

ABSTRAK

Refomasi birokrasi menuntut apatur pemerintah untuk dapat menyesuaikan diri terhadap upaya-upaya perubahan sebagai bagian dari pelaksanaan reformasi birokrasi. Kinerja organisasi pemerintah di sektor publik menjadi topik berbagai kajian di bidang sumber daya manusia. Penelitian ini berusaha mengkaji tentang pengaruh *public service motivation*, kompetensi, dan *servant leadership* terhadap kinerja pegawai dengan profesionalisme sebagai variabel *intervening* pada Badan Penanggulangan Bencana Daerah Kabupaten Jember.

Penelitian ini dapat diklasifikasikan sebagai *explanatory research*. Populasi penelitian adalah seluruh pegawai di Badan Penanggulangan Bencana Daerah (BPBD) Kabupaten Jember sejumlah 80 orang dan pengambilan sampel menggunakan *sampling* jenuh. Model analisis yang digunakan dalam penelitian ini adalah analisis *Structural Equation Modeling* (SEM) dengan bantuan software WarpPLS.

Hasil penelitian menyatakan bahwa ke *public service motivation*, kompetensi, dan *servant leadership* berpengaruh signifikan terhadap profesionalisme pegawai BPBD Kabupaten Jember. Kompetensi dan *servant leadership* berpengaruh signifikan terhadap kinerja pegawai BPBD Kabupaten Jember. *Public service motivation* tidak berpengaruh signifikan terhadap kinerja pegawai BPBD Kabupaten Jember. Profesionalisme berpengaruh signifikan terhadap kinerja pegawai BPBD Kabupaten Jember. *Public service motivation* dan kompetensi berpengaruh signifikan terhadap kinerja pegawai BPBD Kabupaten Jember dengan mediasi profesionalisme. *Servant leadership* tidak berpengaruh signifikan terhadap kinerja pegawai BPBD Kabupaten Jember dengan mediasi profesionalisme.

Kata Kunci: *public service motivation*, kompetensi, *servant leadership*, profesionalisme, dan kinerja pegawai

ABSTRACT

The bureaucratic reform requires government officials to be able to adapt to change efforts as part of the implementation of bureaucratic reform. The performance of government organizations in the public sector is the topic of various studies in the field of human resources. The aims of this research to examine the effect of public service motivation, competence, and servant leadership on staff performance with professionalism as an intervening variable at the Regional Disaster Management Agency of Jember Regency.

This research can be classified as explanatory research. The research population was all 80 staff at the Jember Regency Regional Disaster Management Agency (BPBD) and sampling used saturated sampling. The analytical model used in this research is Structural Equation Modeling (SEM) analysis with the help of WarpPLS software

The results of the research state that public service motivation, competence and servant leadership have a significant effect on the professionalism of Jember Regency BPBD staff. Competence and servant leadership have a significant effect on the performance of Jember Regency BPBD staff. Public service motivation does not have a significant effect on the performance of BPBD Jember Regency staff. Professionalism has a significant effect on the performance of Jember Regency BPBD staff. Public service motivation and competence have a significant effect on the performance of Jember Regency BPBD staff, mediated by professionalism. Servant leadership does not have a significant effect on the performance of Jember Regency BPBD staff with the mediation of professionalism.

Keywords: *public service motivation, competence, servant leadership, professionalism, and staff performance*