

# **EFEKTIVITAS PELATIHAN KERJA KARYAWAN PADA WAROENG SPESIAL SAMBAL YOGYAKARTA**

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## **Abstrak**

Peningkatan kemampuan karyawan dapat dilakukan dengan berbagai cara, salah satunya dengan pelatihan atau disebut *training*. Tujuan dari program pelatihan kerja karyawan ini adalah meningkatkan ketrampilan dan pengetahuan sehingga dapat mengurangi keluhan pelanggan. Jenis penelitian yang digunakan pada penelitian ini adalah menggunakan metode kuantitatif. Metode perolehan data dalam penelitian ini adalah melalui kuesioner. Sampel yang digunakan yaitu sebanyak 39 responden. Teknik pengambilan sampel dalam penelitian ini menggunakan *simple random sampling*. Uji instrumen data yang digunakan pada penelitian ini adalah uji validitas dan reliabilitas sedangkan uji analisis data menggunakan metode *mean arithmetic*. Hasil secara keseluruhan Pelatihan Kerja Karyawan Pada Waroeng Spesial Sambal SS Yogyakarta diperoleh nilai rata-rata 3,20 artinya efektivitas pelatihan kerja karyawan pada Waroeng Spesial Sambal SS Yogyakarta berada dalam kategori baik sehingga dipersepsikan bahwa karyawan dapat menerapkan ketrampilan dan pengetahuan yang didapat pada saat pelatihan sehingga mampu meningkatkan kinerja individu karyawan dan mengurangi keluhan pelanggan.

**Kata Kunci :** *Efektivitas, Pelatihan kerja, Waroeng SS*

**EFFECTIVENESS OF JOB TRAINING FOR EMPLOYE AT WAROENG  
SPESIAL SAMBAL YOGYAKARTA**

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**Abstract**

*Human resources are important factors that can help to realize the vision, mission and goals of the company. By developing the quality of employee work, the role of HR in implementing strategic management achievements and human capabilities will enhance. Employee capacity building can be done in various ways, one of which is training or called training. The aim of this employee job training program is to improve skills and knowledge so as to reduce customer complaints. Based on this background the author take the title of the Final Project as follows "Effectiveness of Job Training for employees at Waroeng Special Sambal Yogyakarta". The type of research used in this study is quantitative methods. The method of obtaining data in this study is the acquisition of data through a questionnaire. The sample used is as many as 39 respondents. The sampling technique in this study used simple random sampling. Data instrument test used in this study is to test the validity and reliability while the data analysis test uses the Mean Arithmetic method. The overall results of Employee Training in Waroeng Special Sambal SS Yogyakarta obtained an average value of 3.20 which means the effectiveness of Employee Job Training in Waroeng Special Sambal SS Yogyakarta is in a good category so it is perceived that employees can apply the skills and knowledge gained during training so they are able to improve individual performance and reduce customer complaints.*

**Keywords:** *Effectiveness, job training, Waroeng SS*