

ABSTRACT

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THE INFLUENCE OF WORK ENVIRONMENT, MOTIVATION, AND LEADERSHIP ON EMPLOYEE PERFORMANCE AT MEGA EXPRESS HOTEL, PEMATANG SIANTAR

(xviii+122 pages; 6 figures; 64 tables; 14 appendixes)

It is known that good employee performance is so much needed in every company. However, it was found that the employee performance at Mega Express Hotel is still not that good due to the drawbacks of the work environment, motivation, and leadership. Therefore, this research aims to find out about the influence of work environment, motivation, and leadership on employee performance at Mega Express Hotel, Pematang Siantar.

Work environment, motivation, and leadership play an important role in shaping the performance of employees. In other words, work environment, motivation, and leadership are highly related to employee performance.

In this research, the writer used quantitative research design and IBM SPSS Statistics V.29. The writer used descriptive and causal studies. The sampling technique used is the census/saturated sampling technique. The sample included all of the 32 employees of Mega Express Hotel.

Based on the result of the hypothesis test, work environment, motivation, and leadership have a partial and simultaneous influence on employee performance at Mega Express Hotel. Furthermore, work environment, motivation, and leadership have a 62.3% influence on employee performance. This research also passed the validity test, reliability test, normality test, multicollinearity test, heteroscedasticity test, and multiple linear regression analysis with the equation $Y = 8.950 + 0.431X_1 + 0.348X_2 + 0.243X_3$.

Some recommendations for the company encompass giving awards, providing training and workshops to both leaders and employees, as well as, conducting a re-evaluation of tasks delegation to ensure that the tasks are relevant to the job position.

Keywords: Work Environment, Motivation, Leadership, Employee Performance

References: 34 (2017-2022)

ABSTRAK

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PENGARUH LINGKUNGAN KERJA, MOTIVASI, DAN KEPEMIMPINAN TERHADAP KINERJA KARYAWAN DI MEGA EXPRESS HOTEL, PEMATANG SIANTAR

(xviii+122 halaman; 6 figur; 64 tabel; 14 lampiran)

Diketahui bahwa kinerja karyawan yang baik sangat dibutuhkan di setiap perusahaan. Namun telah ditemukan bahwa kinerja karyawan di Mega Express Hotel masih kurang baik dikarenakan adanya kekurangan dalam aspek lingkungan kerja, motivasi, dan kepemimpinan. Oleh karena itu, penelitian ini bertujuan untuk mengetahui tentang pengaruh lingkungan kerja, motivasi, dan kepemimpinan terhadap kinerja karyawan di Hotel Mega Express, Pematang Siantar.

Lingkungan kerja, motivasi, dan kepemimpinan berperan penting dalam membentuk kinerja karyawan. Dengan kata lain, lingkungan kerja, motivasi, dan kepemimpinan memiliki hubungan yang tinggi dengan kinerja pegawai.

Dalam penelitian ini, penulis menggunakan desain penelitian kuantitatif dan IBM SPSS Statistics V.29. Penulis menggunakan studi deskriptif dan kausal. Teknik pengambilan sampel yang digunakan adalah teknik sensus/saturated sampling. Sampelnya adalah seluruh 32 karyawan Mega Express Hotel.

Berdasarkan hasil uji hipotesis, lingkungan kerja, motivasi, dan kepemimpinan berpengaruh secara parsial dan simultan terhadap kinerja karyawan pada Mega Express Hotel. Selanjutnya, lingkungan kerja, motivasi, dan kepemimpinan memiliki pengaruh sebesar 62,3% terhadap kinerja karyawan. Penelitian ini juga telah lolos uji validitas, uji reliabilitas, uji normalitas, uji multikolinearitas, uji heteroskedastisitas, analisis regresi linier berganda dengan persamaan $Y = 8,950 + 0,431X1 + 0,348X2 + 0,243X3$.

Beberapa rekomendasi bagi perusahaan tersebut meliputi pemberian penghargaan, serta pemberian pelatihan dan workshop kepada pemimpin dan karyawan. Lebih dari itu, perusahaan tersebut juga dianjurkan untuk mengadakan evaluasi ulang terhadap pendelegasian tugas.

Kata Kunci: Lingkungan Kerja, Motivasi, Kepemimpinan, Kinerja Karyawan

Referensi: 34 (2017-2022)