



**THE INFLUENCE OF EMPOWERMENT AND TRUST ON THE TEACHER
LOYALTY OF STATE HIGH SCHOOL OF DEPOK CITY**

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Abstract:

This study aims to contribute to the development of education management and enrich conceptual studies related to create quality education through increase for teacher loyalty and discover loyalty factor there is empowerment and trust This research is a quantitative research with survey method and uses path analysis. The population in this study were teachers in the state high school in Depok. The data obtained from the questionnaire given to 100 teachers is about impact of loyalty, empowerment and teacher trust with their school. From the data calculated and analyse there are three research result; empowerment of teacher has a positive effect on teacher loyalty, then the trust of teacher has a positive effect on teacher loyalty, and the last is empowering teachers to have a positive effect on teacher's trust.

Keyword: loyalty, empowerment, trust, teacher

INTRODUCTION

Teachers are the main factors in the realization of successful education at the school level. The teachers in question are quality teachers who are able to work well and have high commitment and loyalty in the world of education. The teacher acts as an educator and instructor who conveys knowledge, guides and directs the development of science to students. In its implementation the teacher must be able to understand the objectives of a learning, teaching and learning process and be able to convey knowledge in accordance with the capacities of intelligence and the catching ability of diverse students. With these diverse students, teachers are required to always prepare and develop themselves in the learning process optimally. The optimal teaching and learning process can be achieved not only through a teacher's knowledge skills, but needs to be accompanied by a teacher's loyalty to education.

Loyalty that is still low causes a teacher to neglect his duties. In line with that, Depok city government which is one of the cities that is trying to improve the quality of education through improving the performance and loyalty of educators. In the case of developing and improving the quality of education in the city of Depok, loyalty is one of the important factors in the spotlight. Thus it will be important to study how the teacher's loyalty in his profession is to really realize the improvement of the quality of education in the city of Depok. Besides that loyalty is also influenced by trust. Low loyalty due to a low level of trust allows employees not to do their job responsibilities properly. Teachers who have high loyalty will certainly be able to provide learning to students according to the right to learn as they should.

Low levels of trust can also come from leaders and organizations. Poor communication and lack of attention from the leadership, a clear level of career and an inappropriate organizational culture are factors that cause low trust. So a teacher's trust in high school institutions, the loyalty of the school is also high.

Based on the description above, it is important for the author to focus on research on the loyalty of teachers in the City of Depok relating to empowerment and trust.

LITERATURE STUDY

Loyalty

In the Big Indonesian Dictionary explains that loyalty is obedience or loyalty. Loyalty which means loyalty is also expressed by Kreitner and Kinicki: "*Loyalty: promises, contracts, and commitments should be honored. Loyalty includes fidelity, promise keeping, keeping the public trust, good citizenship, excellent in quality of work, reliability, commitment, and honoring law, rules and policies*" (2010). According to Kreitner and Kinicki loyalty includes loyalty, keeping promises, maintaining public trust, good citizenship, excellence in work quality, reliability, commitment, and respect for the law. The same thing said by Kotler, "*Loyalty is an old-fashioned word describing being deeply committed to one's country, family or friends*" (2003). Kotler explains loyalty is an old-fashioned word that describes being very committed to the country, family, or friends. This illustrates that the existing loyalty to a person is a psychological aspect that binds within him with outsiders, in this case is the organization.

Empowerment

Employee empowerment is important because every organization needs employees who are responsive and independent so that the organization has an advantage and is competitive through its human resources. Empowerment is done to bring out the potential that exists in employees and maximize it, so that employees become independent and improve their performance which ultimately provides value benefits for themselves and the organization. Kinicki and Fugate "*Empowerment Which is defined as efforts to enhance employee performance, well-being, and positive attitudes*" (2016). Empowerment is done as an effort to improve employee performance, welfare, and positive achievements. McShane and Glinow explained, "*Empowerment is a psychological experience represented by four dimensions of self-determination, meaning, competence, and the impact of the individual's role in the organization*" (2015). Empowerment is a psychological experience that is shared by the four dimensions of self-determination, meaning, competence, and the impact of the role of individuals in organizations.

