

ABSTRAK

Penelitian ini dilatar belakangi adanya penurunan penilaian kinerja karyawan dalam kurun waktu 2020-2021. Penurunan kinerja karyawan ini menunjukkan adanya penurunan soft skill dan kepemimpinan transformasional di Bank BJB Kantor Cabang Subang. Tujuan penelitian ini untuk mengetahui besarnya pengaruh soft skill dan kepemimpinan transformasional terhadap kinerja karyawan pada Bank BJB Kantor Cabang Subang. Metode penelitian yang digunakan adalah metode deskriptif dan verifikatif dengan jumlah sampel sebanyak 43 responden. Metode analisis data dan uji hipotesis yang digunakan adalah analisis regresi linear berganda, analisis korelasi berganda, koefisien determinasi simultan dan koefisien determinasi parsial, uji hipotesis simultan dan uji hipotesis parsial. Hasil penelitian menunjukkan bahwa terdapat pengaruh positif dan signifikan antara soft skill dan kepemimpinan terhadap kinerja karyawan pada Bank BJB Kantor Cabang Subang secara simultan adalah 59,9%. Sedangkan secara parsial besarnya pengaruh soft skill terhadap kinerja karyawan pada Bank BJB Kantor Cabang Subang sebesar 31,9%, pengaruh kepemimpinan transformasional terhadap kinerja karyawan pada Bank BJB Kantor Cabang Subang sebesar 28,0%.

Kata Kunci: *Soft Skill*, *Kepemimpinan Transformasional*, *Kinerja Karyawan*

ABSTRACT

This research is motivated by a decrease in employee performance appraisals in the 2020-2021 period. This decline in employee performance indicates a decrease in soft skills and transformational leadership at Bank BJB Subang Branch Office. The purpose of this study was to determine the magnitude of the influence of soft skills and transformational leadership on employee performance at Bank BJB Subang Branch Office. The research method used is descriptive and verification method with a total sample of 43 respondents. The data analysis and hypothesis testing methods used were multiple linear regression analysis, multiple correlation analysis, simultaneous determination coefficient and partial determination coefficient, simultaneous hypothesis testing and partial hypothesis testing. The results showed that there was a positive and significant influence between soft skills and leadership on employee performance at Bank BJB Subang Branch Office simultaneously was 59.9%. While partially the influence of soft skills on employee performance at Bank BJB Subang Branch Office is 31.9%, the influence of transformational leadership on employee performance at Bank BJB Subang Branch Office is 28.0%.

Keywords: *Soft Skill, Transformational Leadership, Employee Performance*