

**PENGARUH KOMITMEN KARIR DAN KEPEMIMPINAN
TRANSFORMASIONAL PADA SIKAP TERHADAP PELAYANAN PUBLIK**

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ABSTRAK

Aparatur Sipil Negara (ASN) merupakan komponen yang paling penting dalam peningkatan penyelenggaraan pelayanan publik. Sikap ASN terhadap pelayanan turut mempengaruhi efektivitas kualitas pelayanan publik di Pemerintah Daerah. Winarni dkk (2012) menerangkan bahwa, sikap seorang pegawai memiliki hubungan positif terhadap perilaku pegawai pada pelayanan publik yang responsif. Sikap yang positif dari suatu organisasi salah satunya disebabkan karena orang-orang yang berada di organisasi tersebut memiliki komitmen karir yang tinggi (Carson, et. al 1999). House (1996) juga menerangkan bahwa pengaruh gaya kepemimpinan seseorang akan berdampak signifikan terhadap sikap serta perilaku bawahannya.

Penelitian ini bertujuan untuk melihat peran komitmen karir dan gaya kepemimpinan transformasional terhadap sikap terhadap pelayanan publik. Penelitian ini melibatkan 224 responden ASN di Pemerintah Daerah Kota Kotamobagu. Ketiga variabel penelitian diungkap melalui metode survei dengan menggunakan skala, yaitu skala sikap terhadap pelayanan publik, skala komitmen karir dan skala kepemimpinan transformasional. Hasil pengumpulan data akan dianalisis secara statistik menggunakan analisis *multiple linear regression* dengan bantuan program statistika SPSS (*Statistical Package Social Science*). Hasil penelitian ini menunjukkan nilai $R = 0,359$; $F = 16,366$; $p < 0,05$ dan $R^2 = 0,129$. Berdasarkan data hasil penelitian menunjukkan bahwa hipotesis pada penelitian ini diterima, dimana komitmen karir dan kepemimpinan transformasional dapat bersama-sama menjadi prediktor bagi sikap terhadap pelayanan publik, dengan total sumbangan efektif keduanya adalah 12,9%. Secara parsial, sumbangan efektif masing-masing variabel bebas tersebut adalah 6,9% untuk komitmen karir dan 5,9% untuk kepemimpinan transformasional.

Kata Kunci: Pelayanan publik, komitmen karir, dan Kepemimpinan transformasional

THE INVESTIGATION OF CAREER COMMITMENT AND TRANSFORMATIONAL LEADERSHIP ON ATTITUDE OF PUBLIC SERVICE.

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ABSTRACT

The State Civil Apparatus (ASN) is the most crucial component in improving the management of public service. ASN's attitude towards service also influences the effectiveness of the quality of public services in the Regional Government. Winarni et al. (2012) explained that the employee attitude has a positive relationship to employee behavior in public services responsively. One cause of the positive attitudes of an organization is because people in these organizations have high career commitments (Carson, et. Al. 1999). House (1996) also explained that the influence of one's leadership style would have a significant impact on the attitudes and behavior of their subordinates.

This study intends to find the role of career commitment and transformational leadership style on attitudes toward public service. This study involved 224 ASN respondents in the Regional Government of Kotamobagu City. The three research variables were revealed through survey methods using a scale, namely the scale of attitudes towards public services, the scale of career commitment and the scale of transformational leadership. The results of data collection will be analyzed statistically using multiple linear regression analysis with the help of the SPSS statistical program (Statistical Package Social Science). This study results reveal the value of $R = 0.359$; $F = 16,366$; $p < 0.05$ and $R^2 = 0.129$. Based on the results of the research data, the hypothesis in this study is accepted, where career commitment and transformational leadership can together be predictors of attitudes towards public services, with the total effective contribution of both being 12.9%. Partially, the effective contribution of each independent variable is 6.9% for career commitment and 5.9% for transformational leadership

Keywords: public service, career commitment, and transformational leadership