

# UPAYA PT XYZ DALAM MEMPERBAIKI KETERAMPILAN KOMUNIKASI KARYAWAN OPERATOR PRODUKSI

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## **Abstract**

The purpose of the observation that the author made to determine the mechanism of procurement of employee communication training programs at PT. XYZ Jatiuwug Tangerang by the Department of Learning & Development. In addition, the writer also sees the importance of the theme of training and developing the skills of employees who are adopted by the writer because this program is one method to improve employee performance in order to achieve company goals. This observation takes place in the office of PT. XYZ Jatiuwug Tangerang, data obtained directly from books or other information in the form of interviews and documentation.

Data collection methods were obtained by direct observation at PT. XYZ Jatiuwug Tangerang. This study uses a descriptive method that is "done by compiling data that has been collected then make a classification and set the standard and position of the elements with each other so that it can be analyzed and interpreted". The results obtained from the research that the author did is that employee communication training is a method or way to improve employee quality so that employee performance can improve. This training and skills development provides motivation, knowledge and increases the ability of employees both at work and in everyday life. This program can be carried out when employees are working and outside of work. When working can be done by mentoring by senior employees to junior employees