

ABSTRACT

The COVID-19 pandemic has spread to almost every country including Indonesia since it first appeared in China. In connection with the phenomenon, one of the service offices in Karawang Regency, namely BPJS Kesehatan the Karawang Branch Office, applies the WFH system as much as 50%. The current Covid-19 pandemic has an impact on the increasing use of the BPJS Kesehatan e-learning system, although the rate of infrequent use of the e-learning system is still higher, both before the pandemic until now. This study aims to determine the effect of training and e-learning on the competence of BPJS Kesehatan employees at the Karawang Branch Office.

Using a quantitative research approach with causal relationships and descriptive analysis. The sample in this study is a saturated sample where the total population used as a sample is 55. Data collection uses questionnaires, literature studies and interviews. The data was processed using SPSS 25. The analysis used was multiple linear regression analysis.

The results of this study concluded that the training variable had a partial effect on employee competence with a large influence value of 43%. Partially, the e-learning variable (X_2) has no partial effect on employee competence with a significance value of 0.597 and a large influence value of 2.5%. The value of the coefficient of determination (R^2) is 45.5%. While the rest is influenced by variables outside this study.

Keywords: Training, E-learning, Employee Competence.