

ABSTRACT

The Bapenda Samsat OKU Timur I office is a government administration place designed to expedite and speed up the service process for paying motor vehicle taxes. To be able to continue to provide good service. Agencies are required to always improve the quality of performance through increasing employee job satisfaction. One of the factors is the employee's leadership style and work environment. This study aims to determine and analyze the influence of leadership style and work environment to job satisfaction of Bapenda employees in the Samsat OKU Timur I office.

The research method used in this research is a quantitative method with the type of descriptive-causality research. Sampling was carried out by saturated sampling technique, amounting to 38 respondents of Bapenda employees in the Samsat OKU Timur I office. Data analysis techniques used descriptive analysis and multiple regression analysis.

Based on the results of descriptive analysis, leadership style is included in the good category with a percentage of 74.73%, then the work environment is included in the good category with a percentage of 75.49% and job satisfaction is also included in the good category with a percentage of 79.84%. Based on the results of the study, it shows that the leadership style and work environment have a partially and simultaneously significant influence to the job satisfaction of Bapenda employees in the Samsat OKU Timur I office by 24.4%, while the rest is influenced by other variables not examined in this study.

Keywords: Leadership Style, Work Environment, and Job Satisfaction.