

## **ABSTRACT**

*Companies can quickly anticipate changes that occur around their company through improving the learning ability of the organization. Powerful and collective learning organizations continually improve themselves to acquire, organize, and use knowledge for mutual success. This study discusses the organizational learning that occurs in PT KAI (Study on Education and Training Participants).*

*The factors that trigger learning organization using Marquardt theory are divided into five factors: learning, organization, people, knowledge and technology. The type of this research is descriptive research with factor analysis technique through SPSS version 22. Respondents of research are 66 employees of PT Kereta Api Indonesia (Persero) who have attended education and training.*

*The result of the study shows that the learning organization in PT KAI is very high category with the percentage of 81,86%. There are five sequential factors from component matrix calculation based on factor loading of the highest factor analysis: organization 88%, people 87,5%, technology 86,5%, knowledge 84,3%, and learning 80, 1%. Recommendation in this research that PT KAI start to build a culture of tolerance for mistakes/failures that made by employees by finding out the cause, ask for clarification, and familiarize organization to make mistakes/failures as learning.*

**Keywords:** *Learning Organization, PT KAI, Factor Analysis*