

ABSTRACT

This study aims to find out the effect of education, work experience, and soft skills on employee performance at Mandapa, A Ritz-Carlton Reserve hotel. This study involved a sample of 71 employees selected through purposive sampling using the Slovin formula. The method used was quantitative with multiple linear regression analysis. The results of the partial test indicated that education ($t = 6.143$), work experience ($t = 2.755$), and soft skills ($t = 3.801$) have a significant effect on employee performance ($p < 0.05$). Simultaneously, these three variables also have a significant effect ($F = 53.717$; $p = 0.000$) with an adjusted R^2 value of 0.693. This means that 69.3% of the variation in employee performance is influenced by education, work experience, and soft skills.

Keywords: education, work experience, soft skills, employee performance

ABSTRAK

Penelitian ini bertujuan untuk mengetahui pengaruh pendidikan, pengalaman kerja dan *soft skill* terhadap kinerja karyawan pada hotel Mandapa, A Ritz-Carlton Reserve. Penelitian ini melibatkan 71 orang karyawan sebagai sampel dengan teknik purposive sampling menggunakan rumus slovin. Metode yang digunakan adalah kuantitatif dengan analisis regresi linier berganda. Hasil uji parsial menunjukkan bahwa pendidikan ($t = 6,143$), pengalaman kerja ($t = 2,755$), dan *soft skill* ($t = 3,801$) berpengaruh signifikan terhadap kinerja karyawan ($p < 0,05$). Secara simultan, ketiga variabel ini juga berpengaruh signifikan ($F = 53,717$; $p = 0,000$) dengan nilai adjusted R^2 sebesar 0,693. Artinya, 69,3% variasi kinerja karyawan dipengaruhi oleh pendidikan, pengalaman kerja, dan *soft skill*.

Kata kunci: pendidikan, pengalaman kerja, *soft skill*, kinerja karyawan