

RINGKASAN

Penelitian ini merupakan penelitian survei pada kinerja karyawan bagian kredit. Karyawan yang diteliti berada di Bank BUMN Cabang Kota Cirebon. Penelitian ini mengambil judul: “Pengaruh Gaya Kepemimpinan, Beban Kerja, dan Motivasi Kerja Terhadap Kinerja Karyawan (studi kasus pada bagian kredit di Bank BUMN Cabang Kota Cirebon)”.

Tujuan penelitian ini adalah untuk mengetahui pengaruh gaya kepemimpinan, beban kerja, dan motivasi kerja terhadap kinerja karyawan bagian kredit. Populasi dalam penelitian ini adalah semua karyawan bagian kredit di Kota Cirebon. Jumlah responden yang diambil dalam penelitian ini adalah 165 responden. *Purposive Sampling Method* digunakan dalam penentuan responden.

Berdasarkan hasil penelitian dan analisis data dengan menggunakan SPSS (*Statistical Package for the Social Sciences*) menunjukkan bahwa: (1) gaya kepemimpinan berpengaruh positif terhadap kinerja karyawan bagian kredit, (2) beban kerja berpengaruh positif terhadap kinerja karyawan bagian kredit, (3) motivasi kerja berpengaruh positif terhadap kinerja karyawan bagian kredit.

Kata Kunci : Gaya kepemimpinan, Beban Kerja, motivasi kerja, dan kinerja karyawan.



SUMMARY

This research is a survey research on the performance of credit department employees. The employees studied were in the Cirebon City Branch of BUMN Bank. This study takes the title: The Influence of Leadership Style, Workload, and Work Motivation on Employee Performance (case study in the credit section at the BUMN Bank Cirebon City Branch).

The purpose of this study was to determine the effect of leadership style, workload, and work motivation on employee performance in credit. The population in this study were all credit section employees in the city of Cirebon. The number of respondents taken in this study was 165 respondents. Purposive Sampling Method is used in determining respondents. Based on the results of research and data analysis using SPSS (Statistical Package for the Social Sciences) shows that: (1) leadership style has a positive effect on employee performance in credit, (2) workload has a positive effect on employee performance in credit, (3) motivation work has a positive effect on employee performance in credit.

Keywords: Leadership style, Workload, work motivation, and employee performance.