

ABSTRACT

This research is motivated by the decline in the level of employee job satisfaction at PT. Telkom Indonesia, especially at Witel Jakarta Inner Business Service Division. Organizational transformation is one of the factors that triggers work instability, thus giving rise to the need to evaluate Servant Leadership and Reward System in an effort to improve Job Satisfaction. The formulation of the problem in this study includes how to implement Servant Leadership and Reward System, and the influence of both on employee Job Satisfaction in the Business Service Division.

This study has several objectives, namely, first to determine the implementation of servant leadership. Second, to determine the implementation of the reward system. Third, to determine the level of job satisfaction. Fourth, to determine the effect of servant leadership and reward system on job satisfaction at PT. Telkom Indonesia Witel Jakarta Inner Business Service Division.

The research method used is a quantitative method with descriptive and causal research types. Sampling was carried out using the non-probability sampling method with saturated sampling with a total of 60 respondents. Data was obtained by distributing questionnaires to employees in the relevant division. Data analysis techniques used descriptive analysis, multiple linear regression analysis, t-test (partial), F-test (simultaneous), and coefficient of determination (R^2).

The results of the study indicate that both Servant Leadership and Reward System partially have a positive and significant effect on Job Satisfaction. Simultaneous tests prove that both independent variables together have a significant effect on Job Satisfaction with an R^2 value of 0.726, which means that 72.6% of the variation in employee job satisfaction can be explained by these two variables, while the remaining 27.4% is influenced by other variables outside this study.

The contribution of this study is expected to be a basis for management in strengthening the servant leadership style and an effective reward system. Thus, the company can increase the level of employee job satisfaction to achieve company goals.

Keywords: *Servant Leadership, Reward System, Job Satisfaction*