

ABSTRACT

Entering the 21st century, the improvement of human resource quality becomes a must for organization to be able to compete in business world. One of the efforts to improve the quality of human resource is to perform training improving the working achievement.

The purpose of the study was to know: first, the influence of the training factors, such as the training method, the training material, the ability of the trainer, the facility of the training and the management commitment altogether had the significant influence to the working achievement of the operational employees. Second, the dominant influence of the training factor to the working achievement of the operational employees. Third was the difference working achievement of the operational employees before and after following the training.

The proposed hypotheses in the study were : (1) it was supposed that the training factors altogether had significant influence to the working achievement of the operational employees, (2) it was supposed that the ability of the trainer had the most dominant influence to the working achievement, (3) there was difference working achievement of the operational employees before and after following training.

The population of the study was all the operational employees and the samples were 62 employees. Sample collection used cluster random sampling. The data used was primary data and supported with secondary data. The hypothesis test used F test, t test and differential test using microstats program.

The result of the study showed that training factors altogether had influence to the working achievement of the operational employees, it was proved with F-count = 17.055 > t-table = 2,37 with the probability 0.0000 < 0.05. The dominant variable was management commitment, with $r^2 = 40,91\%$. The second hypothesis was not proved because: (1) the employees focused more to the management commitment to be participated in training program in order that their grade improved, as well as their compensation, (2) the employees were used to the training, so they did not mind about the trainer. In differential test showed that there was difference of the working achievement of the operational employees before and after training, it was proved with t-count = 9.6796 > from t-table = 2.000 and probability 0.0000 < 0.05.