

ABSTRAK

Nama : Carina Lim

Program Studi : Bisnis Perhotelan

Judul : Pengaruh Gaya Kepemimpinan *Front Office Manager* terhadap Kinerja Karyawan di *Front Office Department* Holiday Inn & Suites Jakarta Gajah Mada

Penelitian ini dilakukan dengan tujuan untuk mengetahui Untuk mengetahui gaya kepemimpinan yang diterapkan *Front Office Manager* di *Front Office Department* Holiday Inn & Suites Jakarta Gajah Mada, untuk mengetahui kinerja karyawan di *Front Office Department* Holiday Inn & Suites Jakarta Gajah Mada, dan untuk mengetahui seberapa besar pengaruh gaya kepemimpinan *Front Office Manager* di *Front Office Department* Holiday Inn & Suites Jakarta Gajah Mada. Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif korelasional dengan metode survei yang menggunakan angket/kuisisioner sebagai alat bantu pengambilan data. Serta unit analisis yang digunakan adalah individu dalam hal ini adalah seluruh karyawan *Front Office Department* Holiday Inn & Suites Jakarta Gajah Mada yang berjumlah 55 responden. Setelah pengumpulan data dilakukan dan data tersebut diolah, maka hasil yang didapatkan gaya kepemimpinan *Front Office Manager* di *Front Office Department* sudah sesuai. Kinerja karyawan di *Front Office Department* sudah baik. Hasil penelitian dengan uji korelasi menghasilkan hubungan gaya kepemimpinan terhadap kinerja karyawan di *Front Office Department* yang serta hasil uji determinasi menunjukkan gaya kepemimpinan *Front Office Manager* memiliki pengaruh terhadap kinerja karyawan di *Front Office Department*.

Kata Kunci : Gaya Kepemimpinan, Kinerja Karyawan, Hotel

ABSTRACT

Name : Carina Lim
Study Program : Hotel Business
Title : The Influence of Front Office Manager's Leadership Style
on Employee Performance in Front Office Department
of Holiday Inn & Suites Jakarta Gajah Mada

This research is done with the purpose of knowing the leadership style applied by Front Office Manager in Front Office Department of Holiday Inn & Suites Jakarta Gajah Mada, to know the employee performance, and to know how much influence of the leadership type in Front Office Department of Holiday Inn & Suites Jakarta Gajah Mada. The research method used in this research is descriptive correlation method with survey method using questionnaire / questionnaire as a tool to collect data. And the analytical unit used is the individual in this case is all employees in Front Office Department of Holiday Inn & Suites Jakarta Gajah Mada, amounting to 55 respondents. The results of the data obtained will be processed through the tools SPSS program version 21.0. After the data collection is done and the data is processed, then the result obtained is the Front Office Manager's leadership style in Front Office Department is appropriate. Employee performance in Front Office Department is good. The result of the research with correlation test resulted the influence of leadership style on the performance of the employees in Front Office Department is strong also the result of determination test shows that the leadership style of Front Office Manager has an effect on employee performance in Front Office Department.

Keywords : Leadership Style, Employee Performance, Front Office