

ABSTRAK

Penelitian ini mengulas korelasi antara *Past Experience Skill* dan *Personality* karyawan dengan kinerja mereka. Seratus sepuluh *frontliners* J.CO Donuts & Coffee di Tangerang berpartisipasi dalam penelitian ini. Berdasarkan kriteria tertentu, dari seluruh partisipan yang terlibat empat puluh tujuh *frontliners* dipilih sebagai responden dan dianalisis dalam penelitian ini. *Past Experience Skill* diduga mendukung kinerja individu dalam pekerjaan tersebut. Oleh karena itu, *Past Experience Skill* diperlakukan sebagai variabel bebas. Selain itu, *Personality* (*Extraversion*, *Agreeableness* dan *Conscientiousness*) diasumsi memiliki korelasi dengan kinerja. Dengan demikian *Personality* dianggap sebagai variabel bebas. Konsep *Personality* yang digunakan adalah teori *The Big Five Personality Traits* (*Extraversion*, *Agreeableness* dan *Conscientiousness*). Kinerja *frontliners* diperlakukan sebagai variabel terikat. Pengukuran kinerja dinilai berdasarkan penilaian kinerja masing-masing *frontliners*. Berdasarkan asumsi yang telah disebutkan, empat buah hipotesis dapat dirumuskan. Selanjutnya, hipotesis yang terbentuk akan dianalisis menggunakan uji korelasi Pearson. Hasil penelitian menunjukkan bahwa terdapat korelasi positif dan signifikan antara *Agreeableness* dan *Extraversion* dengan kinerja, sedangkan *Past Experience Skill* dan *Conscientiousness* tidak berkorelasi secara signifikan dengan kinerja. Berdasarkan hasil penelitian yang telah disebutkan, perusahaan diharapkan dapat mempertimbangkan *Agreeableness* dan *Extraversion* sebagai tipe *Personality* yang dapat digunakan sebagai acuan untuk meningkatkan proses seleksi dan kebijakan saat pelatihan. Generalisasi sebaiknya dilakukan dengan seksama dengan pertimbangan menggunakan *frontliners* J.CO Donuts & Coffee sebagai responden. Penelitian lebih lanjut diharapkan dapat menambah lebih banyak responden dari berbagai bidang agar hasil penelitian dapat digeneralisasi lebih jauh.

Kata kunci : *Past Experience Skill*, *Extraversion*, *Agreeableness*, *Conscientiousness*, *frontliners*, kinerja

ABSTRACT

This study examines the correlation between the employees' Past Experience Skill and Personality with their performance. One hundred and ten frontliners of J.CO Donuts & Coffee in Tangerang participated in this study. Out of the number, forty-seven frontliners were selected as the respondent and analyzed based on certain criteria. Past Experience Skill is assumed to support the individual performance in current occupation. Therefore, Past Experience Skill is treated as an independent variable. In addition, personality (Extraversion, Agreeableness and Conscientiousness) was assumed to be correlated with performance. It is thus treated as an independent variable. The personality concept used is The Big Five Personality Traits (Extraversion, Agreeableness and Conscientiousness). Performance of the frontliners is treated as a dependent variable. The measurement of the performance was taken from the frontliners' Performance Appraisal. Based on the mentioned assumptions, four hypotheses can be formulated. Further, the hypotheses will be analyzed using Pearson's Correlation. The result shows that there is a positive and significant correlation between Agreeableness and Extraversion with performance, whilst Past Experience Skill and Conscientiousness are not significantly correlated with performance. Based on these findings, it is expected that the company will consider Agreeableness and Extraversion to improve the employee selection process and training policy. As frontliners of J.CO Donuts & Coffee were used as respondents, generalization of findings has to be taken with care. Further research is suggested to add more number of respondents from various fields in order to be able to be farther generalized.

Keywords : *Past Experience Skill, Extraversion, Agreeableness, Conscientiousness, frontliners, job performance*