

ABSTRAK

Martina Amelia. 2026. **Pengaruh Pengalaman Kerja Terhadap Kinerja Barista di *Coffee shop* Kelurahan Panglayugnga Kota Tasikmalaya.** Program Studi Pendidikan Masyarakat. Fakultas Keguruan dan Ilmu Pendidikan. Universitas Siliwangi

Pengalaman kerja sebagai salah satu faktor yang dapat memengaruhi kinerja barista dalam memberikan pelayanan kepada pelanggan serta menjaga kualitas produk pada industri *coffee shop*. Pengalaman kerja yang diperoleh melalui proses bekerja diyakini mampu meningkatkan pengetahuan, keterampilan, dan kemampuan barista sehingga dapat mendukung pencapaian kinerja yang optimal. Penelitian ini bertujuan untuk mengetahui tingkat pengalaman kerja, tingkat kinerja barista, serta menganalisis pengaruh pengalaman kerja terhadap kinerja barista di *coffee shop* Kelurahan Panglayungan Kota Tasikmalaya. Penelitian ini menggunakan pendekatan kuantitatif dengan desain *ex post facto* dan jenis *explanatory research*. Populasi penelitian berjumlah 68 barista yang seluruhnya dijadikan sampel menggunakan teknik sampling jenuh. Pengumpulan data dilakukan melalui kuesioner skala Likert yang telah memenuhi uji validitas dan reliabilitas. Analisis data menggunakan statistik deskriptif, uji normalitas, uji linearitas, uji heteroskedastisitas, regresi linear sederhana, uji t (parsial), dan koefisien determinasi. Hasil penelitian menunjukkan bahwa pengalaman kerja berada pada kategori sedang, dan kinerja barista berada pada kategori sedang. Hasil analisis regresi linear sederhana menghasilkan persamaan $Y = 6,077 + 0,636X$, yang menunjukkan bahwa setiap peningkatan satu satuan pengalaman kerja akan meningkatkan kinerja barista sebesar 0,636 satuan. Nilai koefisien determinasi ($R^2 = 0,721$) menunjukkan bahwa pengalaman kerja memberikan kontribusi sebesar 72,1% terhadap kinerja barista, sedangkan 27,9% dipengaruhi oleh faktor lain di luar penelitian. Selain itu, hasil uji t menunjukkan nilai signifikansi 0,000 ($<0,05$) sehingga pengalaman kerja terbukti berpengaruh positif dan signifikan terhadap kinerja barista di *coffee shop* Kelurahan Panglayungan Kota Tasikmalaya. Kesimpulan, semakin baik pengalaman kerja yang dimiliki barista, semakin tinggi pula kinerja yang ditunjukkan dalam melaksanakan pekerjaan dan memberikan pelayanan kepada pelanggan.

Kata kunci: pengalaman kerja, kinerja barista, *coffee shop*.

ABSTRACT

*Martina Amelia. 2026. **The Influence of Work Experience on Barista Performance at Coffee shops in Panglayungan Urban Village, Tasikmalaya City.** Community Education Study Program. Faculty of Teacher Training and Education. Siliwangi University.*

This study was motivated by the importance of work experience as one of the factors affecting barista performance in delivering customer service and maintaining product quality in the coffee shop industry. Work experience gained through daily job activities is believed to improve baristas' knowledge, skills, and competencies, thereby enhancing their overall performance. This study aimed to determine the level of work experience, identify the level of barista performance, and examine the effect of work experience on barista performance at coffee shops in Panglayungan Village, Tasikmalaya City. This research employed a quantitative approach using an ex post facto design with an explanatory research method. The population consisted of 68 baristas, all of whom were selected as respondents through a saturated sampling technique. Data were collected using a Likert-scale questionnaire that had passed validity and reliability testing. The data were analyzed using descriptive statistics, normality, linearity, and heteroscedasticity tests, followed by simple linear regression, partial t-test, and coefficient of determination analysis. The findings revealed that work experience was categorized as medium, while barista performance was categorized as high. The simple linear regression analysis produced the equation $Y = 6.077 + 0.636X$, indicating that every one-unit increase in work experience improved barista performance by 0.636 units. The coefficient of determination ($R^2 = 0.721$) indicated that work experience explained 72.1% of the variance in barista performance, while the remaining 27.9% was influenced by other factors outside this study. Furthermore, the partial t-test showed a significance value of 0.000 (<0.05), confirming that work experience had a positive and significant effect on barista performance. Therefore, greater work experience contributes to higher barista performance in carrying out work responsibilities and delivering quality customer service.

Keywords: work experience, barista performance, coffee shop.