

ABSTRAK

Fika Najati. 2026. Analisis Pelaksanaan Program Pelatihan Kerja dalam Meningkatkan Kinerja Karyawan pada PT. Fokus Jasa Mitra. Program Studi Kewirausahaan, Fakultas Ekonomi dan Bisnis, Universitas Trunodjoyo Madura. Pembimbing Darul Islam, S.E., M.M.

Penelitian ini bertujuan untuk menganalisis pelaksanaan program pelatihan kerja dan dampaknya dalam meningkatkan kinerja karyawan pada PT Fokus Jasa Mitra. Program pelatihan kerja merupakan salah satu upaya perusahaan dalam meningkatkan kompetensi sumber daya manusia agar mampu bekerja secara efektif dan mendukung pencapaian tujuan organisasi. Penelitian ini menggunakan pendekatan kualitatif dengan jenis penelitian studi kasus. Informan penelitian terdiri atas satu informan utama, yaitu HRD PT Fokus Jasa Mitra, dan satu informan pendukung, yaitu karyawan yang telah mengikuti program pelatihan kerja. Teknik pengumpulan data dilakukan melalui observasi, wawancara semi-terstruktur, dan dokumentasi. Analisis data menggunakan model interaktif Miles, Huberman, dan Saldana yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan. Keabsahan data diuji menggunakan triangulasi sumber. Hasil penelitian menunjukkan bahwa pelaksanaan program pelatihan kerja di PT Fokus Jasa Mitra telah dilaksanakan secara sistematis melalui tahapan *Training Need Analysis* (TNA), penentuan tujuan pelatihan, penyusunan materi, pemilihan pelatih yang kompeten, penggunaan metode pelatihan yang sesuai, penentuan peserta berdasarkan kebutuhan pekerjaan, serta evaluasi melalui *pre-test*, *post-test*, dan formulir evaluasi. Pelaksanaan program pelatihan memberikan dampak positif terhadap peningkatan kinerja karyawan, terutama pada aspek kualitas kerja, tanggung jawab, kerja sama, dan inisiatif. Sementara itu, pada aspek kuantitas kerja tidak ditemukan peningkatan yang signifikan karena perusahaan tidak menambah beban kerja setelah pelatihan dilaksanakan. Secara keseluruhan, pelaksanaan program pelatihan kerja di PT Fokus Jasa Mitra telah berjalan dengan baik dan efektif sebagai strategi perusahaan dalam meningkatkan kompetensi serta kinerja karyawan.

Kata Kunci: Pelatihan Kerja, Kinerja Karyawan, Program Pelatihan, Sumber Daya Manusia, Studi Kasus.

ABSTRACT

Fika Najati. 2026. Analysis of the Implementation of Job Training Programs in Improving Employee Performance at PT Fokus Jasa Mitra. Entrepreneurship Study Program, Faculty of Economics and Business, Universitas Trunodjoyo Madura. Supervisor Darul Islam, S.E., M.M.

This study aims to analyze the implementation of job training programs and their impact on improving employee performance at PT Fokus Jasa Mitra. Job training programs are one of the company's strategic efforts to enhance employees' competencies so that they can perform their duties effectively and support the achievement of organizational goals. This study employed a qualitative approach using a case study research design. The research informants consisted of one key informant, namely the Human Resources Department (HRD) of PT Fokus Jasa Mitra, and one supporting informant, namely an employee who had participated in the job training program. Data were collected through observation, semi-structured interviews, and documentation. The data were analyzed using the interactive analysis model developed by Miles, Huberman, and Saldana, which consists of data reduction, data display, and conclusion drawing. The credibility of the data was ensured through source triangulation. The results indicate that the implementation of the job training program at PT Fokus Jasa Mitra has been carried out systematically through the stages of Training Need Analysis (TNA), determining training objectives, preparing training materials, selecting competent trainers, applying appropriate training methods, selecting participants based on job requirements, and conducting evaluations through pre-tests, post-tests, and evaluation forms. The implementation of the training program has had a positive impact on improving employee performance, particularly in terms of work quality, responsibility, teamwork, and initiative. However, no significant improvement was found in the quantity of work because the company did not increase employees' workload after the training was conducted. Overall, the implementation of the job training program at PT Fokus Jasa Mitra has been carried out effectively and serves as a strategic effort to improve employee competencies and performance.

Keywords: *Job Training, Employee Performance, Training Program, Human Resources, Case Study.*