

ABSTRAKSI

Penelitian ini bertujuan untuk melakukan pengujian pengaruh kemampuan dan tanggung jawab karyawan terhadap kecepatan layanan. Jumlah sampel dalam penelitian ini 46 karyawan *service area* PT. Rekso Nasional Food (McDonald's) Gresik Kota Baru. Analisis data yang digunakan adalah analisis regresi linier berganda.

Hasil penelitian ini menyimpulkan bahwa hasil pengujian secara parsial kemampuan berpengaruh namun tidak signifikan terhadap kecepatan layanan, tanggung jawab karyawan berpengaruh dan signifikan terhadap kecepatan layanan.

Kata Kunci :Kemampuan, Tanggung Jawab Karyawan dan Kecepatan Layanan

Fakur Rokim, 14312143, *Influence of ability and responsibility of employees on the speed of service in PT. Rekso Nasional Food (McDonald's) Gresik Kota Baru, Management, faculty of economics and business, December 03, 2018*

ABSTRACT

This study aims to examine the effect of the ability and responsibility of employees on the speed of service. The number of samples in this study were 46 service area employees PT. Rekso Nasional Food (McDonald's) Gresik Kota Baru. Data analysis used is multiple linier regression.

The results of this study conclude that the results of the test in terms of ability do not have an effect and are not significant on the speed of service, employee responsibility has a effect and significant on service speed.

Kata Kunci: Ability, employee responsibility and service speed