

## ABSTRAK

Seleksi karyawan, kemajuan teknologi, dan persaingan antar perusahaan serta penyesuaian kebijakan perusahaan mendasari perusahaan untuk memberikan pelatihan terhadap karyawan. Pelatihan bisa dilakukan dengan mengirimkan karyawan ke instansi lain atau melakukan pelatihan internal oleh instruktur dari perusahaan apabila perusahaan memiliki fasilitas pelatihan yang memadai. Penelitian ini mencoba menganalisis pengaruh desain pelatihan, instruktur pelatihan, dan fasilitas pelatihan terhadap kinerja karyawan. Hipotesis tersebut diuji berdasarkan data yang diperoleh dari pembagian kuesioner kepada 38 peserta pelatihan yang diselenggarakan oleh PT. CITILINK INDONESIA di base Surabaya. Skripsi ini merupakan penelitian deskriptif kuantitatif, selanjutnya diolah menggunakan bantuan program statistik SPSS 23 *for windows*. Data primer diperoleh dari pemberian kuesioner kepada 38 responden dan data sekunder diperoleh dari *website*. Hasil pengujian secara simultan telah membuktikan terdapat pengaruh antara desain pelatihan, instruktur pelatihan dan fasilitas pelatihan terhadap kinerja awak kabin. Melalui hasil perhitungan yang telah dilakukan diperoleh nilai Fhitung sebesar 20,686 lebih besar dari Ftabel ( $20,686 > 3,27$ ) maka variabel independen desain pelatihan, instruktur pelatihan dan fasilitas pelatihan secara simultan benar-benar berpengaruh signifikan terhadap variabel dependen kinerja awak kabin. Maka dengan kata lain variabel-variabel independen desain pelatihan, instruktur pelatihan dan fasilitas pelatihan mampu menjelaskan besarnya variabel dependen kinerja awak kabin. Artinya bahwa ada pengaruh antara desain pelatihan, instruktur pelatihan dan fasilitas pelatihan secara dan parsial terhadap kinerja awak kabin junior PT. Citilink Indonesia Base Surabaya.

Kata Kunci : Desain Pelatihan, Instruktur Pelatihan, Fasilitas Pelatihan, Kinerja

## **ABSTRACT**

*recruitment, technological advances, competition between companies and development of company policies that underlie companies to provide training for employees. Training can be done by sending employees to other agencies or conducting internal training by company instructors if the company has adequate training facilities. This study tries to analyze the effect of training design, training instructors, and training facilities on employee performance. This hypothesis was tested based on data obtained from distributing questionnaires to 38 training participants organized by PT. CITILINK INDONESIA at base Surabaya. This thesis is a quantitative descriptive study, then processed using statistical program SPSS 23 for windows. Primary data was obtained from giving questionnaires to 38 respondents and secondary data was obtained from the website. Simultaneous testing results have proven that there is an influence between training design, training instructors and training facilities on cabin crew performance. The results of calculations that have been done, it is obtained that the value of  $F_{count}$  is 20.686 greater than  $F_{table}$  ( $20.686 > 3.27$ ), so the independent variables of training design, training instructors and training facilities simultaneously really have a significant effect on the dependent variable of cabin crew performance. In other words the independent variables of training design, training instructors and training facilities are able to explain the magnitude of the dependent variable on the performance of the cabin crew. This means that there is an influence between training design, training instructors and training facilities partial on the performance of junior cabin crew PT. Citilink Indonesia Base Surabaya.*

*Keywords: Training Design, Training Instructors, Training Facilities, Performance*