ABSTRAK

Peneliti membahas masalah mengenai pengaruh Pelatihan dan Pengembangan Karir terhadap Prestasi Kerja Customer Service Officer PT. Asuransi Astra Buana. Tujuan dari dilaksanakannya penelitian ini adalah untuk mengetahui pengaruh Pelatihan dan Pengembangan Karir terhadap Prestasi Kerja Customer Service Officer PT. Asuransi Astra Buana. Populasi yang digunakan dalam penelitian ini adalah Karyawan khususnya pada bagian Customer Service Officer PT. Asuransi Astra Buana. Populasi untuk penelitian ini adalah Customer Service Officer PT. Asuransi Astra Buana sebanyak 40 karyawan. Metode pengambilan data menggunakan kuesioner. Analisis data yang dilakukan adalah outer model dan inner model menggunakan Partial Least Square (PLS). Hasil penelitian menunjukan pelatihan berpengaruh positif dan signifikan terhadap prestasi kerja, pengembangan karir berpengaruh positif dan signifikan terhadap prestasi kerja.

Kata Kunci : Pelatihan, Pengembangan Karir, Prestasi Kerja

ABSTRACT

The researcher discusses the problem of the influence of Training and Career Development on the Job Performance of Customer Service Officers of PT. Astra Buana Insurance. The purpose of this research is to determine the effect of Performance Assessment, Training and Career Development on the Job Performance of Customer Service Officer PT. Astra Buana Insurance. The population used in this study were employees, especially at the Customer Service Officer of PT. Astra Buana Insurance. The population for this research is the Customer Service Officer of PT. Astra Buana Insurance has 40 employees. Methods of data collection using a questionnaire. The data analysis carried out is the outer model and the inner model using Partial Least Square (PLS). The results showed that job appraisal had a positive and significant effect on job performance, training had a positive and significant effect on job performance, career development had a positive and significant impact on job performance.

Keywords: Training, Career Development, Job Performance