

## **ABSTRACT**

*Human resources have an important role in a company or organization. PT. Taspen (Persero) Bandung Min Branch Office is a social insurance company focused on customer service. So, with the training of employees will be very important in improving the quality of service. This research was conducted to determine the effect of employee training on service quality at PT. Taspen (Persero) Bandung Main Branch Office.*

*This research uses quantitative methods with descriptive research type. Taking non-probability sampling or sampling techniques saturated with the number of respondents as many as 46 people are all permanent employees at PT. Taspen (Persero) Bandung Main Branch Office. Data analysis techniques used were descriptive analysis and Pearson rank correlation analysis.*

*This result of the research based on descriptive analysis revealed that respondents' responses to employee training are in the good category with a score of 77%. While responses of respondents regarding service quality are in the good category with a score of 76%. Based on the result of the hypothesis test (t test), it was found that the training variable had a partial and significant effect on service quality by 54.4% and the remaining 45.6% was influenced by other variables not examined in this study. The result can be interpreted that with employee training conducted by PT. Taspen (Persero) Bandung Main Branch Office will be able to improve the quality of service.*

*Keywords: Employee Training, Service Quality, Human Resource Management*