

## ABSTRACT

**HEZEKIEL ROBERT P MARBUN (0606056543), *Perception of Operational Officer-Customer Service Division about Evaluation Training of Achievement Motivation Training at PT "X"*, 15 preface pages + 68 pages + 46 tables + 4 pictures + 5 attachment + 3 addition**

For Training that done by the company can reach maximum outcome, need to know about perception training officer. Perception about training officer will affect to attitude that decide by the trainee officer to face the job. The purpose of this researched is to find out how is employee perception PT."X" about evaluation Training Achievement Motivation Training especially of Customer Service employee. The analytical unit is the employee's in Customer Service area sub sector in Telecommunication in Jabotabek & West Java regional office.

On this paper, the research is how perception of operational officer Customer Service Division about evaluation training of achievement motivation training at PT "X"? and what is the problems that PT "X" faced of operational Officer *Customer Service* Division employees and company in evaluation of Achievement Motivation Training implementation?.

The kinds of this research is descriptive research with quantitative approaches. Data in this research gathered from field research method by distributing questionnaire to the respondent and interview. The samples of this research were 63 contract employees, taken from population using total sampling technique. The data of the univariate were collected using Likert scale which delivered frequency distribution. Company especially on Customer Service Division, employee that have been follow Achievement Motivation Training hope that this training can be implementing every day whether in the office or around the office, so far from the mistake that cause from the behavior that not follow the procedure.

For all perception of officer about Achievement Motivation Training that had been done by the company in PT."X" in regional office Jabotabek & Jabar reach good result, according to reaction dimention, learning, and behavior by the officer which has follow the training feel satisfied and feel useful to the job, so the mistake that cause by working not detailed can be reduced.

The research can be used by other researcher, as research on training knowledge science.

Keyword : Perception, evaluation of training.

## ABSTRAK

Agar *Training* yang dilakukan perusahaan dapat mencapai hasil yang maksimal, perlu diketahui mengenai persepsi peserta *training*. Persepsi peserta *training* akan berpengaruh pada sikap yang akan diambil peserta dalam menghadapi pekerjaannya. Tujuan dari penelitian ini untuk menemukan bagaimana persepsi karyawan PT."X" atas evaluasi pelaksanaan *Achievement Motivation Training* khususnya karyawan dibidang *Customer Service*. Unit analisisnya adalah karyawan PT."X" pada subsektor industri telekomunikasi di Kantor Regional Jabotabek & Jabar.

Pada Skripsi ini, penelitiannya adalah bagaimana persepsi karyawan operasional divisi *Customer Service* atas evaluasi pelaksanaan *Achievement Motivation Training* di PT."X"? Dan apa masalah yang dihadapi PT."X" karyawan operasional divisi *Customer Service* dan perusahaan pada implementasi *Achievement Motivation Training*.

Jenis penelitian adalah penelitian deskriptif dengan pendekatan kuantitatif. Data pada penelitian ini dikumpulkan dari metode penelitian lapangan yaitu mendistribusikan *questioner* pada responden dan melakukan wawancara. Sampel dari penelitian ini berjumlah 63 orang karyawan kontrak yang bersumber dari populasi menggunakan tehnik total *sampling*. Datanya univariat yang dikumpulkan menggunakan skala Likert yang menyediakan distribusi frekuensi. Perusahaan khususnya di divisi *Customer Service*, karyawan yang telah mengikuti pelatihan AMT diharapkan agar pelatihan ini dapat diterapkan setiap hari baik di kantor dan lingkungan sekitar, agar terhindar dari kesalahan yang diakibatkan dari perilaku yang tidak mengikuti prosedur.

Secara keseluruhan persepsi karyawan tentang pelaksanaan pelatihan AMT pada PT."X" di kantor regional Jabotabek & Jabar menunjukkan hasil yang baik, yang dilihat dari dimensi reaksi, pembelajaran dan perilaku dikarenakan karyawan yang telah mengikuti pelatihan tersebut merasa puas dan merasa bermanfaat dan berguna pada pekerjaannya, sehingga kesalahan yang diakibatkan bekerja dengan tidak teliti dapat diminimalisir

Kata kunci: persepsi, evaluasi pelatihan.