

ABSTRAK

PENGARUH *SERVANT LEADERSHIP STYLE* DAN KOMUNIKASI INTERPERSONAL TERHADAP KINERJA KARYAWAN JTL EXPRESS CABANG MADIUN, NGAWI, MAGETAN, DAN PONOROGO

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Penelitian ini bertujuan untuk mengetahui : 1) pengaruh secara simultan *servant leadership style* dan komunikasi interpersonal terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo, 2) pengaruh *servant leadership style* terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo, 3) pengaruh komunikasi interpersonal terhadap terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo. Populasi dan sampel pada penelitian ini adalah seluruh karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo yang berjumlah 45 orang. Analisis data menggunakan program aplikasi SPSS 23.0. Hasil penelitian menunjukkan bahwa: 1) *servant leadership style* dan komunikasi interpersonal berpengaruh secara simultan terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo, 2) *servant leadership style* berpengaruh positif terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo, 3) komunikasi interpersonal berpengaruh positif terhadap kinerja karyawan JTL Express cabang Madiun, Ngawi, Magetan, dan Ponorogo.

Kata Kunci : *Servant Leadership Style*, Komunikasi Interpersonal, Kinerja Karyawan

ABSTRACT

THE INFLUENCE OF *SERVANT LEADERSHIP STYLE* AND INTERPERSONAL COMMUNICATION ON EMPLOYEE PERFORMANCE

A Study on Employees of JTL Express in Madiun, Ngawi, Magetan, and Ponorogo Branches

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This study aims to determine : 1) the simultaneous influence of servant leadership style and interpersonal communication on employee performance, 2) the influence of servant leadership style on employee performance, 3) the influence of interpersonal communication on employee performance. The type of this study is a sensus. The population of this study are all employees of JTL Express Madiun, Ngawi, Magetan, and Ponorogo branches, totaling 45 peoples. Data analysis uses SPSS 23.0. The results of the study show that : 1) servant leadership style and interpersonal communication have simultaneous influence on employee performance, 2) servant leadership style had a positive influence on employee performance, 3) interpersonal communication had a positive influence on employee performance.

Keywords : Servant Leadership Style, Interpersonal Communication, and Employee c Performance

