

ABSTRACT

PT. PLN (Persero) Udiklat Jakarta which is engaged in providing education and training for human resources owned by PT. PLN (Persero) Udiklat Jakarta as one of the PLN units is ready to integrate all learning organizational resources available within the PLN to transform and accelerate the realization of high-performance culture, by continuing to improve the knowledge, skills and attitudes of PLN personnel in a "business eco-system" PLN as a whole.

The purpose of this study was to determine the effect of service quality on employee satisfaction of participants in education and training at PT. PLN (Persero) Udiklat Jakarta. The method of data collection was carried out through questionnaire dissemination to 70 respondents. This type of research is quantitative and sampling is done by dispropotionate stratified random sampling while the statistical analysis technique used is simple linear regression analysis. The data analysis used was descriptive analysis, classic assumption test and simple linear regression analysis. The results showed that service quality had a significant effect on participants' satisfaction in education and training both simultaneously and partially at PT. PLN (Persero) Jakarta Udiklat is 48.16% and the rest is 51.84% influenced by other factors not examined.

Keywords: Service Quality, Education and Training Participants Satisfaction.