

## **ABSTRACT**

*This research is to know the effect of Recruitment Process toward Frontliner Performance, about the effect of Selection toward Frontliner Performance, and about the effect of Compensation toward Frontliner Performance. The object in this research is PT Bank Victoria International. This research have been conducted toward Frontliner PT Bank Victoria International Senayan Area with 60 total respondent. This research used quantitative approach. The research design that have been used is causal research. The data that has been taken is questionnaire data that has been distributed to frontliner PT Bank Victoria. The data analysis that used in this research is statistical analysis in a form of multiple linear regression with SPSS version 23. The result of this research shows that Recruitment Process variable positively and significantly effect Frontliner Performance, Selection positively and significantly effect Frontliner Performance, and Compensation positively and significantly effect Frontliner Performance PT Bank Victoria International.*

*Key word : Recruitment Process, Selection, Compensation, and Frontliner Performance*



UNIVERSITAS  
MERCU BUANA

## ABSTRAK

Penelitian ini untuk mengetahui tentang Pengaruh Proses Rekrutmen Terhadap Kinerja *Frontliner*, tentang Pengaruh Seleksi Terhadap Kinerja *Frontliner*, tentang Pengaruh Kompensasi Terhadap Kinerja *Frontliner*. Objek penelitian ini adalah *frontliner* PT Bank Victoria International. Penelitian ini dilakukan terhadap *frontliner* PT Bank Victoria International Area Senayan yang berjumlah 60 responden. Penelitian ini menggunakan pendekatan kuantitatif dengan desain penelitian yang digunakan adalah desain penelitian kausal. Data yang diambil merupakan kuisioner terhadap *frontliner* PT Bank Victoria. Analisis data yang digunakan adalah analisis statistic dalam bentuk uji regresi linier berganda dengan aplikasi SPSS versi 23. Hasil penelitian menunjukkan bahwa variable Proses Rekrutmen berpengaruh positif dan signifikan terhadap Kinerja *Frontliner*, variable Seleksi berpengaruh positif dan signifikan terhadap Kinerja *Frontliner*, variable Kompensasi berpengaruh positif dan signifikan terhadap Kinerja *Frontliner* PT Bank Victoria International.

Kata Kunci : Proses Rekrutmen, Seleksi, Kompensasi, Kinerja Karyawan

