ABSTRACT

The objective of this study is to examine the impact of servant leadership, personal knowledge, and teamwork on employee performance, both individually and collectively. The study was carried out at the Legian Paradiso Hotel. The population comprised employees of Legian Paradiso Hotel, and a sample of 72 respondents was selected. The data analysis technique employs many statistical tests including validity test, reliability test, classical assumption test, multiple linear regression analysis, partial correlation analysis, multiple correlation analysis, determination coefficient test, F Test, and t test. The study findings indicate that servant leadership has a noteworthy and positive impact on employee performance, with a t-count value of 2.379 and a significance level of 0.020. Additionally, personal knowledge significantly contributes to employee performance, with a t-count value of 3.415 and a significance level of 0.001. (3) The study found that teamwork had a strong and statistically significant impact on employee performance, with a t-count value of 2.865 and a significance level of 0.006. (4) The combination of servant leadership, personal knowledge, and teamwork has a substantial impact on employee performance, as indicated by the F-count value of 37.501 and a significance level of 0.000. Researchers suggest that the Legian Paradiso Hotel should regularly conduct employee training sessions, ensure that leaders demonstrate empathy in their leadership style, periodically provide training to enhance employee knowledge, and closely supervise employees during their work.

Keywords: servant leadership, personal knowledge, teamwork, employee performance, human resource management

ABSTRAK

Penelitian ini bertujuan untuk menganalisis pengaruh *servant leadership*, *personal knowledge* dan *teamwork* secara parsial dan simultan terhadap kinerja karyawan. Penelitian ini dilakukan di Legian Paradiso Hotel. Populasi menggunakan karyawan Legian Paradiso Hotel dan sampel sebanyak 72 responden. Teknik analisis data menggunakan Uji Validitas, Uji Reliabilitas, Uji Asumsi Klasik, Analisis Regresi Linier Berganda, Analisis Korelasi Parsial, Analisis Korelasi Berganda, Uji Koefisien Determinasi, Uji F dan Uji t. Dari hasil penelitian dapat dilihat bahwa (1) *servant leadership* berpengaruh positif dan signifikan terhadap kinerja karyawan dimana diperoleh nilai t-hitung 2,379 dan signifikansi 0,020, (2) *personal knowledge* berpengaruh positif signifikan terhadap kinerja karyawan dimana diperoleh nilai t-hitung 3,415 dan signifikansi 0,001, (3) *teamwork* berpengaruh positif dan signifikan terhadap kinerja karyawan dimana diperoleh nilai t-hitung 2,865 dan signifikansi 0,006 (4) secara simultan *servant leadership*, *personal knowledge* dan *teamwork* berpengaruh signifikan terhadap kinerja karyawan dimana diperoleh nilai F-hitung 37,501 dan signifikansi 0,000. Saran yang dapat diberikan peneliti adalah Legian Paradiso Hotel diharapkan secara berkala memberikan pelatihan kepada karyawan, pemimpin Legian Paradiso Hotel hendaknya dalam memimpin bawahannya selalu memberikan kasih sayang, secara berkala memberikan pelatihan untuk meningkatkan pengetahuan karyawan dan mengawasi karyawan dalam bekerja.

Kata Kunci: servant leadership, personal knowledge, teamwork, kinerja karyawan, manajemen sumber daya manusia