Trust

McShane and Glinow, *"Trust is positive expectations one person has toward another person in situations involving risk"* (2015). Trust is a positive expectation that someone has towards others in situations that involve risk. According to Kreitner and Kinicki, *"Trust is defined as reciprocal faith in other's intentions and behavior"* (2016). Trust is mutual trust in the intentions and behavior of others.

METHODS

This study uses a quantitative approach with a causal associative type with survey methods. The teacher population is 120 people in Depok State High School. The results of the data are analyzed using *path analysis*.

RESULTS AND DISCUSSION

Teacher Empowerment and Teacher Loyalty

From the value of the results of the first hypothesis testing it can be concluded that there is a positive direct effect of teacher empowerment on teacher loyalty with a coefficient value of 0.316 and a coefficient value path of 0.330. This means that teacher empowerment has a direct positive effect on teacher loyalty.

Empowerment has a direct positive effect also explained in another study by Boussalem entitled *"Impact of Employees' Empowerment on Organizational Loyalty"*. Boussalem explained that employee empowerment had a positive effect on organizational loyalty (2014). In this case the teacher as an employee unit and the school as an organization that shelter it. This is consistent with Janasz's explanation, "... with empowerment employees are more responsible, which leads to greater loyalty, trust and quality" (2009). Janasz explained that empowerment will be able to create responsibilities which will then direct employees to have more loyalty, trust and quality. Thus, school organizations that want more loyalty from their employees (teachers) need to pay attention to how schools apply empowerment to teachers. This is because when teacher empowerment has been carried out to the maximum and best possible, then loyalty will increase. Furthermore, when teacher empowerment decreases, teacher loyalty will decrease along with the decrease in empowerment received by the teacher.

Teacher Trust and Teacher Loyalty

From the value of the results of the second hypothesis testing it can be concluded that there is a positive direct effect of teacher trust on teacher loyalty with a coefficient of 0.167 and a path coefficient of 0.101. This means that teacher confidence has a direct positive effect on teacher loyalty.

The influence of trust and loyalty is also explained by Upamannyu et al, "There was another relationship between Customer Trust and Customer Loyalty which resulted in Customer Trust having a positive impact on customer loyalty" (2015). The Upamannyu explanation states that customer trust and customer loyalty have a relationship, which is then concluded that customer trust has a positive influence on customer loyalty. This is also in line with Chinomona and Dubihlela, they explained, "a higher level of customer trust is associated with higher levels of customer loyalty (2014). Chinomona and Dubihlela stated that increased

trust in customers affects increased customer loyalty, which is when customer confidence increases, it will affect customer loyalty.

Empirical evidence supports that trust has a significant positive effect on loyalty. In particular, in the field of education teachers who have high trust in schools will also have high loyalty to school organizations.

Teacher Trust and Teacher Empowerment

From the results of testing the third hypothesis it can be concluded that there is a positive direct effect of teacher empowerment on teacher trust with a coefficient value of 0.213 and a path coefficient value of 0.213. This means that teacher empowerment has a direct positive effect on teacher trust.

These results are in line with research conducted by Libres and Mabasa; It can be said that there is a moderate positive relationship between empowerment and organizational trust. Furthermore, the results suggest that when the level of empowerment increases, the level of organizational trust also increases, similarly if the level of empowerment decreases, the level of organizational trust also decreases (2014). The results of research conducted by Libres and Mabasa explain that there is a moderate positive relationship between empowerment and organizational trust. Where the results show that when empowerment increases affects the increase in organizational trust, as when empowerment decreases affects the decrease in organizational trust.

Teachers who are the outcome forming factors for schools need to be maintained in confidence, this is intended so that the outcomes produced by schools are quality and reliable outcomes. For this reason, teachers' trust needs to be maintained so that they are always positive with good and maximum empowerment management.

CONCLUSION

1. Empowerment of teachers has a direct positive effect on teacher loyalty. It is concluded that the better the empowerment of teachers can result in increasing the loyalty of teachers of state high schools in the city of Depok
2. Teacher trust has a direct positive effect on teacher loyalty. This shows that an increase in teacher trust can lead to an increase in the loyalty of teachers in state high schools in the city of Depok.
3. Teacher empowerment has a direct positive effect on teacher trust. This means that the better the loyalty of teachers can lead to increasing the confidence of teachers of state high schools in the city of Depok.

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