

## Evaluasi program diklat penjenjangan strategic specialist education (SSE) dan executive education (EE) bagi pegawai PLN Disjaya = Evaluation stages of education and training program strategic specialist education (SSE) and executive education (EE) for PLN Disjaya employees

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### Abstrak

[Skripsi ini membahas mengenai evaluasi program Diklat Penjenjangan yang baru dilaksanakan sejak tahun 2008, dimana PLN Disjaya sebagai Pilot Project World Class Services (WCS) dituntut untuk meningkatkan kualitas pelayanan dan benar-benar meningkatkan profesionalisme semua pegawai. Untuk itulah diperlukan pelaksanaan diklat bagi PLN Disjaya. Penelitian ini menggunakan pendekatan dan metode kuantitatif sebagai teknik pengumpulan data. Peneliti tertarik untuk mengetahui seberapa besar efektivitas program Diklat Penjenjangan bagi pegawai. Dalam penelitian ini, untuk mengetahui keefektifitasan program Diklat Penjenjangan diperlukan evaluasi program Diklat yang diukur dengan 4 dimensi menurut Kirkpatrick. Dari 4 dimensi tersebut, semuanya dapat dinilai efektif., This thesis discusses about the evaluation stages of education and training program that implemented since 2008, where PLN Disjaya as a Pilot Project World Class Services (WCS) are required to improve the quality of care and actually increase the professionalism of all employees and outsourced workers. For this reason the implementation of training required for PLN Disjaya. This thesis uses a quantitative approach and methods of data collection techniques. Researchers are interested to knowing how much the effectiveness of stages of education and training program for employees. In this thesis, to determine the effectiveness of Education and Training program, evaluation of Education and Training program is required as measured by the four dimensions according to Kirkpatrick theory. From those four dimensions, there are all of indicators can be classified as effective.]