

ABSTRACT

Training is an important human resource activity to increase knowledge and skills, for both new employees and old employees, in order to produce competitive human resources. The evaluation process is one of the activities that must be carried out so that a training program that has been implemented and spent large company funds can produce a program that provides benefits to the company.

This study aims to determine the effect and effectiveness of training programs using the 4-level Kirkpatrick method, which consists of reaction levels, learning, behavior, and results. The research method used is a quantitative approach. The quantitative analysis used is path analysis. Respondents in this study were 108 training participants at a company training.

The results showed that simultaneous reaction (reaction) and learning (learning) had a significant effect on behavior (behavior). Another result is that behavior as an intervening variable has a significant effect on the results. Thus, to increase the impact of training on results, training organizers must pay attention to things that will affect the reaction, learning process and participant behavior.

Keywords: Reaction, Learning, Behavior, Result.