

ABSTRAK

This study defines the learning organization by using the by Marquardt five dimensions consist of learning dimension, organization dimension, employee dimension, dimension of knowledge, and technology dimension. The indicator of each dimension analyzed by using factor analysis resulting key factor of learning organization participant management training business development 2014 PT. Pos Indonesia head office Bandung. In this study, questionnaire is used to collect the data. The Instrument is valid and reliable, then the data are collected.

Learning Organization result a number of factor on each dimension. Learning dimension applies to a moderate extent then yielded two factor namely direct learning and indirect learning factor. Organizational dimensions applies to a great extent then yielded two factor namely internal divisions and organizations across divisions. Dimension employee applies to a moderate extent and produces a factor internal and external human resources. Knowledge dimension applies to a great and produces organizational knowledge. Technological dimensions applies to a moderate extent and produces organization technology.

Keywords: Learning organization, direct and indirect learning.