

ABSTRAK

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PENGARUH *LEADERSHIP*, *JOB CHARACTERISTICS*, *WORK ENVIRONMENT* DAN *EMPLOYEE MOTIVATION* TERHADAP *EMPLOYEE PERFORMANCE* GENERASI Z PADA PT XYZ

Penelitian ini bertujuan untuk menguji hubungan antara *leadership*, *job characteristic*, *work environment* dan *work motivation* terhadap *employee performance* karyawan generasi Z PT XYZ. Yang menjadi responden dalam penelitian ini adalah seluruh karyawan PT XYZ yang masuk ke dalam kategori generasi Z. Data responden dikumpulkan dengan menyebarkan kuesioner yang sudah disusun pada *google form* melalui *e-mail* dan aplikasi pesan Whatsapp. Data kuesioner yang berhasil dikumpulkan kemudian diolah dengan pendekatan *Partial Least Square Structural Equation Model* (PLS SEM) dengan program SmartPLS 3.0. Hasil dari penelitian ini menunjukkan bahwa hipotesa *leadership* tidak berpengaruh terhadap *employee performance* dan hipotesis lainnya, pengaruh *job characteristic*, *work environment* terhadap *work motivation* dan *employee performance* hasilnya didukung. Hasil ini menunjukkan pentingnya pengetahuan mengenai karakteristik generasi Z yang sangat yakin akan keahlian yang dimiliki namun sangat rendah kemampuan bersosialisasi sehingga menjadi sangat kompetitif.

Kata Kunci: *leadership*, *job characteristic*, *work environment*, *work motivation*, *employee performance*, XYZ

ABSTRACT

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INFLUENCE LEADERSHIP, JOB CHARACTERISTICS, WORKING ENVIRONMENT AND EMPLOYEE MOTIVATION ON GENERATION Z EMPLOYEE PERFORMANCE AT PT XYZ

This study aims to examine the relationship between leadership, job characteristics, work environment and work motivation on the performance of Generation Z employees at PT XYZ. The respondents in this research were all employees of PT XYZ who fall into the Z generation category. Respondent data was collected by distributing questionnaires that had been prepared on the Google form via email and the Whatsapp messaging application. The collected questionnaire data was then processed using the Partial Least Square Structural Equation Model (PLS SEM) approach with the SmartPLS 3.0 program. The results of this study indicate that the leadership hypothesis has no effect on employee performance and other hypotheses, the influence of job characteristics, work environment on work motivation and employee performance results is supported. These results indicate the importance of knowledge about the characteristics of Generation Z who are very confident in their skills but have very low social skills so they become very competitive.

Keywords: leadership, job characteristics, work environment, work motivation, employee performance, XYZ