

ABSTRAK

Yemima Pasaribu (1104145). Manajemen Pendidikan dan Pelatihan di *Learning Center* PT Pos Indonesia ((*Studi Deskriptif Terhadap Pengelola dan Peserta Pendidikan dan Pelatihan di Learning Center PT Pos Indonesia*)).

Skripsi Departemen Kurikulum dan Teknologi Pendidikan, Program Studi Teknologi Pendidikan, Fakultas Ilmu Pendidikan, Universitas Pendidikan Indonesia, Tahun 2015. Penelitian ini menjawab permasalahan penelitian yang dirumuskan, yaitu “Bagaimana manajemen diklat di Balai *Learning Center* PT. Pos Indonesia?” Penelitian dijabarkan menjadi sub masalah, diantaranya: (1) Bagaimana analisis kebutuhan diklat di *Learning Center* PT. Pos Indonesia?; (2) Bagaimana penyusunan desain program diklat di *Learning Center* PT. Pos Indonesia?; (3) Bagaimana penyelenggaraan diklat di *Learning Center* PT. Pos Indonesia?; (4) Bagaimana evaluasi diklat di *Learning Center* PT. Pos Indonesia? Penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Instrumen penelitian yang digunakan berupa kuesioner, wawancara dan studi dokumentasi. Teknik *sampling* yang digunakan adalah *sampling* jenuh dengan jumlah sampel sebanyak 41 orang. Teknik analisis data yang digunakan yaitu dengan menggunakan perhitungan persentase. Berdasarkan hasil penelitian di lapangan, dapat diambil kesimpulan, bahwa: (1) Analisis kebutuhan diklat berada pada kategori sangat baik, dilakukan dengan tujuan yang jelas untuk mengidentifikasi gap antara kompetensi yang diharapkan dengan kompetensi yang ada. (2) Penyusunan desain program diklat berada pada kategori sangat baik, dilakukan sesuai dengan tujuan pelatihan, serta memperhatikan komponen-komponen yang seharusnya ada dalam desain program diklat. (3) Penyelenggaraan diklat berada pada kategori sangat baik, penyelenggara dan fasilitator mampu mengatur pelaksanaan pelatihan mulai dari mengawali pelatihan, melaksanakan pelatihan hingga menutup pelatihan. (4) Evaluasi diklat berada pada kategori yang sangat baik, dilakukan menyeluruh terhadap seluruh aspek pelatihan yaitu terhadap peserta, fasilitator dan penyelenggaraan pelatihan. Dengan demikian ditarik kesimpulan bahwa manajemen pendidikan dan pelatihan di *Learning Center* PT. Pos Indonesia dapat dikatakan sangat baik. Hal tersebut menunjukkan bahwa *Learning Center* PT. Pos Indonesia yang memiliki fungsi sebagai pendukung utama manajemen dalam pengembangan karyawan (*people development*) melalui penciptaan karyawan, tim, dan organisasi pembelajaran mampu menyesuaikan pemenuhan tuntutan kualifikasi kompetensi tuntutan perusahaan.

Kata Kunci : Manajemen Diklat, *Learning Center* PT. Pos Indonesia.

ABSTRACT

Yemima Pasaribu (1104145). *The Management of Educational and Training at Learning Center of PT. Pos Indonesia (Deskriptive Study to Organizer and Participants of Educational and Training at Learning Center of PT. Pos Indonesia).*

Thesis Departement of Curriculum and Technology Education, Study Program of Teknologi Pendidikan, Faculty of Education, Indonesia University of Education, Year of 2015. This research answer the problem that have been defind, such as “How does the manajement of educational and training at Learning Center of PT. Pos Indonesia?” This research is elaborated into sub-problems, including: (1) How does the analysis of the education and training needs in Learning Center of PT. Pos Indonesia?; (2) How does the design of education and training programs in Learning Center of PT. Pos Indonesia?; (3) How does the implementation of education and training in Learning Center of PT. Pos Indonesia?; (4) How does the evaluation of education and training in Learning Center of PT. Pos Indonesia? This research uses descriptive method with quantitative approach. The research instruments used are questionnaires, interviews and documentary studies. The sampling technique used is saturation sampling with sample size of 41 respondents. The data analysis technique used percentage calculations. Based on the results of research in the field, it can be concluded, that: (1) The analysis of education and training needs is in the very good category, done with clear objective to identify gaps between the competencies expected and existing competencies. (2) Design of education and training program is in the very good category, carried out in accordance with purpose of training, and attention to components that should exist in the design of education and training program. (3) Implementation of education and training is in the very good category, organizers and facilitators were able to organize the training from the start of training, conduct of training, till close of training. (4) The evaluation of education and training is in the very good category, implementation throughly on all aspects of training, that is participants, facilitators, and organizers of training. Thus, it can be concluded that the management of the education and training in Learning Center of PT. Pos Indonesia can be said very good. Its shows, Learning Center of PT. Pos Indonesia that has a fuction as a major supporter of the management of employee development, team and organizational learning is able to adjust the fulfillment of the qualification demands of company.

Key Words : Management Training, Learning Center of PT. Pos Indonesia.