

ABSTRAK

PENGARUH KEPEMIMPINAN PELAYANAN, MANAJEMEN PERUBAHAN, DAN IKLIM KERJA TERHADAP KINERJA PEGAWAI KEUANGAN UNIVERSITAS PENDIDIKAN GANESHA DI MASA COVID-19

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Penelitian ini bertujuan untuk menguji : (1) pengaruh kepemimpinan pelayanan terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (2) pengaruh manajemen perubahan terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (3) pengaruh iklim kerja terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (4) pengaruh kepemimpinan pelayanan, manajemen perubahan dan iklim kerja terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19. Penelitian ini merupakan penelitian kuantitatif ekspos fakto. Sampel penelitian ini adalah seluruh anggota populasi yaitu seluruh pegawai yang bertugas pada bagian keuangan Universitas Pendidikan Ganesha (Undiksha) yang jumlahnya 35 orang. Variabel bebas penelitian ini adalah kepemimpinan pelayanan, manajemen perubahan, dan iklim kerja, sedangkan variabel terikatnya adalah kinerja pegawai. Data dikumpulkan dengan kuisioner yang valid dan reliabel. Data dianalisis dengan analisis regresi linier berganda pada taraf signifikansi 95%. Hasil penelitian menunjukkan yaitu: (1) kepemimpinan pelayanan berpengaruh positif dan signifikan terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (2) manajemen perubahan berpengaruh positif dan signifikan terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (3) iklim kerja berpengaruh positif dan signifikan terhadap kinerja pegawai bagian keuangan Universitas Pendidikan Ganesha di masa covid 19, (4) kepemimpinan pelayanan, manajemen perubahan, dan iklim kerja berpengaruh positif dan signifikan terhadap kinerja pegawai bagian keuangan Undiksha di masa Covid-19. Kontribusi variabel bebas kepemimpinan pelayanan, manajemen perubahan, dan iklim kerja terhadap kinerja pegawai bagian keuangan Undiksha pada masa Covid-19 sebesar 66,6%. Disarankan kepada pimpinan Undiksha agar terus menerapkan kepemimpinan pelayanan, manajemen perubahan, serta membuat iklim kerja yang kondusif dalam upaya meningkatkan kinerja bagian keuangan Undiksha.

Kata kunci: kepemimpinan, manajemen, iklim, kinerja, keuangan

ABSTRACT

The influence of service leadership, change management, and work climate on the performance of finance staff at Ganesha University of Education during the Covid-19 period

This study aims to determine: (1) the influence of service leadership, (2) change management, (3) and work climate on the performance of employees of the finance department at Ganesha University of Education during the Covid-19 period, both partially and simultaneously. This research is a quantitative study of factor exposure. The sample for this study were all members of the population, such as all employees in charge of the finance department at the Ganesha University of Education (Undiksha), which totaled 35 people. The independent variables of this study are service leadership, change management, and work climate, while the dependent variable is employee performance. Data was collected with a valid and reliable questionnaire. Data were analyzed by multiple linear regression analysis at a significance level of 95%. The results showed that: (1) service leadership has a positive and significant effect to employee performance, (2) change management has a positive and significant effect to employee performance, (3) work climate has a positive and significant effect on employee performance, and (4) simultaneously service leadership, change management, and work climate have a positive and significant effect on the performance of Undiksha finance staff during the Covid-19 period. The contribution of the independent variables of service leadership, change management, and work climate to the performance of Undiksha finance staff during the Covid-19 period was 66.6%. It is suggested to the leadership of Undiksha to continue implementing service leadership, implementing change management, and creating a conducive work climate in an effort to improve the performance of the Undiksha finance department.

Keywords: leadership, management, climate, performance, finance