

ABSTRACT

The training held by Telkom University for academic support staff has been carried out well but there are some perceptions of academic support staff that prove that the training is still not optimal. The lack of relevant job description references and the inappropriate analysis of training needs results in inaccurate employees doing work in their fields. These phenomenon has an impact on improving the competency of academic support staff, although the competency of academic support staff has been going well, but there are still some things that must be considered in relation to the technical skills of academic support staff because there are employee perceptions that prove that the competency increase is not optimal related skills / expertise.

This research to find out how training and competency improvement occur in academic support staff within the scope of Telkom University. And to test the effect of training on improving the competency of Telkom University academic support staff.

The method of this research used is quantitative with descriptive analysis. Data collection was carried out through questionnaires with a sample of 200 employees and the sampling technique used in this research was probability sampling with stratified proportionate random sampling.

Validity and reliability test used in this research contained to 40 employees, that the purpose is measuring all of instrument in questionnaire are valid and reliable. While the data analysis technique used to test the variables studied is using simple linear regression analysis, analysis of the coefficient of determination test and hypothesis testing which is processed using IBM software SPSS 25.

The coefficient of determination obtained is 52.4% which means that the effect of training on increasing competence in this study has an effect of 52.4%. And the results in this research representative an indicate that training has a significant positive effect on competency improvement.

Keywords: Competency, Human Resources, Training.