

ABSTRACT

This study aims to examine and analyze the effect of transformational leadership, job satisfaction and employee engagement on employee performance case study in PT Bank X (Persero) Tbk Jakarta Pulogadung Area. Source of data used in this study are primary data and secondary data. From a population of 54 tellers, the sampling method used was saturated sampling. The method of analysis used in this study were multiple linear regression. The results showed that transformational leadership, job satisfaction and employee engagement together (simultaneously) significantly affect the performance of employees of PT Bank X (Persero) Tbk Pulogadung Jakarta area. Partially transformational leadership significantly influence employee performance, job satisfaction has no significant effect on employee performance and employee engagement no significant effect on the performance of employees. Leadership transformasional are variables that most influence on the performance of employees of PT Bank X (Persero) Tbk Pulogadung Jakarta area.

Keywords: Transformational Leadership, Job Satisfaction, Employee Engagement, Employee Performance.



ABSTRAK

Penelitian ini bertujuan menguji dan menganalisis pengaruh kepemimpinan transformasional, kepuasan kerja dan *employee engagement* terhadap kinerja karyawan studi kasus di PT Bank X (persero) Tbk Area Jakarta Pulogadung. Sumber data yang digunakan dalam penelitian adalah data primer dan data sekunder. Dari populasi 54 teller, maka metode sampling yang digunakan adalah sampling jenuh. Metode analisis yang digunakan dalam penelitian ini adalah regresi linier berganda. Hasil penelitian menunjukan bahwa kepemimpinan transformasional, kepuasan kerja dan *employee engagement* secara bersama-sama (simultan) berpengaruh secara signifikan terhadap kinerja karyawan PT Bank X (Persero) Tbk Area Jakarta Pulogadung. Secara parsial kepemimpinan transformasional berpengaruh signifikan terhadap kinerja karyawan, kepuasan kerja tidak berpengaruh signifikan terhadap kinerja karyawan dan *employee engagement* tidak berpengaruh signifikan terhadap kinerja karyawan. Kepemimpinan transformasional merupakan variabel yang paling besar pengaruhnya terhadap kinerja karyawan PT Bank X (Persero) Tbk Area Jakarta Pulogadung.

Kata kunci : Kepemimpinan Transformasional, Kepuasan Kerja, *Employee Engagement*, Kinerja Karyawan.

