

ABSTRAK

Penelitian ini bertujuan menguji efek mediasi kepuasan kerja, komitmen organisasi pada pengaruh kepemimpinan Triad terhadap kinerja pelayanan. Responden penelitian sebanyak 144 pegawai OPD di lingkungan pemerintah kabupaten Tanjung Jabung Barat. Metode penelitian yang digunakan adalah analisis deskriptif verifikatif dan analisis data dengan menggunakan Structural Equation Modelling (SEM) dengan bantuan Software Amos v.22.

Hasil penelitian menunjukkan bahwa pengaruh langsung dari kepemimpinan triad terhadap kepuasan kerja, komitmen organisasi berpengaruh positif dan signifikan. Kepemimpinan triad secara langsung mempengaruhi kinerja pelayanan positif dan signifikan. Pengaruh tidak langsung yakni efek mediasi kepuasan kerja mampu mempengaruhi kepemimpinan triad terhadap kinerja pelayanan. Efek komitmen organisasi mampu menjembatani pengaruh kepemimpinan triad terhadap kinerja pelayanan di lingkungan OPD pemerintah Kabupaten Tanjung Jabung Barat. Pentingnya kepuasan kerja yang didapat oleh pegawai dan komitmen organisasi yang dibangun mampu meningkatkan kinerja pelayanan yang didukung oleh kepemimpinan triad dengan membangun berbagi pengetahuan, kepercayaan dan kekuasaan dari seorang pemimpin triad. Saran agar pimpinan dengan perilaku triad dapat terus membangun kepuasan kerja dan komitmen organisasi terutama komitmen afektif dan normatif,

Kata kunci: Kepemimpinan Triad, Kepuasan Kerja, Komitmen Organisasi, Kinerja Pelayanan, OPD

ABSTRACT

This study aims to examine the mediating effect of job satisfaction, organizational commitment on the influence of Triad leadership on service performance. Research respondents were 144 OPD employees in the Tanjung Jabung Barat district government. The research method used is descriptive verification analysis and data analysis using Structural Equation Modeling (SEM) with the help of Amos v.22 software.

The results showed that the direct effect of triadic leadership on job satisfaction, organizational commitment had a positive and significant effect. Triadic leadership directly affects service performance positively and significantly. The indirect effect, namely the mediating effect of job satisfaction, is able to influence triadic leadership on service performance. The effect of organizational commitment is able to bridge the influence of triadic leadership on service performance in the OPD environment of the Tanjung Jabung Barat Regency government. The importance of job satisfaction obtained by employees and organizational commitment built can improve service performance supported by triadic leadership by building knowledge sharing, trust and power from a triadic leader. Suggestions that leaders with triadic behavior can continue to build job satisfaction and organizational commitment, especially affective and normative commitment,

Keywords: Triadic Leadership, Job Satisfaction, Organizational Commitment, Service Performance, OPD