

## ABSTRAK

**Pengaruh Budaya Organisasi Dan *Servant Leadership*****Pada *Public Service Motivation* Pegawai Puskesmas Di Kota Surabaya Pusat**

Purwati Ayu Rahmi

Tujuan dari penelitian ini adalah untuk menganalisis pengaruh budaya organisasi dan *servant leadership* pada *public service motivation* pegawai puskesmas kota Surabaya Pusat. Indeks Kepuasan Masyarakat (IKM) terhadap pelayanan kesehatan di Kota Surabaya tahun 2016 memperoleh predikat baik, hal ini tidak terlepas dari *public service motivation* pegawai dalam Puskesmas. Menurut Pandey dan Stazyk, budaya organisasi adalah faktor yang melatar belakangi *public service motivation*. Schwarz juga menyatakan bahwa karakteristik *servant leadership* memiliki pengaruh pada *public service motivation*. Penelitian ini menggunakan pendekatan kuantitatif dengan desain riset kausal. Berdasarkan hasil analisis uji parsial yang telah dilakukan budaya organisasi (X1) memiliki pengaruh yang signifikan terhadap variabel dependen *public service motivation* (Y) dan variabel *servant leadership* (X2) memiliki korelasi negatif terhadap motivasi pelayanan publik pegawai puskesmas. Namun secara simultan, variabel budaya organisasi dan *servant leadership* secara bersama-sama mempengaruhi motivasi pelayanan publik. Hasil nilai koefisien korelasi memiliki hubungan yang kuat yakni sebesar 0,56. Sedangkan nilai koefisien determinasi menunjukkan bahwa 31,4% *public service motivation* pegawai puskesmas dipengaruhi oleh Budaya Organisasi (X1) dan *Servant Leadership* (X2) sedangkan 68,6% motivasi pelayanan publik pegawai puskesmas dipengaruhi oleh variabel lain diluar penelitian.

**Kata kunci:** budaya organisasi, *servant leadership*, *public service motivation* pegawai, puskesmas

**ABSTRACT**

**The Influence Of Organizational Culture And Servant Leadership In  
Public Service Motivation Community Health Clinic Employees In Center  
Surabaya**

Purwati Ayu Rahmi

*The purpose of this research is to analyze the influence of organizational culture and servant leadership on the public service motivation of the government-mandated community health clinics employee in Area of Centre Surabaya City. Public Satisfaction Index for health services in Surabaya City in 2016 reached good category. Based on Pandey and Stazyk theory's, organizational culture and Schwarz research result that servant leadership are some antecedents factor of public service motivation. This research uses a quantitative approach. Based on the results of partial test (t test) analysis, organizational culture (X1) has a significant influence on the dependent variable of public service motivation (Y), but servant leadership free variable (X2) has a negative correlation to the motivation of public service of public health centre employees. Yet simultaneously (F test), organizational culture and servant leadership variables together influence the motivation of public services. The results of correlation coefficient values have a strong relationship in point 0,56. While the value of a coefficient of determination shows that 31,4% public service motivation of employees is influenced by Organizational Culture (X1) and Servant Leadership (X2) and 68,6% public service motivation of employees are influenced by others variable outside of research.*

*Keywords : organizational culture, servant leadership, employees' public service motivation, community health clinic*