

ABSTRAK

Penelitian ini bertujuan untuk menguji dan menganalisis pengaruh servant leadership, employee engagement dan lingkungan kerja non fisik terhadap kinerja karyawan pada PT. PGN MAS. Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif. Objek penelitian ini adalah karyawan PT. PGN MAS sebanyak 75 responden. Pendekatan yang digunakan dalam penelitian ini adalah *Component* atau *Variance Based Structural Equation Model* dengan alat analisis Smart-PLS. Hasil penelitian menunjukkan *servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan PT. PGN MAS. *Employee Engagement* berpengaruh positif dan signifikan terhadap kinerja karyawan PT. PGN MAS. Lingkungan Kerja Non Fisik berpengaruh positif dan signifikan terhadap kinerja karyawan PT. PGN MAS

Kata kunci : *Servant Leadership*, *Employee Engagement*, Lingkungan Kerja Non Fisik, Kinerja.



ABSTRACT

This research aims to examine and analyze the effect of servant leadership, employee engagement and non-physical work environment for employee performance at PT. PGN MAS. The method used in this research is descriptive method. The object of this research is 75 employees of PT.PGN MAS. The approach used in this research is Component or Variance Based Structural Equation Model with analysis tool Smart-PLS. The results showed servant leadership that has positive and significant effect on employee performance. Employee engagement that has positive and significant effect on employee performance. Non-physical work environment that has positive and significant effect on employee performance.

Keywords: Servant Leadership, Employee Engagement, Non-physical Work Environment, Employee Performance.

