

ABSTRACT

Mahmudah, Rifa'atul. 2014. *The Influence of Training and Developing Human Resources Towards The Employees' Performance of Syariah Banking: PT Bank Muamalat Indonesia Tbk. Malang*. Thesis. Management Department. Faculty of Economy. Maulana Malik Ibrahim State Islamic University, Malang.

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Key words : training, developing, employee's performance.

The vast development of banking in Indonesia is signed by the increasing number of banks which offer their services. For that reason, a bank should have employees who are capable in maximally serving its clients. By doing this, a bank is expected to be well operated and be able to survive in the strict competition of business of banking. Thus, in order to maximize the banking service, the implementation of training and developing human resources program is urgently needed. By the increasing of employees' performance, the bank services towards the clients are also projected to be advanced.

The objective of this study is to examine, analyze, and discuss whether the variable of training and developing human resources simultaneously, partially, and dominantly influence the employees' performance. Further, quantitative method is employed in this research. 54 respondents are chosen in this research together with primary and secondary data: direct survey by spreading questionnaire which uses *likert* scale. Furthermore, validity and reliability test and multiple linear regression are employed in the data analysis.

The result of the study exhibits that both variables simultaneously influence the employees' performance with value $F_{\text{test}} > F_{\text{table}}$ ($28,348 > 3,23$), which further shows a positive influence towards the developing performance. Moreover, both independent variables have a significant effect ($t_{\text{test}} > t_{\text{table}}$) towards employees' performance with training variable $2,549 > 2,006$ and developing variable with value $3,535 > 2,006$. However, in this research, the developing variable is predominant over the training variable with regression coefficient 0,433.