ANALYSIS OF
EMPLOYEES PERCEPTION TO LEADERSHIP STYLE
CASE STUDY PT TELKOM KANDATEL SURABAYA TIMUR
USING STRUCTURAL EQUATION MODELLING METHODE

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ABSTRACT

Nowadays, the telecommunication industry tends to follow the current market conditions with a high degree of competition and as this trend continues in the future, companies will be forced to innovate in order to grow. The proper selection of leadership style will greatly promote a (positive) working environment, where the conditions should enhance collaboration and productivity for employees. This study aims to analyze the influence of the dominant factors in the process of operational activities of the leadership task behaviour, relationships behavior and how employees perceive the leadership style variables.

The statistic analysis that is being used to test the effects of this research is called Structural Equation Modeling (SEM).

The research object involves the biggest telecommunication company provider in Indonesia, PT Telekomunikasi Indonesia Kantor Daerah Pelayanan (KANDATEL) Eastern Surabaya, as the biggest KANDATEL in the Telkom Eastern Indonesian area, according to both the number of subscribers and the revenue figures.

The research population is an in sourcing employees, that targeted all the employees from all levels of band positions of this company with a total number of 312 employees and it was made by Non probability Sampling Regional Telecommunication Office of KANDATEL from Eastern Surabaya. The returned samples that were actually processed came from only 283 respondents.

Statistical analysis using SEM method showed that the variable having a significant and positive impact on leadership style is relationship behavior (loading factor=1.002), while the task behavior (loading factor= -0.022) and the readiness of employees (loading factor= -0.010) did not influence the leadership style.

Keyword :
Leadership Style, Leadership