

ABSTRAK

Penelitian ini bertujuan untuk mengetahui dan menganalisis pengaruh gaya kepemimpinan, disiplin kerja, dan komunikasi organisasi terhadap kinerja karyawan PT Bank BPR Jatim Bank UMKM Jawa Timur Cabang Utama Surabaya.

Jenis penelitian adalah asosiatif dengan metode kuantitatif. Populasi dalam penelitian ini adalah seluruh karyawan PT Bank BPR Jatim Bank UMKM Jawa Timur Cabang Utama Surabaya sebanyak 52 orang. Penelitian ini menggunakan teknik *purposive sampling*, sehingga diperoleh sejumlah 36 responden. Model analisis data yang digunakan adalah analisis regresi linier berganda dengan bantuan program SPSS versi 26.

Hasil penelitian ini menunjukkan bahwa gaya kepemimpinan tidak berpengaruh signifikan dan positif terhadap kinerja karyawan, disiplin kerja berpengaruh signifikan dan positif terhadap kinerja karyawan, komunikasi organisasi berpengaruh signifikan dan positif terhadap kinerja karyawan.

Kata Kunci: gaya kepemimpinan, disiplin kerja, komunikasi organisasi, kinerja karyawan



ABSTRACT

This research aimed to find out and analyze the effect of leadership style, work discipline, and organizational communication on the employees' performance at PT Bank BPR Jatim Bank UMKM, East Java, main branch Surabaya.

The research was associative-quantitative, Furthermore, the population was all employees at PT Bank BPR Jatim Bank UMKM, East Java, main branch Surabaya consisting of 52 people. Moreover, the data collection technique used purposive sampling. In line with that, there were 36 respondents as the sample. Additionally, the data analysis technique used multiple linear regression with SPSS (Statistical Product and Service Solution) 26 version

The research result showed that leadership style had a positive but insignificant effect on the employees' performance at PT Bank BPR Jatim Bank UMKM, East Java, main branch Surabaya. On the other hand, work discipline had a significantly positive effect on the employees' performance at PT Bank BPR Jatim Bank UMKM, East Java, main branch Surabaya. Similarly, organizational communication had a significantly positive effect on the employees' performance at PT Bank BPR Jatim Bank UMKM, East Java, main branch Surabaya.

Keywords: *Leadership Style, Work Discipline, Organizational Communication, Employees' Performance*

