

## ABSTRAKSI

*Organizational commitment* merupakan hal penting bagi setiap karyawan agar mampu memberikan produktivitas yang optimal bagi setiap organisasi. Salah satu cara meraih *organizational commitment* adalah melalui komunikasi yang baik antara pemimpin dengan karyawan melalui penerapan *servant leadership*. Namun dalam penerapan tersebut dibutuhkan rasa percaya karyawan terhadap pemimpinnya. Berdasarkan hal tersebut, peneliti melihat terdapat suatu kebutuhan untuk meneliti lebih lanjut hubungan antara *servant leadership*, *organizational commitment* dan *trust*.

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh *trust* dalam memediasi hubungan antara *servant leadership* dan *organizational commitment*. Objek penelitian adalah SD Muhammadiyah 4 Surabaya dengan total sampel 50 dan dianalisis dengan teknik pengolahan data regresi linier. Metode pengumpulan data yang digunakan dalam penelitian ini adalah studi literatur dan survey lapangan serta Likert sebagai skala pengukuran.

Hasil penelitian menyatakan bahwa *servant leadership* berpengaruh signifikan 0,000 pada *organizational commitment*, *servant leadership* berpengaruh signifikan 0,000 pada *trust*, *trust* berpengaruh signifikan 0,000 pada *organizational commitment*, *servant leadership* berpengaruh signifikan terhadap *organizational commitment* melalui *trust*. Jadi dapat disimpulkan variabel *trust* memediasi hubungan antara *servant leadership* dengan *organizational commitment*.

**Kata kunci:** *servant leadership*, *organizational commitment*, *trust*.

## ABSTRACT

*Organizational commitment is an important thing for every employee to be able to provide optimum productivity for organization. Organizational commitment can be obtained by effective communication between leaders and employees through the implementation of servant leadership. However, in the application of the required trust by employees to their leader. Based on this, the researcher realizes there is a need to further examine the relationship between servant leadership, organizational commitment and trust.*

*This research aims to test and analyze the influences of trust in mediating the relationship between servant leadership and organizational commitment. This research is conducted at Muhammadiyah 4 Surabaya elementary school with 50 appraiser samples and to be analyzed by linear regression data processing technique. Data collection methods applied in this research are literature study and field survey with Likert as the applied scale.*

*Based on the analysis and discussion performed, it is concluded that the first hypothesis, that servant leadership affects organizational commitment significantly of 0,000. The second hypothesis, that servant leadership affects trust significantly of 0,000. The third hypothesis, that trust affects organizational commitment significantly of 0,000. The fourth hypothesis that servant leadership significantly influences organizational commitment through trust. So we can conclude that trust variables mediate the relationship between servant leadership and organizational commitment.*

**Keywords:** *servant leadership, organizational commitment, trust.*