

## ABSTRAK

Dinas Pendidikan memiliki peran penting dalam menjaga dan meningkatkan kualitas pendidikan. Dinas Pendidikan bertanggung jawab untuk mengawasi pelaksanaan pendidikan di daerah dengan tujuan utama untuk meningkatkan mutu sumber daya manusia melalui penyediaan layanan pendidikan. Namun, pada kenyataannya Dinas Pendidikan Kabupaten Jember belum memberikan pelayanan dengan maksimal. Untuk mewujudkan tujuan organisasi secara optimal, diperlukan pengelolaan loyalitas pegawai yang mencerminkan komitmen dan keinginan untuk memberikan hasil terbaik terhadap organisasi. Penelitian ini bertujuan untuk menganalisis pengaruh *reward*, *servant leadership*, dan iklim organisasi terhadap loyalitas pegawai Dinas Pendidikan Kabupaten Jember. Penelitian ini menggunakan metode kuantitatif dengan desain kausal, seluruh populasi dijadikan sampel sebanyak 129 responden, menggunakan teknik sampling jenuh dan kuesioner sebagai pengumpulan data. Analisis dilakukan melalui uji instrumen, uji asumsi klasik, regresi linear berganda, uji hipotesis (uji t), dan uji koefisien determinasi ( $R^2$ ). Hasil penelitian menunjukkan bahwa *reward* berpengaruh positif dan signifikan terhadap loyalitas pegawai, dimana pemberian *reward* yang adil dapat meningkatkan loyalitas pegawai. *Servant Leadership* berpengaruh positif dan signifikan terhadap loyalitas pegawai, artinya pemimpin yang melayani dapat memperkuat ikatan pegawai terhadap organisasi. Iklim organisasi berpengaruh positif dan signifikan terhadap loyalitas pegawai, sehingga lingkungan kerja yang nyaman dapat meningkatkan loyalitas pegawai terhadap organisasi. Berdasarkan hasil nilai adjusted R2 diperoleh nilai sebesar 0,701 (70,1%). Keadaan ini menunjukkan *reward*, *servant leadership*, dan iklim organisasi memberi kontribusi pengaruh sebesar 70,1% terhadap loyalitas pegawai. Sedangkan sisanya 29,9% dipengaruhi oleh variabel lain yang tidak diteliti dalam penelitian ini seperti beban kerja, lingkungan kerja, dan kompensasi.

Kata kunci: *Reward*, *servant leadership*, iklim organisasi, loyalitas pegawai.

## **ABSTRACT**

*The Education Office plays a crucial role in maintaining and improving the quality of education. The Education Office is responsible for overseeing the implementation of education in the region with the primary objective of improving the quality of human resources through the provision of educational services. However, in reality, the Jember Regency Education Office has not provided optimal service. To achieve organizational goals optimally, employee loyalty management is required, reflecting the commitment and desire to provide the best results for the organization. This study aims to analyze the influence of rewards, servant leadership, and organizational climate on employee loyalty at the Jember Regency Education Office. This study uses a quantitative method with a causal design, with a sample of 129 respondents from the entire population, using saturated sampling techniques and questionnaires as data collection. The analysis was conducted through instrument testing, classical assumption testing, multiple linear regression, coefficient of determination ( $R^2$ ) testing, and hypothesis testing (t-test). The results show that rewards have a positive and significant effect on employee loyalty, where fair reward provision can increase employee loyalty. Servant Leadership has a positive and significant effect on employee loyalty, meaning that servant leaders can strengthen employee bonds with the organization. Organizational climate has a positive and significant effect on employee loyalty, so a comfortable work environment can increase employee loyalty to the organization. Based on the adjusted  $R^2$  value, the value was 0.701 (70.1%). This indicates that rewards, leadership systems, and organizational climate contribute 70.1% to employee loyalty. The remaining 29.9% is influenced by other variables not examined in this study, such as workload, work environment, and compensation.*

*Keywords: Rewards, servant leadership, organizational climate, employee loyalty.*