

ABSTRAK

Tujuan dari penelitian ini adalah menganalisis dan mendeskripsikan model peningkatan kinerja sumber daya manusia dalam hal meningkatkan kinerja karyawan melalui *servant leadership*, motivasi kerja, komitmen organisasi. Penelitian ini menggunakan kuesioner untuk mengambil data pada karyawan PT.Telkom Akses Witel Kudus mengambil sampel sebanyak 100 orang. Teknik sampling yang digunakan dalam penelitian ini adalah nonprobability sampling dengan menggunakan metode purposive sampling. Teknik analisis dalam penelitian ini adalah uji validitas, uji reliabilitas, uji asumsi klasik, dan uji hipotesis dengan menggunakan alat bantu software SPSS versi 22

Hasil penelitian ini menunjukkan bahwa adanya pengaruh positif dan signifikan antara variabel *servant leadership* terhadap komitmen organisasi, pengaruh positif dan signifikan antara variabel motivasi kerja terhadap komitmen organisasi, terjadi pengaruh positif dan signifikan antara *servant leadership terhadap kinerja karyawan*, terjadi pengaruh positif dan signifikan antara motivasi kerja terhadap kinerja karyawan, terjadi pengaruh positif dan signifikan antara komitmen organisasi terhadap kinerja karyawan. Serta variabel komitmen organisasi terbukti memediasi antara variabel *servant leadership* terhadap kinerja karyawan dan variabel motivasi kerja terhadap kinerja karyawan.

kata kunci: *servant leadership*, motivasi kerja, komitmen organisasi, dan kinerja karyawan.

ABSTRACT

The purpose of this study is to analyze and describe the model of improving the performance of human resources in terms of improving employee performance through servant leadership, work motivation, organizational commitment. This study uses a questionnaire to retrieve data on the employees of PT. Telkom Access to Witel Kudus taking up to 100 people. The sampling technique used in this study is nonprobability sampling using purposive sampling method. The analysis technique in this study is the validity test, reliability test, classic assumption test, and hypothesis testing using SPSS software version 22

The results of this study indicate that there is a positive and significant effect between servant leadership variables on organizational commitment, positive and significant influence between work motivation variables on organizational commitment, there is a positive and significant influence between servant leadership on employee performance, there is a positive and significant influence between work motivation on employee performance, there is a positive and significant effect between organizational commitment to employee performance. And organizational commitment variables are proven to mediate between servant leadership variables on employee performance and work motivation variables on employee performance.

keywords: servant leadership, work motivation, organizational commitment, and employee performance