

**ABSTRACT****THE EFFECT OF ORGANIZATIONAL CLIMATE, LEADERSHIP, AND  
JOB SATISFACTION ON THE PERFORMANCE OF SAMSAT  
EMPLOYEES NORTH SUMATRA PROVINCE**

Dedy Irvan Caniago  
[dedichaniagout@gmail.com](mailto:dedichaniagout@gmail.com)  
Graduate Program Open University

SAMSAT is one of the North Sumatra Provincial Government agencies in charge of providing public services directly to the community. The establishment of SAMSAT is intended to expedite, simplify and accelerate tax services to the public. SAMSAT is an integrated system of cooperation between the Indonesian National Police, the Provincial Revenue Service and PT Jasa Raharja. Services at SAMSAT include various services/management of motor vehicle taxes. Success in providing services to the community is strongly influenced by employee performance. This study intends to analyze the influence of organizational climate, leadership, and job satisfaction on the performance of employees at the Samsat office of North Sumatra Province. The research population used consisted of 755 employees. Through the use of *purposive sampling technique*, a sample of 90 people was obtained and allocated proportionally. Data were collected using a questionnaire and Likert scale. To analyze the data, the research was carried out with the help of *software* SPSS version 26. Based on the analysis, it is known that organizational climate has a positive influence on the performance of Samsat employees of North Sumatra Province by 26.2%, leadership has a positive influence on employee performance by 28%, and job satisfaction gives positive influence on employee performance by 25.1%. Furthermore, together the organizational climate, leadership, and satisfaction also have a positive influence on the performance of Samsat employees of North Sumatra Province by 61.1%.

**Keywords:** Organizational Climate, Leadership, Job Satisfaction, Employee Performance.

**ABSTRAK****PENGARUH IKLIM ORGANISASI, KEPEMIMPINAN, DAN KEPUASAN KERJA TERHADAP KINERJA PEGAWAI SAMSAT PROVINSI SUMATERA UTARA**

Dedy Irvan Caniago  
[dedichaniagout@gmail.com](mailto:dedichaniagout@gmail.com)  
Program Pascasarjana  
Univeristas Terbuka

Sistem Administrasi Manunggal Satu Atap (SAMSAT) merupakan salah satu instansi Pemerintah Provinsi Sumatera Utara yang bertugas memberikan pelayanan publik secara langsung kepada masyarakat. Pembentukan SAMSAT dimaksudkan untuk memperlancar, mempermudah dan mempercepat pelayanan pajak kepada masyarakat. SAMSAT merupakan suatu sistem kerjasama terpadu antara POLRI, Dinas Pendapatan Provinsi dan PT Jasa Raharja. Pelayanan di SAMSAT meliputi berbagai macam pelayanan/pengurusan pajak kendaraan bermotor. Keberhasilan dalam memberikan pelayanan kepada masyarakat sangat dipengaruhi dari kinerja pegawai. Penelitian ini bermaksud menganalisis, pengaruh iklim organisasi, kepemimpinan, dan kepuasan kerja terhadap kinerja dari pegawai pada kantor Samsat Provinsi Sumatera Utara. Populasi penelitian yang digunakan terdiri dari 755 pegawai. Melalui penggunaan teknik *purposive sampling*, diperoleh sampel sebanyak 90 orang dan dialokasikan secara proporsional. Data dikumpulkan menggunakan kuesioner dan berskala Likert. Untuk menganalisis data penelitian dilakukan dengan bantuan *software* SPSS versi 26. Berdasarkan analisis yang dilakukan diketahui iklim organisasi memberi pengaruh positif pada kinerja pegawai Samsat Provinsi Sumatera Utara sebesar 26,2%, kepemimpinan memberi pengaruh positif pada kinerja pegawai sebesar 28%, dan kepuasan kerja memberi pengaruh positif pada kinerja pegawai sebesar 25,1%. Selanjutnya, secara bersama-sama iklim organisasi, kepemimpinan, dan kepuasan juga memberi pengaruh positif pada kinerja pegawai Samsat Provinsi Sumatera Utara sebesar 61,1%.

**Kata Kunci:** Iklim Organisasi, Kepemimpinan, Kepuasan Kerja, Kinerja Pegawai.