

ABSTRACT

This research aims to know the influence of recruitment, selection, and work environment toward employee's performance. The object of this research is customer service officer staff who works at PT Fitness First Indonesia with amount of club is 11 clubs located in Jakarta. This research was done to 77 respondents by using quantitative-descriptive approach. Thus, data analysis which is used is statistic analysis in the form of double linear regression test. The result of this research shows that simultaneously the variable of recruitment, selection, and work environment influence employee's performance. Partially the variable of recruitment has positive effect and significant influence towards employee's performance. Partially the variable of selection has positive effect and significant influence towards employee's performance. And partially for the variable of work environment has positive effect and significant influence towards the dependant variable, which is company value. It has been proven from the result of (f) simoultant test and the result of (t) partial shows the result that mentioned before of three independent variables that supports the hipotesys. Therefore, the accepted assumption is, simultaneously and partially there is positive influence between recruitment, selection, and work environment to employee's performance of customer service officer at PT Fitness First Indonesia.

Keywords: Recruitment, Selection, Work Environment, Performance, Customer Service Officer

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ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh rekrutmen, seleksi, dan lingkungan kerja terhadap kinerja karyawan. Objek penelitian ini adalah staff *customer service officer* yang bekerja di PT Fitness First Indonesia dengan jumlah total 11 *club* yang berlokasi di Jakarta. Penelitian ini dilakukan terhadap 77 responden dengan menggunakan pendekatan deskriptif kuantitatif. Karena itu, analisis data yang digunakan adalah analisis statistik dalam bentuk uji regresi linier berganda. Hasil penelitian ini menunjukkan bahwa secara simultan hasil penelitian menunjukkan variabel rekrutmen, seleksi, dan lingkungan kerja berpengaruh terhadap kinerja karyawan. Secara partial variabel rekrutmen berpengaruh positif dan signifikan terhadap kinerja karyawan. Secara partial variabel seleksi memiliki pengaruh positif dan signifikan terhadap kinerja karyawan. Serta secara partial untuk variabel lingkungan kerja memiliki pengaruh positif dan signifikan terhadap variabel dependen yaitu kinerja karyawan.. Hal ini dibuktikan dari hasil uji simultan (uji F) dan hasil uji parsial (uji t) yang menunjukkan hasil yang disebutkan tersebut dari tiga variabel bebas yang mendukung hipotesa. Oleh karena itu hasil uji dari penelitian ini menyatakan bahwa terdapat pengaruh positif secara simultan dan secara partial antara variabel rekrutmen, seleksi, dan lingkungan kerja terhadap kinerja karyawan pada *customer service officer* PT Fitness First Indonesia.

Kata kunci: Rekrutmen, Seleksi, Lingkungan Kerja, Kinerja, *Customer Service Officer*



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