

ABSTRACT

The purpose of this research was to know the influence of Phone Courtesy training consisting of goals and targets, trainers, training materials, training methods, and trainees on Telkom's 108 Call Center performance employees at PT. Infomedia Nusantara Bandung partially or simultaneously.

This research uses quantitative method with descriptive research type and causality. With the type of data required for this research are primary data and secondary data. Sampling was conducted by non-probability sampling method with incidental sampling type, with 30 respondents of Call Center 108 Telkom at PT. Infomedia Nusantara Bandung who had received Phone Courtesy training. Data analysis technique used is multiple linear regression analysis with data processing using SPSS 24.0.

Based on the results of hypothesis testing simultaneously, Phone Courtesy training has a significant influence on the performance of Call Center 108 Telkom employees at PT. Infomedia Nusantara Bandung. Based on the result of partial hypothesis test (t test) it is found that goals and targets, trainers, training materials, training methods, and trainees significantly influence the performance of Call Center 108 Telkom employees in PT. Infomedia Nusantara Bandung. Phone Courtesy training is able to explain the performance of Call Center 108 Telkom employees at PT. Infomedia Nusantara Bandung for 78.2% and the rest of 21.8% influenced by other variables not examined in this study.

Keywords: Training, Employee Performance, PT. Infomedia Nusantara Bandung