

## ABSTRAK

Eastin Ashta Resort Canggü adalah salah satu organisasi yang bergerak di bidang pariwisata, namun di duga terdapat permasalahan mengenai kinerja karyawan yang dipicu oleh gaya kepemimpinan, komunikasi, dan lingkungan kerja. Dari latar belakang tersebut, penelitian ini bertujuan untuk mengetahui pengaruh gaya kepemimpinan, komunikasi, dan lingkungan kerja terhadap kinerja karyawan di Eastin Ashta Resort Canggü dengan menggunakan metode kuantitatif. Penelitian ini melibatkan sampel sebanyak 42 orang, menggunakan metode sampling jenuh. Pengumpulan data menggunakan kuesioner. Analisis data menggunakan SPSS 20.00 for Windows dengan Analisis Deskriptif, Uji Validitas dan Uji Reliabilitas, Uji Asumsi Klasik, Analisis Korelasi Parsial, Analisis Korelasi Berganda, Regresi Linier Berganda, Analisis Determinasi, Analisis Uji T-Test, dan Analisis Uji F-Test. Hasil penelitian menunjukkan secara parsial gaya kepemimpinan ( $X_1$ ) memberikan pengaruh positif dan signifikan terhadap kinerja karyawan dengan koefisien regresi  $b_1X_1$  yang bernilai positif sebesar 0,193, dengan  $t - test = 4,018$ . Secara parsial komunikasi ( $X_2$ ) memberikan pengaruh positif dan signifikan terhadap kinerja karyawan dengan koefisien regresi  $b_2X_2$  yang bernilai positif sebesar 0,232 dengan  $t - test = 2,448$ . Secara parsial lingkungan kerja ( $X_3$ ) memberikan pengaruh positif dan signifikan terhadap kinerja karyawan dengan koefisien regresi  $b_3X_3$  yang bernilai positif sebesar 0,265 dengan  $t - test = 2,696$ . Secara simultan gaya kepemimpinan, komunikasi dan lingkungan kerja berpengaruh positif dan signifikan terhadap kinerja karyawan ( $Y$ ) di Eastin Ashta Resort Canggü. Hal ini dibuktikan melalui analisis regresi berganda  $Y = -4,961 + 0,193X_1 + 0,232X_2 + 0,265X_3$ . Lalu dipertegas dengan Uji F (F-Test = 26,180) dimana nilai  $F_{hitung} = 26,180$  lebih besar dari pada  $F_{tabel} = 2,852$  berarti  $H_0$  ditolak, maka  $H_4$  diterima. Selain itu, melalui analisis determinasi gaya kepemimpinan ( $X_1$ ), komunikasi ( $X_2$ ), dan lingkungan kerja ( $X_3$ ) secara simultan memberikan kontribusi terhadap kinerja karyawan pada Eastin Ashta Resort Canggü sebesar 64,8%.

Kata Kunci : Gaya Kepemimpinan, Komunikasi, Lingkungan Kerja.

## ABSTRACT

Eastin Ashta Resort Canggü is one of the organizations engaged in tourism, but it is suspected that there are problems regarding employee performance that are triggered by leadership style, communication, and work environment. The purpose of this quantitative study is to determine the impact of leadership style, communication, and work environment on employee performance at Eastin Ashin Resort Canggü. This study involved a sample of 42 people, using a saturated sampling method. Data collection using a questionnaire. Data analysis using SPSS 20.00 for Windows with descriptive analysis, validity testing, Classical Assumption Test, Partial Correlation Analysis, Multiple Correlation Analysis, Multiple Linear Regression, Determination Analysis, T-Test Analysis, and F-Test Analysis. The results of the study partially show leadership style ( $X_1$ ) has a positive and significant impact on employee performance with a regression coefficient  $b_1X_1$ , which has a positive value of 0.193, with  $t$  - test = 4.018. Partially communicating ( $X_2$ ) has a positive and significant impact on employee performance with a regression coefficient  $b_2X_2$ , which has a positive value of 0.232 with  $t$  - test = 2.448. Partially, the work environment ( $X_3$ ) has a positive and significant influence on employee performance with a regression coefficient  $b_3X_3$ , which has a positive value of 0.265 with  $t$  - test = 2.696. Simultaneously, leadership style, communication, and work environment have a positive and significant effect on employee performance ( $Y$ ) at Eastin Ashta Resort Canggü. This is proven through multiple regression analysis  $Y = - 4.961 + 0.193X_1 + 0,232X_2 + 0,265X_3$ . Then confirmed with the F test (F-Test = 26.180), where the value of  $F_{count} = 26.180$  greater than  $F_{table} = 2.852$  means that  $H_0$  is rejected, then  $H_4$  is accepted. In addition, through an analysis of the determination of leadership style ( $X_1$ ), communication ( $X_2$ ), and work environment ( $X_3$ ) simultaneously contributed to the performance of employees at the Eastin Ashta Resort Canggü by 64.8%.

Keywords: Leadership Style, Communication, Work Environment.