

ABSTRACT

This research aimed to evaluate specialization substantive technical training (DTSS) Information analysis, data, report and complaint (IDL) basic which was conducted by Indonesian taxation education and training center (Pusdiklat Pajak RI). This research was conducted towards employee who had joined this training between 6th - 10th April 2015 with 30 participants in total. Collecting data was done using documentation technique, namely by gathering information about training evaluation which was done by Taxation Education and training center in this research. design used in this research was quantitative and descriptive qualitative method. Data processing method used Kirkpatrick training evaluation theory which was only up to third level.

From the result of the research, it was obtained that description of training evaluation on the three level showed good result. For evaluation result on first level, it showed high satisfactory level with mean 4.47 which meant H_{a1} was accepted and H_{o1} was refused. For evaluation result on second level, graduation rate, showed that graduation rate above 50% with 90% percentage which meant H_{a2} was accepted and H_{o2} was refused. For evaluation result on level 3, it showed that there was participant's behavioral changes after training with questionnaire result which was spread to alumni, alumni's partners, and alumni's employer agree that there was changes in participant's behavioral after training which meant H_{a3} was accepted and H_{o3} was refused. The hypothesis result of the three levels was that H_a was accepted and H_o was refused.

Key Words: Evaluation, Training, Training Evaluation, evaluate specialization substantive technical training (DTSS) Information analysis, data, report and complaint (IDL) basic

ABSTRAK

Penelitian ini bertujuan untuk mengevaluasi pelatihan Diklat Teknis Substantif Spesialisasi (DTSS) Analisis Informasi, Data, Laporan, dan Pengaduan (IDLP) Dasar yang dilakukan oleh Pusdiklat Pajak RI. Penelitian dilakukan terhadap pegawai yang telah mengikuti pelatihan ini di tanggal 6 sampai dengan 10 April 2015 dengan jumlah peserta sebanyak 30 orang peserta. Pengumpulan data dilakukan dengan menggunakan teknik dokumentasi yaitu dengan mengumpulkan informasi mengenai evaluasi pelatihan yang dilakukan Pusdiklat Pajak pada pelatihan ini. Desain yang digunakan penelitian ini adalah metode deskriptif kualitatif dan kuantitatif. Metode pengolahan data menggunakan teori evaluasi pelatihan Kirkpatrick yang hanya sampai 3 level.

Hasil penelitian, diperoleh gambaran evaluasi pelatihan pada ketiga level menunjukkan hasil yang baik. Untuk hasil evaluasi pada level 1 yaitu tingkat kepuasan menunjukkan tingkat kepuasan yang sangat tinggi dengan rata-rata nilai 4,47 dengan hasil uji hipotesis H_{a1} diterima dan H_{o1} ditolak. Untuk hasil evaluasi pada level 2 yaitu tingkat kelulusan yang menunjukkan tingkat kelulusan diatas 50% dengan presentase sebesar 90% dengan hasil uji hipotesis H_{a2} diterima dan H_{o2} ditolak. Untuk hasil evaluasi pada level 3 yaitu menunjukkan adanya perubahan perilaku dari peserta pasca pelatihan dengan hasil kuisioner yang disebarkan alumni, rekan alumni, dan atasan alumni menyetujui adanya perubahan perilaku pada almuni pasca pelatihan dengan hasil uji hipotesis H_{a3} diterima dan H_{o3} ditolak. Hasil uji hipotesis pada ketiga hipotesis ialah H_a diterima dan H_o ditolak.

Kata Kunci: Evaluasi, Pelatihan, Evaluasi Pelatihan, Diklat Teknis Substantif Spesialisasi (DTSS) Analisis Informasi, Data, Laporan, dan Pengaduan (IDLP) Dasar.

UNIVERSITAS
MERCU BUANA