

Evaluasi Program *Coaching* Pada Karyawan *Call Center* PT.Griya Miesejati Di Jakarta Barat (2015)

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ABSTRAK

Tujuan penelitian ini adalah untuk mengetahui reaksi kepuasan karyawan *call center* terhadap pelaksanaan program *coaching* pada aspek *coach*, materi, fasilitas, metode dan jadwal. Penelitian ini dilakukan pada karyawan *call center* PT.Griya Miesejati sebanyak 61 orang. Pengambilan sampel menggunakan teknik sampling jenuh. Model evaluasi pada penelitian ini adalah Kirkpatrick. Pengumpulan data dilakukan dengan menyebarkan angket dan analisis data menggunakan teknik persentase. Hasil penelitian ini menunjukkan bahwa karyawan puas terhadap penyelenggaraan program *Coaching* yang dilaksanakan oleh PT.Griya Miesejati meliputi aspek *coach*, materi, fasilitas, metode dan jadwal. Hasil ini menunjukkan bahwa program *coaching* memang memberikan efek positif kepada karyawan. Dengan demikian disarankan bagi *coach* untuk lebih memotivasi lagi para karyawan agar lebih terpacu semangat dalam mengikuti program *Coaching*.

Kata Kunci : Evaluasi, *Coaching*, Kirkpatrick

***Program Evaluation Of Coaching In The Call Center Employees Of PT.
Griya Miesejati In Jakarta Barat
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ABSTRACT

The purpose of this research is to know the reaction of the call center employee satisfaction towards the implementation of the programme of coaching on the coach, material, facilities, methods and schedules. This research was conducted at the call center employees of PT. Griya Miesejati as many as 61 people. Sampling sampling techniques using saturated. Evaluation model on the research is Kirkpatrick. Data collection is done by spreading the question form and data analysis using a percentage. The results of this research show that employees are satisfied against the holding of a Coaching program implemented by PT. Griya Miesejati cover coach, material, facilities, methods and schedules. These results indicate that the program is indeed positive effects give coaching to employees. Thus it is recommended to coach for more motivating more employees to better follow the program encouraged a passion in Coaching.

Keywords: Evaluation, Coaching, Kirkpatrick