

ABSTRACT

***INFLUENCE OF LEADERSHIP STYLE, NON-
PHYSICAL WORK ENVIRONMENT, WORK
DISCIPLINE ON EMPLOYEE PERFORMANCE
THROUGH WORK MOTIVATION AS AN
INTERVENING VARIABLE***

***(Census on Shopee Express Package Delivery Couriers in
Tasikmalaya City)***

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This study aims to determine the effect of leadership style on employee performance; the effect of non-physical work environment on employee performance; the effect of work discipline on employee performance and the effect of leadership style, non-physical work environment and work discipline through motivation on employee performance. This study is quantitative with a descriptive approach, using primary data and using partial least square - structural equation model (PLS-SEM) analysis techniques. The results of this study conclude that: there is a significant positive influence between leadership style, non-physical work environment and work discipline on employee performance through work motivation as an intervening variable. The implication is that leadership style, non-physical work environment and work discipline at Shopee Express Tasikmalaya City have the potential to improve employee performance through increasing employee work motivation.

Keyword : leadership style, non-physical work environment, work discipline, employee performance and work motivation.

ABSTRAK

**PENGARUH GAYA KEPEMIMPINAN, LINGKUNGAN
KERJA NON-FISIK, DISIPLIN KERJA TERHADAP
KINERJA KARYAWAN MELALUI MOTIVASI KERJA
SEBAGAI VARIABEL INTERVENING**
(Sensus Pada Kurir Pengiriman Paket Shopee *Express* di
Kota Tasikmalaya)

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Penelitian ini bertujuan untuk mengetahui pengaruh gaya kepemimpinan terhadap kinerja karyawan; pengaruh lingkungan kerja non fisik terhadap kinerja karyawan; pengaruh disiplin kerja terhadap kinerja karyawan dan pengaruh gaya kepemimpinan, lingkungan kerja non fisik dan disiplin kerja melalui motivasi terhadap kinerja karyawan. Penelitian ini berjenis kuantitatif dengan pendekatan deskriptif, menggunakan data primer serta menggunakan teknik analisis *partial least square – structural equation model* (PLS-SEM). Hasil penelitian ini menyimpulkan bahwa: terdapat pengaruh positif signifikan antara gaya kepemimpinan, lingkungan kerja non fisik dan disiplin kerja terhadap kinerja karyawan melalui motivasi kerja sebagai variabel intervening. Implikasinya, gaya kepemimpinan, lingkungan kerja non fisik dan disiplin kerja di Shopee *Express* Kota Tasikmalaya berpotensi meningkatkan kinerja karyawan melalui peningkatan motivasi kerja karyawan.

Kata kunci: gaya kepemimpinan, lingkungan kerja non fisik, disiplin kerja, kinerja karyawan dan motivasi kerja.