

## ABSTRAK

### **PENGARUH KEPEMIMPINAN KEPALA SEKOLAH, KOMITMEN ORGANISASI, IKLIM SEKOLAH DAN KINERJA GURU TERHADAP MUTU LAYANAN AKADEMIK SMPN DI BANDUNG RAYA**

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Tujuan dari penelitian ini adalah untuk menguji pengaruh kepemimpinan kepala sekolah, komitmen organisasi, iklim sekolah dan kinerja guru terhadap mutu layanan akademik di SMPN Se-Bandung Raya. Dalam penelitian ini digunakan *Explanatory Survey Method*, dengan teknik pengumpulan data menggunakan kuesioner skala ordinal. Jumlah responden sebanyak 370 orang guru SMPN di Bandung Raya yang diambil dari 10.409 guru SMPN di Bandung Raya yang berjumlah 203 sekolah negeri. Teknik pengolahan data menggunakan *analisis path*. Berdasarkan hasil pengolahan data dengan menggunakan *analisis path*, diperoleh kesimpulan bahwa berdasarkan lima model struktur uji hipotesis yang diajukan, semua model dan jalur setiap hipotesis dinyatakan memiliki pengaruh yang signifikan. Hipotesis pertama yaitu kepemimpinan kepala sekolah dan komitmen organisasi berpengaruh terhadap mutu layanan akademik. Hipotesis kedua yaitu kepemimpinan kepala sekolah dan iklim sekolah berpengaruh terhadap mutu layanan akademik. Hipotesis ketiga yaitu kepemimpinan kepala sekolah dan kinerja guru berpengaruh terhadap mutu layanan akademik. Hipotesis keempat yaitu kepemimpinan kepala sekolah, komitmen organisasi dan kinerja guru berpengaruh terhadap mutu layanan akademik. Hipotesis kelima yaitu kepemimpinan kepala sekolah, komitmen, iklim sekolah dan kinerja guru berpengaruh terhadap mutu layanan akademik. Untuk meningkatkan mutu layanan akademik SMPN di Bandung Raya, rekomendasi yang disarankan adalah agar peran Kepala Sekolah lebih mengoptimalkan unsur-unsur pendukung dalam peningkatan mutu layanan, diantaranya adalah komitmen organisasi, iklim sekolah dan kinerja guru.

Kata Kunci: Kepemimpinan kepala sekolah, komitmen organisasi, Iklim Sekolah, kinerja guru, dan mutu layanan akademik.

## ***ABSTRACT***

### **EFFECT OF PRINCIPAL LEADERSHIP, ORGANIZATIONAL COMMITMENT, CLIMATE AND PERFORMANCE SCHOOL TEACHER QUALITY OF ACADEMIC SERVICES SMPN IN BANDUNG RAYA**

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The purpose of this study was to examine the effect of school leadership, organizational commitment, school climate and teacher performance to the quality of academic services in the SMP Se-Bandung Raya. In this study used Explanatory Survey Method, with data collection techniques using ordinal scale questionnaire. Total respondents 370 teachers from secondary schools in Bandung Raya 10 409 teachers drawn from secondary schools in Bandung Raya totaling 203 public schools. Data processing techniques using path analysis. Based on the results of data processing using analisis path, the conclusion that based on five models of the structure of the proposed hypothesis testing, all models and paths each hypothesis is stated to have a significant effect. The first hypothesis that school leadership and organizational commitment influence on the quality of academic services. The second hypothesis that school leadership and school climate influences the quality of academic services. The third hypothesis is that the leadership of the principal and teacher performance influences the quality of academic services. The fourth hypothesis that school leadership, organizational commitment and performance of teachers influence on the quality of academic services. The fifth hypothesis that school leadership, commitment, school climate and teacher performance influences the quality of academic services. To improve service quality academic secondary schools in Bandung Raya, the suggested recommendation is that the role of Principal optimize support elements in improving quality of service, including the commitment of the organization, school climate and teacher performance.

Keywords: Headmaster leadership, organizational commitment, school climate, teacher performance, and quality of academic services.



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