

ABSTRACT

THE INFLUENCE OF PARTICIPATIVE MANAGEMENT TOWARD WORK SATISFACTION AND CIVIL SERVANT'S PERFORMANCE AT THE REGION SECRETARY OF BATAM CITY

Abu Hanifah

The purpose of this research are (1) to analyze the influence of participative management toward civil servant's performance at the region secretary of Batam city. (2) To analyze the influence of participative management toward civil servant's work satisfaction at the region secretary of Batam city and (3) to To analyze the influence of work satisfaction toward civil servant's performance at the region secretary of Batam city

The s research is designed to analytical-descriptive and quantitative method. For colleting data is used simple sampling technique. Data collecting through questioner is a main instrument and supported by literature study. The respondents taken as samples comprised 65 civil servant. The data collected and analyzed by using statistic analysis technique with Structural Equation Modeling (SEM).

The result of research shows that the participative management give significant influence toward civil servants'work satisfaction and performance. And the civil servants's work satisfaction also give significant influence toward civil servants'performance. It mean that all the hypotheses proved significantly.

Based on the above results, participative management give significant influence toward civil servants'work satisfaction and performance, government is better to give a clear information to civil servant about all of the government's decision, especially related to the decision of managerial function. In order to give good understanding for civil servant, the research result also suggest to the leader of organization to communicate effectively.

Key word: participative management, work satisfaction, and performance