

## **ABSTRACT**

*This paper has a proposed to know about evaluate of understanding knowledge about quality and maintenance of golf course. Research method that used is descriptive analysis. The subject of this research was employees golf operation department at Imperial Klub Golf, PT Lippo Karawaci. Tbk, Lippo Village, Tangerang. This research was begin by preparing the test in the form of multiple reasoned choice (two-tier diagnostic test), those questions were selected based on the indicators which had to be achieved by the employees in accordance to the standard and basic competence as of employees golf operation. The results of the evaluation showing the employees understanding not met with company targets. Based of result of the research, it is suggested that management can develop learning strategies and models to improve the understanding of employees with a combination of conventional and active learning strategies. Recommended of learning strategies and models with adapted to current conditions are: (1) Strategy Expository (direct instruction), through lectures learning methods (lecture) and demonstrations. (2) Affective learning strategies, through the provision of task learning methods (modularized instruction) and exercise (drill and practice). (3) Group of cooperative learning strategies (cooperative learning), the learning method of discussion and frequently asked questions. (4) The learning strategies of Conceptual Teaching and Learning (CTL), the learning method demonstration, sociodrama, field trips (field experience)*

*Keyword : Knowledge Quality and Maintenance Understanding, Two-Tier Diagnostic Test, Learning Strategies and Models.*

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## ABSTRAK

Tesis ini bertujuan untuk mengevaluasi pemahaman pengetahuan tentang kualitas dan pemeliharaan lapangan golf. Metode yang digunakan dalam penelitian ini adalah analisis deskriptif. Subjek penelitian yaitu karyawan departemen golf operasional di Imperial Klub Golf, PT Lippo Karawaci Tbk., Lippo Village, Tangerang. Penelitian ini diawali dengan penyusunan soal pilihan ganda beralasan (*two-tier diagnostic test*), yang disusun berdasarkan indikator yang harus dicapai oleh karyawan sesuai dengan standar kompetensi dasar sebagai karyawan golf operasional. Hasil evaluasi tingkat pemahaman pengetahuan karyawan terhadap kualitas dan pemeliharaan lapangan golf menunjukkan pemahaman karyawan belum memenuhi target perusahaan. Berdasarkan hasil penelitian disarankan manajemen dapat mengembangkan strategi pembelajaran untuk meningkatkan pemahaman karyawan dengan memadukan strategi dan model pembelajaran konvensional dan pembelajaran aktif. Strategi dan model pembelajaran yang direkomendasikan dan disesuaikan dengan kondisi saat ini adalah: (1) Strategi pembelajaran ekspositori (*direct instruction*), melalui metode pembelajaran ceramah (*lecture*) dan demonstrasi (*demonstration*). (2) Strategi pembelajaran afektif, melalui metode pembelajaran pemberian tugas (*modularized instruction*) dan latihan (*drill and practice*). (3) Strategi pembelajaran kelompok atau kooperatif (*cooperative learning*), dengan metode pembelajaran diskusi (*discussion*) dan tanya jawab. (4) Strategi pembelajaran *Contextual Teaching and Learning* (CTL), dengan metode pembelajaran demonstrasi (*demonstration*), sosiodrama, karya wisata (*field experience*).

Kata Kunci: Pemahaman Pengetahuan Kualitas dan Pemeliharaan, Two-Tier Diagnostik Tes, Strategi dan Model Pembelajaran

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