

# Perilaku Organisasi Kepolisian: Studi Tentang Servant Leadership, Kecerdasan Emosional, Keterlibatan Anggota Organisasi dan Pengaruhnya Terhadap Komitmen Anggota Polisi di Polres Jakarta Selatan = Police Organizational Behaviour: A Study on Servant Leadership, Emotional Intelligence, Organizational Member Involvement and Their Effects on the Commitment of Police Members of South Jakarta Metropolitan Police Resort

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## Abstrak

Sejumlah literatur dan teori mengenai perilaku organisasi mengungkapkan bahwa tinggi rendahnya komitmen organisasi dari anggota organisasi dipengaruhi oleh sejumlah faktor. Tiga di antaranya adalah kepemimpinan, kecerdasan emosional, dan keterlibatan karyawan. Penelitian ini memiliki tujuan guna memahami dan menganalisis pengaruh kepemimpinan pelayanan (servant leadership), kecerdasan emosional, dan keterlibatan kerja terhadap komitmen organisasi pada anggota polisi di Polres Jakarta Selatan. Penelitian ini menggunakan pendekatan kuantitatif. Populasi yang digunakan adalah anggota polisi yang berada di Polres Jakarta Selatan, yang terdiri dari fungsi-fungsi operasional, dengan total populasi sebanyak 403 anggota polisi. Sampel diambil dengan teknik kluster random sampling dan menggunakan total sampel 149 responden. Data dikumpulkan dengan teknik kuesioner. Penganalisisan data dilakukan dengan regresi linier berganda, koefisien determinasi, uji f, uji t, serta uji asumsi klasik. Hasil penelitian memperlihatkan bahwa variabel kecerdasan emosional, servant leadership, serta keterlibatan kerja secara parsial berpengaruh pada komitmen organisasi. Sementara itu secara simultan, ketiga variabel tersebut secara bersama-sama juga berpengaruh pada komitmen organisasi. Variabel keterlibatan kerja merupakan variabel yang paling berpengaruh pada komitmen organisasi sehingga variabel ini berperan sangat penting untuk kenaikan komitmen organisasi. Dari hasil penelitian disarankan pimpinan organisasi Polres Jakarta Selatan dapat melakukan seperti menambah ruang maupun kesempatan bagi anggota untuk meningkatkan kemampuan dan mengembangkan karir. Dengan demikian, diharapkan dapat mendorong keterlibatan anggota organisasi yang kemudian akan berdampak terhadap peningkatan komitmen kerja personel Polres Jakarta Selatan sehingga mendorong juga tercapainya tujuan organisasi.

.....A number of literatures and theories on organizational behaviour reveal that the level of the organizational commitment of organizational members is influenced by a number of factors. Three of them are leadership, emotional intelligence, and employee engagement. The study aims to understand and analyse the influence of service leadership (servant leadership), emotional intelligence, and work involvement on organizational commitment of police personnel of South Jakarta Metropolitan Police Resort. The study employs the quantitative approach. The population of the research is police personnel posted at South Jakarta Metropolitan Police Resort, which consists of operational functions, with a total population of 403 police officers. The sample is taken by the cluster random sampling technique and used a total sample of 149 respondents. Data are collected by distributing questionnaires. Data analysis is carried out with the multiple linear regressions, the coefficient of determination, the f-test, the t-test, and the classical assumption test. The results of the study reveal that the variables of emotional intelligence, servant

leadership, and work involvement partially affect the organizational commitment. Meanwhile, the three variables together also simultaneously affect the organizational commitment. Job involvement variable is the most influential variable on the organizational commitment so that this variable plays a very important role in increasing the organizational commitment. Based on the results of the research, it is highly recommended that the organizational leadership of South Jakarta Metropolitan Police Resort can do things such as adding space and opportunities for members in order to improve their abilities and develop careers. The police organization is expected to encourage the involvement of its members which will eventually have increase their work commitment as well as to encourage the achievement of the organizational goals