

ABSTRAK

PENGARUH *SERVANT LEADERSHIP* DAN LINGKUNGAN KERJA TERHADAP KINERJA KARYAWAN MELALUI KEPUASAN KERJA SEBAGAI VARIABEL INTERVENING PADA PT. P&P LEMBAH KARET PADANG.

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Penelitian ini bertujuan untuk menguji seberapa besar pengaruh *Servant Leadership* dan Lingkungan Kerja Terhadap Kinerja Karyawan Melalui Kepuasan Kerja Sebagai Variabel Intervening Pada PT. P&P Lembah Karet Padang. Jenis penelitian kuantitatif dengan metode pengumpulan data melalui survey dan mengedarkan kuisioner. Populasi dalam penelitian ini merupakan karyawan pada PT. P&P Lembah Karet Padang sebanyak 298 orang. Sampel yang didapatkan 75 responden dengan menggunakan perhitungan rumus slovin. Metode analisis yang digunakan adalah *Path Analysis*, *Partial Least Square* (PLS) dan Uji Hipotesis. Pengolahan data dalam penelitian ini menggunakan program software *SmartPLS 3.0*

Hasil penelitian ini menunjukkan bahwa (1) *servant leadership* berpengaruh positif dan signifikan terhadap kepuasan kerja. (2) Lingkungan kerja berpengaruh positif dan signifikan terhadap kepuasan kerja. (3) *Servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan. (4) Lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. (5) Kepuasan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan. (6) *Servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan melalui kepuasan kerja. (7) Lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan melalui kepuasan kerja.

Kata Kunci : *Servant Leadership*, Lingkungan Kerja, Kepuasan Kerja, dan Kinerja Karyawan.

ABSTRACT

EFFECT OF SERVANT LEADERSHIP AND WORK ENVIRONMENT ON EMPLOYEE PERFORMANCE THROUGH JOB SATISFACTION AS INTERVENING VARIABLE AT PT. P&P LEMBAH KARET PADANG.

NADILA MARSHANDA/18101155310131, under the guidance of Mrs. Vivi Nila Sari, SE., MM and Mrs. Chintya Ones Charli, SE., MM Thesis of Faculty of Economics and Business, 2022.

This study aims to examine how much influence Servant Leadership and Work Environment on Employee Performance Through Job Satisfaction as an Intervening Variable at PT. P&P Lembah Karet Padang. This type of research is quantitative with data collection methods through surveys and distributing questionnaires. The population in this study are employees at PT. P&P Lembah Karet Padang as many as 298 people. The sample obtained was 75 respondents using the Slovin formula calculation. The analytical method used is Path Analysis, Partial Least Square (PLS) and Hypothesis Testing. Data processing in this study using the SmartPLS 3.0 software program.

The results of this study indicate that (1) servant leadership has a positive and significant effect on job satisfaction. (2) The work environment has a positive and significant effect on job satisfaction. (3) Servant leadership has a positive and significant effect on employee performance. (4) The work environment has a positive and significant effect on employee performance. (5) Job satisfaction has a positive and significant effect on employee performance. (6) Servant leadership has a positive and significant effect on employee performance through job satisfaction. (7) The work environment has a positive and significant effect on employee performance through job satisfaction.

Keywords : Servant Leadership, Work Environment, Job Satisfaction, and Employee Performance.