

ABSTRACT

The banking business is a service business that always provides the best service and performance in serving consumers. Customer service activities cannot be separated from the contribution of the employees involved in it. These activities often occur when the level of work performance decreases so that the service is not optimal. Employee engagement is one way to keep employees motivated so that work performance does not decrease. Activities that can be carried out to influence the level of employee engagement include training, career development, and self-efficacy for each employee.

The data analysis method used in this study is the census technique, which is applied to the SPSS and AMOS programs. The research was conducted on all employees of PT. Bank Negara Indonesia, Tbk Purwokerto. This study involved 104 respondents who were taken from the entire population because the entire population was required to take online training.

This study examines the effect of online training on employee engagement with career development and self-efficacy as intervening variables. The results showed that there was a positive effect of online training on career development, positive effect of online training on self-efficacy, positive effect of online training on employee engagement, positive effect of career development on employee engagement, positive effect of self-efficacy on employee engagement. In conclusion, this research is able to prove the proposed hypothesis.

Kata kunci: Online Training, Career Development, Self-Efficacy, Employee Engagement