

**PENGARUH PELATIHAN DAN MOTIVASI KERJA TERHADAP
KINERJA KARYAWAN DIVISI *CORPORATE* PADA PT TELKOM
AKSES SINGARAJA**

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Abstrak

Penelitian ini bertujuan menguji pengaruh: (1) pelatihan terhadap kinerja karyawan (2) motivasi kerja terhadap kinerja karyawan (3) pelatihan terhadap motivasi kerja (4) pelatihan dan motivasi kerja terhadap kinerja karyawan divisi *corporate* pada PT Telkom Akses Singaraja. Desain penelitian adalah kuantitatif kausal. Objek penelitian adalah pelatihan, motivasi kerja, dan kinerja karyawan. Subjek penelitian adalah seluruh karyawan divisi *corporate* yang terdiri dari divisi IOAN, divisi WIFI & BGES yaitu sebanyak 34 orang. Data dikumpulkan dengan pencatatan dokumen, wawancara, observasi serta kuisioner dan dianalisis dengan analisis jalur. Hasil penelitian menunjukkan bahwa (1) pelatihan berpengaruh positif terhadap kinerja karyawan sebesar 33,5% (2) motivasi kerja berpengaruh positif terhadap kinerja karyawan sebesar 18,6% (3) pelatihan berpengaruh positif terhadap motivasi kerja sebesar 51,6% (4) pelatihan dan motivasi kerja berpengaruh terhadap kinerja karyawan sebesar 87,9% yang artinya secara keseluruhan adalah bahwa tinggi rendahnya kinerja karyawan dipengaruhi oleh pelatihan dan motivasi kerja.

Kata kunci: kinerja karyawan, pelatihan, motivasi kerja

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Abstract

This study aims to look at the impact of: (1) coaching on worker performance (2) work motivation on employee performance (3) training on work motivation (4) training and work motivation on employee performance within the corporate division at atomic number 78 Telkom Akses Singaraja. The analysis style was causative quantitative. The research object is training, work motivation and employee performance. The research subjects were all staff of the company division consisting of the IOAN division, the wireless fidelity & BGES division as several as thirty four people. Information were collected by recording documents, interviews, observations and questionnaires and analyzed by path analysis. The results showed that (1) coaching had a positive effect on worker performance by 33.5% (2) work motivation had a positive effect on employee performance by 18.6% (3) training had a positive effect on work motivation by 51.6% (4) training and work motivation have a sway on employee performance by 87.9%, which implies that overall, the amount of employee performance is influenced by training and work motivation.

Key words: employee performance, training, work motivation