

ABSTRAK

Ismail Hamid, 0001DIM25.2019. Pengaruh Gaya Kepemimpinan, Kompetensi, Motivasi, Disiplin dan Budaya Organisasi Terhadap Kepuasan Kerja dan Kinerja Karyawan Hotel Berbintang 4 (empat) di Kota Makassar. Dibimbing oleh H. Mansyur Ramly, selaku Promotor, H. Syahrir Mallongi selaku Ko Promotor dan Hj. Ratna Dewi selaku Ko Promotor .

Penelitian ini bertujuan untuk menganalisis pengaruh gaya kepemimpinan, kompetensi, motivasi, disiplin dan budaya organisasi terhadap kepuasan kerja dan kinerja karyawan Hotel Berbintang 4 (empat) di Kota Makassar.

Penelitian ini dapat diklasifikasikan sebagai *exploratory* yaitu berusaha untuk mencari hubungan-hubungan yang relative baru dengan studi kausal yang berusaha menjelaskan hubungan kausal pengaruh gaya kepemimpinan, kompetensi, motivasi, disiplin dan budaya organisasi terhadap kepuasan kerja dan kinerja karyawan. Pengumpulan data dilakukan melalui kuisisioner dan dokumentasi. Populasi dalam penelitian ini adalah seluruh karyawan termasuk dalam ruang lingkup top lima Hotel berbintang di Kota Makassar. Penelitian ini hanya mengambil khusus hotel berbintang 4 (empat) sebanyak 3 hotel sedangkan sampelnya sebanyak 178 orang karyawan. Data dianalisis dengan menggunakan teknik analisis deskriptif dan analisis *Structural Equation Modeling* (SEM).

Hasil penelitian menunjukkan bahwa gaya kepemimpinan kompetensi, motivasi dan budaya organisasi secara langsung berpengaruh positif dan signifikan terhadap kepuasan kerja, disiplin secara langsung berpengaruh negatif dan tidak signifikan terhadap kepuasan kerja, gaya kepemimpinan, kompetensi, dan motivasi berpengaruh positif dan signifikan terhadap kinerja, disiplin dan budaya organisasi berpengaruh positif dan tidak signifikan terhadap kinerja. Selanjutnya gaya kepemimpinan, kompetensi, motivasi dan budaya organisasi secara tidak langsung berpengaruh positif dan signifikan terhadap kinerja melalui kepuasan kerja sedangkan disiplin secara tidak langsung berpengaruh negatif dan tidak signifikan terhadap kinerja melalui kepuasan kerja.

Kata Kunci: Gaya kepemimpinan, kompetensi, motivasi, disiplin, budaya organisasi kepuasan kerja, kinerja.

ABSTRACT

Ismail Hamid, 0001DIM25.2019. The Effect of Leadership Style, Competence, Motivation, Discipline and Organizational Culture on Job Satisfaction and Employee Performance in 4 (four) Star Hotels in Makassar City. Supervised by H. Mansyur Ramly as Promoter, H. Syahrir Mallongi as Ko Promoter and Hj. Ratna Dewi as Co Promoter.

This study aims to analyze the effect of leadership style, competence, motivation, discipline and organizational culture on job satisfaction and employee performance in 4 (four) Star Hotels in Makassar City.

This research can be classified as exploratory, namely trying to find relatively new relationships with causal studies that try to explain the causal relationship between the influence of leadership style, competence, motivation, discipline and organizational culture on job satisfaction and employee performance. Data collection is done through questionnaires and documentation. The population in this study are all employees included in the scope of the top five star hotels in Makassar City. This study only took 3 (4) 4-star hotels specifically, while the sample consisted of 178 employees. Data were analyzed using descriptive analysis techniques and Structural Equation Modeling (SEM) analysis.

The results showed that module leadership style, motivation and organizational culture had a direct positive and significant effect on job satisfaction, discipline had a direct negative and insignificant effect on job satisfaction, leadership style, competence and motivation had a positive and significant effect on performance, discipline and organizational culture has a positive and not significant effect on performance. Furthermore, leadership style, content, motivation and organizational culture indirectly have a positive and significant effect on performance through job satisfaction while discipline indirectly has a negative and insignificant effect on performance through job satisfaction.

Keywords: Leadership style, competence, motivation, discipline, organizational culture, job satisfaction, performance.

