variable and conducted hypothesis testing. The result of the research showed that there was a correlation between servant leadership and organizational commitment to employee performance. The simultaneous testing indicated that servant leadership and organizational commitment simultaneously influenced employee performance positively. However, there was an indicator within the servant leadership servant that did not belong to the 'good' category, which was the clarity of the vision. The management is advised to always carry out activities that are able to communicate the vision of the company clearly to the employees to improve employee performance.

**Keywords:** Employee performance, Servant Leadership, Organizational Commitment.