

ABSTRAK

PENGARUH *PERCEIVED ORGANIZATIONAL SUPPORT* DAN GAYA KEPEMIMPINAN TRANSFORMASIONAL TERHADAP KINERJA PEGAWAI PADA DINAS PENDIDIKAN KOTA SURABAYA

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Penelitian ini bertujuan untuk mengetahui apakah terdapat pengaruh *perceived organizational support* dan gaya kepemimpinan transformasional terhadap kinerja pegawai. Lynch et, al. (1999) menjelaskan bahwa hubungan yang signifikan antara *perceived organizational support* dengan kinerja. Kiptiyah (2015) menjelaskan bahwa terdapat pengaruh positif antara gaya kepemimpinan transformasional terhadap kinerja karyawan pada perusahaan pengolah madu. Subjek penelitian ini adalah pegawai Dinas Pendidikan Kota Surabaya dengan jumlah responden 103 orang. Metode penelitian ini bersifat kuantitatif. Metode ini untuk menguji teori tertentu dengan memeriksa hubungan antara variabel. Metode pengumpulan data melalui survey dengan menggunakan kuisioner. Survei dilakukan dengan 103 pegawai di kantor Dinas Pendidikan Kota Surabaya, yang terdiri dari 16 responden tingkat Pimpinan dan 87 staf. Analisis data dibantu dengan *SPSS for Windows* seri 25. Dari hasil pengujian hipotesis yang telah dilakukan, H_0 ditolak dan h_a diterima. Hasil penelitian ini menunjukkan bahwa *perceived organizational support* memiliki pengaruh positif dan signifikan terhadap kinerja pegawai, gaya kepemimpinan transformasional memiliki pengaruh positif dan signifikan terhadap kinerja pegawai dan yang terakhir *perceived organizational support* dan gaya kepemimpinan transformasional secara bersama-sama memiliki pengaruh positif dan signifikan terhadap kinerja pegawai. Saran untuk penelitian ini adalah Dinas Pendidikan Kota Surabaya harus memperhatikan kebutuhan pegawai dalam menunjang pekerjaannya, Organisasi juga harus mengevaluasi nilai-nilai yang dimiliki pemimpin, dan selayaknya perlu diadakan pelatihan untuk membentuknya.

Kata kunci : *perceived organizational support*, gaya kepemimpinan transformasional, kinerja pegawai

ABSTRACT

**THE EFFECT OF PERCEIVED ORGANIZATIONAL SUPPORT AND
TRANSFORMASIONAL LEADERSHIP STYLE ON EMPLOYEE
PERFORMANCE OF SURABAYA MUNICIPALITY'S OFFICE OF
EDUCATION SERVICE**

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This research aims to determine if there is an influence perceived organizational support and transformational leadership style to the employee's performance. Lynch et, al. (1999) explained that a significant relationship between perceived organizational support with performance. Kiptiyah (2015) explained that there was a positive influence between the transformational leadership style to the employee's performance in the Honey processing company. The subject of this research is the Surabaya City Education Office with the number of respondents 103 people. This method of research is quantitative. This method is to test a specific theory by examining the relationship between variables. Methods of collecting data through surveys using questionnaire. The survey was conducted with 103 employees at the Surabaya City Education Office, consisting of 16 respondents to the leadership level and 87 staff. Data analysis assisted with SPSS for Windows series 25. From the results of the hypothesis testing that has been done, H₀ is rejected and H_a accepted. The results of this research show that perceived organizational support has a positive and significant influence on personnel performance, transformational leadership style has a positive and significant influence on employee performance and The latter perceived organizational support and transformational leadership style jointly has a positive and significant influence on employee performance. Advice for this research is the education office of Surabaya City should pay attention to the needs of employees in support of their work, the Organization must also support the values that the leaders have, and should be held training to Shape it.

Keywords : perceived organizational support, leadership style, employee performance