

ABSTRACT

The objective of this study is to analyze an improved of training design process for Y generation employees at PT Pertamina (Persero) Corporate Integrated Communication & Technology section. The data collection method was processed through interviews with 10 respondents, each representing participants from 10 training programs at PT Pertamina (Persero) Corporate Integrated Communication & Technology section. This study used the gap analysis technique by comparing the ideal theory with the findings of the problems that exist in the design of the training process. The theory of training design process in this study employs 7 step training design process. The results showed that in the 7 step training design process there was a mismatch between the training methods used and the training provided. This gives the impact of the training provided not achieving the goals. Inappropriate training methods also have an impact on inappropriate training places or facilities. The results of the analysis provide a design to improve the training process at PT Pertamina (Persero) Corporate Integrated Communication & Technology section.

Keywords : Training, Training Design Process, 7 Step training design process, Generation Y, Gap Analysis.

ABSTRAK

Penelitian ini bertujuan untuk melakukan analisa rancangan proses pelatihan yang disempurnakan untuk karyawan generasi Y di PT Pertamina (Persero) bagian *Corporate Integrated Communication & Technology*. Metode pengumpulan data diolah melalui wawancara terhadap 10 responden yang masing-masing mewakili peserta dari 10 program pelatihan di PT Pertamina (Persero) bagian *Corporate Integrated Communication & Technology*. Penelitian ini menggunakan teknik analisa kesenjangan dengan cara membandingkan teori yang ideal dengan temuan masalah yang ada pada rancangan proses pelatihan. Teori rancangan proses pelatihan pada penelitian ini menggunakan *7 step training design process*. Hasil penelitian menunjukkan bahwa dalam *7 step training design process* terdapat ketidaksesuaian antara metode pelatihan yang digunakan dengan pelatihan yang diberikan. Hal tersebut memberikan dampak pelatihan yang diberikan tidak mencapai sasaran. Metode pelatihan yang tidak sesuai juga memberikan dampak terhadap tempat atau fasilitas pelatihan yang tidak sesuai. Hasil analisa memberikan rancangan perbaikan proses pelatihan di PT Pertamina (Persero) bagian *Corporate Integrated Communication & Technology*.

Kata kunci : Pelatihan, Rancangan Proses Pelatihan, *7 Step training design process*, Generasi Y, Analisa Kesenjangan.