

ABSTRAK

Penelitian ini untuk mengetahui pengaruh gaya kepemimpinan transformasional, komunikasi organisasi dan lingkungan kerja terhadap kinerja karyawan pada Divisi Customer Service PT. Bank Central Asia Tbk. cabang Pasar Baru. Penelitian ini dilakukan dengan menggunakan metode survei dan dilakukan pada karyawan Divisi Customer Service PT. Bank Central Asia Tbk cabang Pasar Baru. Teknik analisis data yang digunakan adalah metode analisis data *component* atau *variance based SEM (Structural Equation Modeling)* dimana untuk melakukan olah datanya menggunakan program *Smart-Partial Least Square (Smart-PLS)*. PLS (*Partial Least Square*) merupakan model dari *variancebased SEM (Structural Equation Modeling)* (Ghazali, 2014). Pengujian Model Struktural merupakan pengembangan konsep dan teori dalam menganalisis hubungan variabel eksogen dan endogen telah dijelaskan dalam kerangka konseptual. Hubungan Gaya Kepemimpinan Transformasional dengan Kinerja Karyawan berpengaruh positif dan berpengaruh signifikan. Hubungan Komunikasi Organisasi dengan Kinerja Karyawan berpengaruh positif dan berpengaruh signifikan. Hubungan Lingkungan Organisasi dengan Kinerja Karyawan berpengaruh positif dan berpengaruh signifikan.

Kata kunci: Gaya Kepemimpinan Transformasional, Komunikasi Organisasi, Lingkungan Organisasi dan Kinerja Karyawan

MERCU BUANA

ABSTRACT

This research is to determine the effect of transformational leadership style, organizational communication and work environment on employee performance in the Divisi Customer Service PT. Bank Central Asia Tbk. Pasar Baru branch. This research was conducted using survey method and carried out in employees of the Divisi Customer Service PT. Bank Central Asia Tbk Pasar Baru branch. The data analysis technique used was component or variance based data analysis methods SEM (Structural Equation Modeling) where to process the data using the Smart-Partial Least Square (Smart-PLS) program. PLS (Partial Least Square) is a model of variance based SEM (Structural Equation Modeling) (Ghazali, 2014). Structural Model Testing is the development of concepts and theories in analyzing the relationship of exogenous and endogenous variables that have been described in a conceptual framework. The relationship between Transformational Leadership Style and Employee Performance has a positive and significant effect. The relationship between organizational communication and employee performance has a positive and significant effect. The relationship between organizational environment and employee performance has a positive and significant effect.

Keywords: *Transformational Leadership Style, Organizational Communication, Organizational Environment and Employee Performance*

UNIVERSITAS
MERCU BUANA