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ABSTRACT

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“Employee Perception of the Service Excellent Training Which is Held by Infomedia Nusantara Company in Call Center 147”

xiv + 130 pages + 26 tables + 30 bibliographies (1989-2007) + 3 articles + 7 enclosures

Liberalization of telecommunication industry which conducted since 2002 had change market structure in Indonesia. Liberalization telecommunication industry had encouraged presence of more operator, so that inter-operators competition among operators in attracting customers more tight as well. Refer to importance of qualified and quality human resource in the company, PT Infomedia Nusantara provide particular attention in the form of training and development of every existing human resources, especially for division Call Center 147. Appropriate training quality, thus it would be resulted employees who have high quality so that will improve company productivity and may compete in a more progressively tight business field nowadays.

Training quality is very important to increase knowledge and skill of the employees. Every company expects to get perfect training thus it will be resulted employees who have high quality. The objective of this research is knowing how the training was held and what the perception of the employees about the training. This research implemented in call center 147 division of PT Infomedia Nusantara. The respondent of this research are totally 120 people. Method of research is survey and simple random sampling technique. Quantity of sample responden is 55 people. Data collecting method is using questioner and interview to the respondent. This research use quantitative approach to describe perception of the employees for the service excellent training which is held by PT Infomedia Nusantara Company.

This research had found that the service excellent training was held for two days that contain about knowledge of the company product and how to operate computer system. Service excellent training had good assessment from the employees it means that service excellent training had been done with good standart. Even that the training had good standart but the company must increase the quality of the training to get more excellent sevice. One of step to increase

the quality of the training is change the place of training to another place that can reach for all of employees and session of the training can be added become three days.

