

ABSTRAK

Sri Endah Nurhayati, 1303282. “Pengaruh Kepemimpinan Transformasional Terhadap Komitmen Organisasional Serta Implikasinya terhadap Kinerja Karyawan Restoran Khas Sunda Ponyo Di Jawa Barat, di bawah Bimbingan Prof . Dr H. Eeng Ahman,M.Si. dan Dr. H. Syamsul Hadi Senen, MM

Kinerja Karyawan dalam bisnis restoran memegang peranan yang sangat penting. Bisnis restoran termasuk *hospitality*. Bisnis *hospitality* yaitu kesejahteraan dan keamanan jasmani dan rohani yang diperoleh melalui pengeluaran sejumlah uang. Semakin tinggi kinerja karyawan maka akan semakin terpenuhi *hospitality* konsumen, semakin rendah kinerja layanan karyawan maka akan mempengaruhi kunjungan kosumen berikutnya. Dalam tiga tahun terakhir ini kinerja karyawan Ponyo di evaluasi menghasilkan kinerja yang belum optimal. Terkait permasalahan tersebut, Kepemimpinan transformasional dan Komitmen organisasional menjadi alternatif solusi. Penelitian bertujuan untuk menganalisis efektifitas kepemimpinan transformasional, komitmen organisasional dan kinerja karyawan, pengaruh kepemimpinan transformasional terhadap komitmen organisasional, pengaruh kepemimpinan transformasional terhadap kinerja karyawan, pengaruh komitmen organisasional terhadap kinerja karyawan.

Metode penelitian ini menggunakan deskriptif dan eksplatori survey dengan menggunakan tehnik sampling terhadap 158 karyawan restoran Ponyo. Instrumen penelitian menggunakan angket. Teknik analisis data menggunakan analisis jalur dan diolah oleh SPSS 17.

Berdasarkan hasil penelitian, dapat disimpulkan bahwa kepemimpinan transformasional, komitmen organisasional, kinerja karyawan sudah dilakukan efektif. Kepemimpinan transformasional berpengaruh positif terhadap komitmen organisasional, kepemimpinan transformasional berpengaruh positif terhadap kinerja karyawan. Komitmen organisasional berpengaruh positif terhadap kinerja karyawan.

Kata Kunci : Kepemimpinan transformasional, Komitmen Organisasional, Kinerja Karyawan.

Sri Endah Nurhayati, 1303282. "Influence of Transformational Leadership And Organizational Commitment Against Employee Performance Implications Sundanese Restaurant Ponyo In West Java, under the guidance of Prof.. Dr. H. Eeng Ahman, M.Si. and Dr. Senen H. Syamsul Hadi, MM

Employee Performance in the restaurant business plays a very important. The restaurant business, including hospitality. Hospitality business namely the welfare and security of physical and spiritual obtained by spending some money. The higher the employee's performance will be more fulfilled then the customer hospitality, the lower the performance of the service employees it will affect the next costumer visit. In the last three years Ponyo on the evaluation of employee performance resulting in performance that is not optimal. Related to these problems, transformational leadership and organizational commitment to be an alternative solution. The study aims to analyze the effectiveness of transformational leadership, organizational commitment and employee performance, the effect of transformational leadership on organizational commitment, the influence of transformational leadership on employee performance, the influence of organizational commitment to employee performance.

This research method using descriptive and eksplantori survey using sampling techniques to 158 employees Ponyo restaurant. The research instrument used questionnaire. Data were analyzed using path analysis and processed by SPSS 17.

Based on the results, it can be concluded that transformational leadership, organizational commitment, employee performance has been carried out effectively. Transformational leadership positively affects organizational commitment, transformational leadership has positive influence on employee performance. Organizational commitment positively affects employee performance.

Keywords: Transformational Leadership, Organizational Commitment, Employee Performance