

ABSTRACT

Recently, Kandatel Bandung often get the employee to training program for increasing job quality employee, especially the employee who gives services to the internal and external customer. Employee who serves to internal customer, who serves all unit in the Kandatel Bandung, is Unit Human Resources Center (HR Center) and Employee who serves to external customer is Unit Call Center. Training program is done by Unit Human Resources Center and cooperate with unit Telkom Training Center (TTC).

Survey result shows services performance of PT Telkom, that pioneer in the telecommunication services cooperation, is not enough satisfied the customer. It is because has declining in the 2005. The evaluation that is done by PT Telkom has in the level reaction step. It is shows the evaluation process still in the beginning reaction to the employee for participating training. This research will do the evaluation in the next step, that is learning, behavior, and result step. Its result can know all the effect from the training which participating, for next can know whether the training is optimum or not.

According to the research, in reaction level know that training responden gives good reaction when they accept training material and when the training process happens. For the instructor get not enough response from the responden. In learning level, shows that there is still get responden who not get target of training material. In behavior level there is employee attitude that not apply yet training material in the daily job that has connection to the customer. In the result level know that employee absence is not enough significant to influence result level in the training program. Otherwise it can know from employee performance for giving services. The performance get declining after held training program.

Program suggestion for getting target is top down analysis, that is one of the way to decide training model with mission area analysis, front end analysis, and job and task analysis. And also design training, preparing training program, the principle of training design, learning objective and how to arrange learning objective.

Key Words : *Training, Donald Kirkpatrick four level method.*

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