

## **ABSTRACT**

This study aims to determine the effect of servant leadership and interpersonal communication, partially and simultaneously, on employee performance. This research took place at the Legian Paradiso Hotel. The study's population consisted of all employees of the Legian Paradiso Hotel, with a sample of 72 employees. The data analysis techniques used in this research are the 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. From the research results, it can be seen that: (1) servant leadership has a significant positive effect on employee performance, where a t-count value of 4.306 and a significance of 0.000 are obtained. (2) Interpersonal communication has a significant positive effect on employee performance, with a t-count value of 3.353 and a significance level of 0.001. Simultaneously, servant leadership and interpersonal communication significantly influence employee performance, as evidenced by the F-count value of 37.053 and the significance level of 0.000. Researchers can make suggestions that Legian Paradiso Hotel should foster relationships between employees, always pay attention and accept suggestions from subordinates, and guide employees.

Keywords: servant leadership, interpersonal communication, employee performance

## ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh *servant leadership*, dan *interpersonal communication* secara parsial dan simultan terhadap kinerja karyawan. Lokasi penelitian ini dilakukan di Legian Paradiso Hotel. Populasi dalam penelitian ini adalah seluruh karyawan Legian Paradiso Hotel dan sampel dalam penelitian ini sebanyak 72 karyawan. Teknik analisis data yang digunakan dalam penelitian ini adalah Uji Validitas, Uji Reabilitas, 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 signifikan terhadap kinerja karyawan, dimana diperoleh nilai t-hitung 4,306 dan signifikansi 0,000. (2) *interpersonal communication* berpengaruh positif signifikan terhadap kinerja karyawan, dimana diperoleh nilai t-hitung 3,353 dan signifikansi 0,001. (3) secara simultan *servant leadership* dan *interpersonal communication* berpengaruh signifikan terhadap kinerja karyawan, dimana diperoleh nilai F-hitung 37,053 dan signifikansi 0,000. Saran yang dapat diberikan peneliti adalah Legian Paradiso Hotel hendaknya membina hubungan yang terjalin antar karyawan, selalu memperhatikan dan menerima saran yang saya berikan oleh bawahan dan membimbing karyawan.

Kata kunci: servant leadership, interpersonal communication, kinerja karyawan