ABSTRACT

DEDEH KUSNENDAH "Revitalizing the training of human resources and Competency on the Impact of Employee Performance Collection Center Billing Finance unit of PT Telkom Bandung" under guidance Isniar Budiarti, SE., M.Si.

The research was conducted at the unit FBCC PT Telkom Bandung. The phenomenon that occurs is the lack of effective training when the training has a significant influence on improving the competence and performance of employees. The purpose of this study was to determine the revitalization of the human resource training, competence, and performance of employees in Unit FBCC PT Telkom Bandung and to know the magnitude of the effect of revitalization training of human resources and competencies to the performance of employees in the Finance Unit Billing Collection Center PT Telekomunikasi Indonesia, Bandung.

The method used in this research is method survey with descriptive approach and verifikatif. The unit of analysis in this study as many as 60 employees as a sample with a sampling technique using a stratified random sampling. The technique of collecting data using interviews, questionnaires, observation, and documentation. Methods of analysis using path analysis, Pearson Product Moment correlation, coefficient of determination, f t test and test hypotheses using SPSS for windows version 17.0.

The results showed that the revitalization of the training of human resources to get the result that the lowest percentage. There are several factors such as the implementation of training programs, training obligations, and the work that needs to be optimized so that the training showed better results as the knowledge factor. While the competence show good results already, there are several factors such as knowledge, skills and work attitude. But the skills and work attitude factors still exist at the lowest percentage, so it needs to be optimized again. And the last performance of employees indicate that there is an unfavorable factor is the quantity of work that needs to be optimized again. Konribusi magnitude or effect of revitalizing human resource training and competency of employees in the unit FBCC performance of 49.7%, while the remaining 50.3% of other factors influenced the quantity of work, workload and others.

Keywords : Revitalization HR Training, Competence, and Employee Performance