

**MODEL PENGEMBANGAN KINERJA KARYAWAN
HOTEL SYARIAH DI WILAYAH JAWA BARAT**

DISERTASI

**Diajukan untuk memenuhi sebagian syarat untuk memperoleh gelar Doktor Program
Studi Doktor Ilmu Manajemen**



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Sebuah disertasi yang diajukan untuk memenuhi salah satu syarat memperoleh gelar Doktor pada Program Studi Doktor Manajemen Fakultas Pendidikan Ekonomi dan Bisnis

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HOTEL SYARIAH DI WILAYAH JAWA BARAT**


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ABSTRAK

Usep Deden Suherman, NIM:1906485, Model Pengembangan Kinerja Karyawan Hotel Syariah di Wilayah Jawa Barat

Promotor: Prof. Dr. H. Eeng Ahman, M.Si; Ko-Promotor: Prof. Dr. H. Disman, M.S dan Anggota : Dr. Rofi Rofaida, MM

Permasalahan dalam penelitian ini adalah berkaitan dengan kinerja karyawan yang kinerja karyawan Hotel Syariah di Wilayah Jawa Barat mengalami penurunan dari tahun 2019 sampai tahun 2020 baik itu dari aspek pencapaian target, kualitas kerja, kecepatan kerja, efisiensi waktu, efisiensi tenaga dan juga keakuratan hasil. Penelitian ini dimaksudkan untuk mendeskripsikan *spiritual leadership*, komitmen organisasional, kontrak psikologis, kepuasan kerja dan kinerja karyawan serta meneliti dan menelaah pengaruh *spiritual leadership* dan komitmen organisasional terhadap peningkatan kinerja karyawan melalui kontrak psikologis dan kepuasan kerja.

Penelitian ini merupakan explanatory survey yang berjenis penelitian kausalitas yang bertujuan mendapatkan penjelasan hubungan sebab akibat antara beberapa konsep atau variabel. Objek penelitian ini adalah aspek spiritual leadership, Komitmen Organisasional, kontrak psikologis, kepuasan kerja dan Kinerja karyawan. Subjek penelitian adalah 344 karyawan hotel syariah wilayah Jawa Barat. Pada penelitian ini menggunakan PLS-SEM karena bertujuan untuk menguji hubungan prediktif antar konstruk dengan melihat apakah ada hubungan atau pengaruh antar konstruk.

Hasil penelitian menunjukkan bahwa berdasarkan hasil analisis deskriptif variabel-variabel penelitian antara lain *spiritual leadership*, komitmen organisasional, kontrak psikologis, kepuasan kerja dan kinerja karyawan berada dalam kategori tinggi. Kemudian *spiritual leadership* dan komitmen organisasional berpengaruh positif terhadap kontrak psikologis, *spiritual leadership* dan komitmen organisasional berpengaruh positif terhadap kepuasan kerja karyawan, Kontrak psikologis memediasi pengaruh *spiritual leadership* terhadap kepuasan kerja, Kontrak psikologis memediasi pengaruh komitmen organisasional terhadap kepuasan kerja, kontrak psikologis dan kepuasan kerja memediasi pengaruh *spiritual leadership* terhadap kinerja karyawan, Kontrak psikologis dan kepuasan kerja memediasi pengaruh komitmen organisasi terhadap kinerja karyawan, *spiritual leadership* berpengaruh positif terhadap kinerja karyawan, komitmen organisasional berpengaruh positif terhadap kinerja karyawan, *spiritual leadership*, komitmen organisasional, kontrak psikologis berpengaruh positif terhadap kepuasan kerja karyawan secara simultan dan *spiritual leadership*, komitmen organisasional, kontrak psikologis dan kepuasan kerja berpengaruh positif terhadap kinerja karyawan secara simultan.

Kata Kunci : *Spiritual leadership*, komitmen organisasional, kontrak psikologis, kepuasan kerja, kinerja karyawan

ABSTRACT

Usep Deden Suherman, NIM:1906485, Model of Sharia Hotel Employee Performance Development in the West Java Region

Promoter: Prof. Dr. H. Eeng Ahman, M.Si; Co-Promoter: Prof. Dr. H. Disman, M.S and Members : Dr. Rofi Rofaida, M.Si

The problem in this study is related to employee performance, where the performance of Syariah Hotel employees in the West Java Region has decreased from 2019 to 2020 both in terms of achieving targets, quality of work, work speed, time efficiency, energy efficiency and also the accuracy of results. This research is intended to describe spiritual leadership, organizational commitment, psychological contract, job satisfaction and employee performance as well as research and examine the influence of spiritual leadership and organizational commitment on improving employee performance through psychological contract and job satisfaction.

This research is an explanatory survey with the type of causality research that aims to get an explanation of the causal relationship between several concepts or variables. The object of this research is spiritual leadership, organizational commitment, psychological contract, job satisfaction and employee performance. The research subjects were 344 sharia hotel employees in the West Java region. In this study using PLS-SEM because it aims to test predictive relationships between constructs by seeing whether there is a relationship or influence between constructs.

The results showed that based on the results of the descriptive analysis the research variables included spiritual leadership, organizational commitment, psychological contracts, job satisfaction and employee performance were in the high category. Then spiritual leadership and organizational commitment have a positive effect on psychological contracts, spiritual leadership and organizational commitment have a positive effect on employee job satisfaction, psychological contracts mediate the effect of spiritual leadership on job satisfaction, psychological contracts mediate the effect of organizational commitment on job satisfaction, psychological contracts and job satisfaction mediate the influence of spiritual leadership on employee performance, psychological contracts and job satisfaction mediate the effect of organizational commitment on employee performance, spiritual leadership has a positive effect on employee performance, organizational commitment has a positive effect on employee performance, spiritual leadership, organizational commitment, psychological contracts have a positive effect on employee job satisfaction simultaneously and spiritual leadership, organizational commitment, psychological contract and job satisfaction have a positive effect on employee performance and simultaneously.

Keywords: Spiritual leadership, organizational commitment, psychological contract, job satisfaction, employee performance

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