

ABSTRAK

Pengaruh Kompetensi Manajerial Kepala Sekolah dan Iklim Organisasi Sekolah Terhadap Kinerja Guru dan Mutu Layanan Sekolah (Studi di SMA se-Kelurahan Empangsari Kota Tasikmalaya)

Zamzam Nur Elfaz, 82322425035. Penelitian ini dilatarbelakangi oleh belum optimalnya mutu layanan sekolah, kinerja guru, kompetensi manajerial kepala sekolah, serta iklim organisasi sekolah pada SMA se-Kelurahan Empangsari Kota Tasikmalaya. Penelitian ini bertujuan untuk mengetahui pengaruh kompetensi manajerial kepala sekolah dan iklim organisasi sekolah terhadap kinerja guru dan mutu layanan sekolah, baik secara langsung maupun tidak langsung melalui kinerja guru sebagai variabel mediasi. Penelitian ini menggunakan metode kuantitatif dengan desain penelitian explanatory survey. Populasi penelitian adalah guru SMA se-Kelurahan Empangsari Kota Tasikmalaya dengan teknik pengambilan sampel menggunakan disproportional stratified random sampling. Pengumpulan data dilakukan melalui penyebaran angket. Analisis data menggunakan analisis jalur (*path analysis*) untuk mengetahui pengaruh langsung dan tidak langsung antarvariabel penelitian. Hasil penelitian menunjukkan bahwa: (1) kompetensi manajerial kepala sekolah berpengaruh positif dan signifikan terhadap kinerja guru; (2) iklim organisasi sekolah berpengaruh positif dan signifikan terhadap kinerja guru; (3) kompetensi manajerial kepala sekolah berpengaruh positif dan signifikan terhadap mutu layanan sekolah; (4) iklim organisasi sekolah berpengaruh positif dan signifikan terhadap mutu layanan sekolah; (5) kinerja guru berpengaruh positif dan signifikan terhadap mutu layanan sekolah; (6) kinerja guru mampu memediasi pengaruh kompetensi manajerial kepala sekolah terhadap mutu layanan sekolah; dan (7) kinerja guru mampu memediasi pengaruh iklim organisasi sekolah terhadap mutu layanan sekolah. Berdasarkan hasil penelitian dapat disimpulkan bahwa peningkatan mutu layanan sekolah dapat dilakukan melalui penguatan kompetensi manajerial kepala sekolah, penciptaan iklim organisasi sekolah yang kondusif, serta peningkatan kinerja guru secara berkelanjutan.

Kata Kunci: kompetensi manajerial kepala sekolah, iklim organisasi sekolah, kinerja guru, mutu layanan sekolah.

ABSTRACT

Pengaruh Kompetensi Manajerial Kepala Sekolah dan Iklim Organisasi Sekolah Terhadap Kinerja Guru dan Mutu Layanan Sekolah (Studi di SMA se-Kelurahan Empangsari Kota Tasikmalaya)

(A Study in Senior High Schools in Empangsari Village, Tasikmalaya City), Zamzam Nur Elfaz, 82322425035.

This research is motivated by the suboptimal quality of school services, teacher performance, principal managerial competence, and school organizational climate in senior high schools in Empangsari Village, Tasikmalaya City. This study aims to determine the influence of principal managerial competence and school organizational climate on teacher performance and school service quality, both directly and indirectly through teacher performance as a mediating variable. This study uses a quantitative method with an explanatory survey research design. The research population is senior high school teachers in Empangsari Village, Tasikmalaya City with a sampling technique using disproportional stratified random sampling. Data collection was carried out through questionnaires. Data analysis used path analysis to determine the direct and indirect effects between research variables. The results of the study indicate that: (1) principal managerial competence has a positive and significant effect on teacher performance; (2) school organizational climate has a positive and significant effect on teacher performance; (3) principal managerial competence has a positive and significant effect on school service quality; (4) school organizational climate has a positive and significant effect on school service quality; (5) teacher performance has a positive and significant effect on the quality of school services; (6) teacher performance is able to mediate the influence of the principal's managerial competence on the quality of school services; and (7) teacher performance is able to mediate the influence of the school's organizational climate on the quality of school services. Based on the research results, it can be concluded that improving the quality of school services can be done by strengthening the principal's managerial competence, creating a conducive school organizational climate, and continuously improving teacher performance.

Keywords: *principal's managerial competence, school organizational climate, teacher performance, school service quality.*