

ABSTRACT

Nur Endah Nihayati. 2012 Thesis, Title: "An Influence of Training Implementation on Employee Performance (Study at PT Syaria Mandiri Bank Branch of Malang)".

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In the era of tight banking business competition, excellence service can determine success or failure of business. Therefore, the quality of service must be improved to maintain and develop the company itself. In developing a rigorous competitiveness of business in the world, the business should consider personnel factors. However, it is impossible if each of the personnel in this business is not equipped by ability, sufficient skills and willingness in accordance of the scope expected by the company. It is very important that the company take measures to solve the difficulties encountered and minimize risk due to the existence of the problem. And to ensure that each field in the form of business carried out by someone who has skills and expertise in their discipline fields that need a training. By conducting training it is expected to be able to affect performance that will drive the company's progress and success of quality human resources (HR).

The purpose of this study is to describe the types of training followed by the employees of PT Syaria Mandiri Bank branch of Malang and partially or simultaneously examines the influence of instructor/trainer, training materials, training methods, and participants of employee performance. In addition, the study is to examine and to prove the four variables, which are the most dominant influences on the employees performance.

The research was conducted at PT Syaria Mandiri Bank branch of Malang. There are 33 samples chosen at random sampling. In this study data analysis used was multiple linear regression models. Before performing regression analysis, the researcher tested the validity, reliability and test the assumptions of classical, so the data generated will be good.

Based on the research results, it can be concluded that the variable instructor / trainer, training materials, training methods, and participants either simultaneously or partially have a significant influence on employee performance. The Variables that have the most dominant influence on the performance of employees is the variable instructor / trainer. So it can be concluded that the variables comprising the training instructor / trainer, training materials, training methods, and participants have an equally important role in improving employee performance.