

ABSTRACT

This research was conducted at Telkom University Bandung. Telkom University uses outsource labor for the cleaning service employees. Cleaning service used by Telkom University is in collaboration with PT. Trengginas Jaya. Outsource workers experience several obstacles because the workplace is not permanent and must be able to establish relationships with parties in new workplace. Employee performance is an important thing to consider because it has an influence on the organization. There are many factors that affect performance, including the physical work environment and non physical work environment. There is a difference when evaluating cleaning service outsource employee performance at Telkom University by the coordinator of Telkom University as a boss, compared to students as representative of users who feel the results of the cleaning service work.

The purpose of this research is to know the physical work environment of cleaning service outsource employees at Telkom University, to know the non-physical work environment of cleaning service outsource employees at Telkom University, to know the performance of cleaning service outsource employees at Telkom University, and to find out how and how much influence the environment physical work and non-physical work environment partially and simultaneously on the performance of cleaning service outsource employees at Telkom University.

This research uses quantitative research methods with descriptive analysis, multiple linear regression, and hypothesis testing partially and simultaneously. The sampling technique used is proportionate sampling and convenience sampling techniques. Collecting data of this research by distributing questionnaires to 145 cleaning service employees, structured interviews and data from PT. Trengginas Jaya regarding cleaning service performance at Telkom University.

The results showed that the physical work environment variable at cleaning service outsource employees at Telkom University was classified as good, the non-physical work environment variable at cleaning service outsource employees at Telkom University was classified as good, and the performance variable at cleaning service employees at Telkom University was classified as good. There is an influence of the physical work environment and non-physical work environment on the performance of cleaning service outsource employees both partially and simultaneously.

The researcher suggests that Telkom University renew the cleaning service work tools, to hold activities for fellow cleaning service employees, and make a more specific standard regarding the results that the cleaning service must achieve to match the desired cleaning service users. Suggestions for further research are expected to use other variables that affect performance and examine other types of outsource employees.

Keywords: *work environment, physical, non physical, performance, outsource, cleaning service*