

ABSTRAK

Penelitian ini bertujuan untuk : (1) mengetahui gaya kepemimpinan situasional kepala sekolah di SMK Muhammadiyah se-Kabupaten Kulon Progo. (2) mengetahui kinerja guru di SMK Muhammadiyah se-Kabupaten Kulon Progo. (3) mengetahui kepuasan pelanggan terhadap SMK Muhammadiyah se-Kabupaten Kulon Progo.(4) mengetahui pengaruh gaya kepemimpinan situasional kepala sekolah terhadap kinerja guru di SMK Muhammadiyah se-Kabupaten Kulon Progo. (5) mengetahui pengaruh gaya kepemimpinan situasional kepala sekolah terhadap kepuasan pelanggan di SMK Muhammadiyah se-Kabupaten Kulon Progo. (6) mengetahui pengaruh gaya kepemimpinan situasional kepala sekolah secara bersama-sama terhadap kinerja guru dan kepuasan pelanggan di SMK Muhammadiyah se-Kabupaten Kulon Progo.

Jenis penelitian yang digunakan adalah jenis penelitian campuran antara jenis penelitian deskriptif dan penelitian asosiatif-kausal. Subyek penelitian adalah kepala sekolah, guru dan siswa SMK Muhammadiyah Kabupaten Kulon Progo. Teknik pengumpulan data menggunakan angket/kuesioner. Teknis analisis data yang digunakan adalah analisis statistik deskriptif dan teknis analisis varian multivariate atau *Multivariate Analisis of Variance* (MANOVA).

Hasil penelitian menunjukkan bahwa, (1) rerata gaya kepemimpinan situasional kepala sekolah di SMK Muhammadiyah se-Kabupaten Kulon Progo adalah gaya partisipatif. (2) rerata kinerja guru di SMK Muhammadiyah se-Kabupaten Kulon Progo adalah sangat baik. (3) rerata kepuasan pelanggan terhadap SMK Muhammadiyah se-Kabupaten Kulon Progo adalah cukup puas. (4) ada pengaruh gaya kepemimpinan situasional kepala sekolah terhadap kinerja guru di SMK Muhammadiyah se-Kabupaten Kulon Progo. (5) tidak ada pengaruh gaya kepemimpinan situasional kepala sekolah terhadap kepuasan pelanggan di SMK Muhammadiyah se-Kabupaten Kulon Progo. (6) ada pengaruh gaya kepemimpinan situasional kepala sekolah secara bersama-sama terhadap kinerja guru dan kepuasan pelanggan di SMK Muhammadiyah se-Kabupaten Kulon Progo.

Keyword: Gaya Kepemimpinan Situasional Kepala Sekolah, Kinerja Guru dan Kepuasan Pelanggan

THE INFLUENCE OF SITUATIONAL LEADERSHIP STYLE OF HEADMASTERS TOWARD TEACHERS PERFORMANCE AND CUSTOMERS SATISFACTION IN MUHAMMADIYAH VOCATIONAL HIGH SCHOOLS (SMK) IN KULON PROGO REGENCY

ABSTRACT

This research aims to: (1) find out the situational leadership style of headmasters in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. (2) find out teachers performance in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. (3) find out customers satisfaction toward Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. (4) find out the influence of situational leadership of headmasters toward the teachers performance in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. (5) find out the influence of situational leadership of headmasters toward the customers satisfaction in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. (6) find out the influence of situational leadership of headmasters toward the teachers performance and customers satisfaction in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency.

The research type used mixed method between descriptive research and associative-causal research. The research subjects were the headmasters, teachers, and students of find out the influence of situational leadership of headmasters toward the teachers performance in Muhammadiyah Vocational High Schools (SMK) in KulonProgo Regency. The data collection technique used questionnaires. Data analysis techniques used statistic descriptive analysis and Multivariate Analysis of Variance (MANOVA) technique.

The research results show that (1) the situational leadership style of headmasters in Muhammadiyah Vocational High Schools in KulonProgo Regency is participative style. (2) the mean of teachers performance in the situational leadership style of headmasters in Muhammadiyah Vocational High Schools in KulonProgo Regency is very good. (3) the mean of customers satisfaction toward the situational leadership style of headmasters in Muhammadiyah Vocational High Schools in KulonProgo Regency is satisfied enough. (4) there is an influence of situational leadership style of headmasters toward the teachers performance in Muhammadiyah Vocational High Schools in KulonProgo Regency. (5) there is no influence of situational leadership style of headmasters in Muhammadiyah toward customers satisfaction in Vocational High Schools in KulonProgo Regency. (6) there is an influence of situational leadership style of headmasters toward the teachers performance and customers satisfaction in Muhammadiyah Vocational High Schools in KulonProgo Regency.

Keywords: Situational leadership style of headmasters, teachers performance, customers satisfaction

