

ABSTRAK

Diaz Herbowo / 01619180079

Lydia Hutama / 01619180091

Tjiang Jessica Claudia Chandra / 01619180080

PENGARUH KETERIKATAN KERJA, JENJANG KARIR, DAN STANDAR PELATIHAN TERHADAP KINERJA KARYAWAN COFFEE SHOP DI PROVINSI DKI JAKARTA

(xx + 103 halaman; 1 gambar; 25 tabel; 6 lampiran)

Penelitian ini bertujuan untuk mengetahui bahwa apakah keterikatan kerja, jenjang karir dan standar pelatihan berpengaruh positif terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta. Berdasarkan tujuan tersebut, muncul beberapa hipotesis yaitu: (1) Keterikatan kerja berpengaruh positif terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta; (2) Jenjang karir berpengaruh positif terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta; (3) Standar pelatihan berpengaruh positif terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta; (4) Keterikatan kerja, jenjang karir dan standar pelatihan berpengaruh positif secara simultan (bersama-sama) terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta. Penelitian ini ditujukan kepada karyawan *coffee shop* di Provinsi DKI Jakarta dengan jumlah populasi sebesar 226 orang dan jumlah sampel sebesar 75 orang yang terdiri atas 51 orang pria dan 24 orang wanita. Teknik sampling yang digunakan adalah *convenience sampling*. Instrumen yang digunakan untuk pengumpulan data adalah kuesioner, yang terdiri atas 11 indikator. Pengujian terhadap kuesioner dilakukan dengan uji validitas dan uji reliabilitas. Selanjutnya, alat yang digunakan dalam analisis data adalah SPSS versi 21. Hasil temuan mengungkapkan bahwa keterikatan kerja, jenjang karir dan standar pelatihan berpengaruh positif terhadap kinerja karyawan *coffee shop* di Provinsi DKI Jakarta.

Referensi: 93

Kata kunci: SDM, *Coffee Shop*, Kinerja Karyawan, Keterikatan Kerja, Jenjang Karir, Standar Pelatihan.

ABSTRACT

Diaz Herbowo / 01619180079

Lydia Hutama / 01619180091

Tjiang Jessica Claudia Chandra / 01619180080

THE EFFECT OF WORK ENGAGEMENT, CAREER PATH, AND TRAINING STANDARDS ON PERFORMANCE OF COFFEE SHOP EMPLOYEES IN THE PROVINCE OF DKI JAKARTA

(xx + 103 pages; 1 picture; 25 tables; 6 attachments)

This study aims to determine whether work engagement, career path and training standards have a positive effect on the performance of coffee shop employees in DKI Jakarta Province. Based on these objectives, several hypotheses emerged, namely: (1) Work engagement has a positive effect on the performance of coffee shop employees in DKI Jakarta Province; (2) Career path has a positive effect on the performance of coffee shop employees in DKI Jakarta Province; (3) Training standards have a positive effect on the performance of coffee shop employees in DKI Jakarta Province; (4) Work engagement, career path and training standards simultaneously have a positive effect (simultaneously) on the performance of coffee shop employees in DKI Jakarta Province. This study was aimed at coffee shop employees in DKI Jakarta Province with a population of 226 people and a total sample of 75 people consisting of 51 men and 24 women. The sampling technique used is convenience sampling. The instrument used for data collection was a questionnaire, which consisted of 11 indicators. Testing of the questionnaire was carried out with a validity and reliability test. Furthermore, the tool used in data analysis is SPSS version 21. The findings reveal that work engagement, career path and training standards have a positive effect on the performance of coffee shop employees in DKI Jakarta Province.

Reference: 93

Keywords: HR, Coffee Shop, employee performance, employee engagement, career path, training standard