RINGKASAN

Sebagai lembaga yang melakukan kegiatan menghimpun dan menyalurkan dana masyarakat, kinerja dan kelangsungan usaha BPR sangat bergantung pada kualitas penyediaan dana pada aktiva produktif berupa kredit yang disalurkan. Dalam rangka menjaga dan memelihara kelangsungan usahanya, BPR perlu senantiasa meningkatkan kinerja *account officer* kreditnya melalui peningkatan pengetahuan, kemampuan dan keterampilan yang terencana dan berkesinambungan sebagai sumber daya yang mengelola kredit yang disalurkan. Peningkatan kinerja *account officer* kredit ditunjukkan oleh semakin baiknya kinerja kredit yang disalurkan sehingga memberikan keuntungan yang optimal bagi bank.

Penelitian ini bertujuan untuk menganalisis pengaruh motivasi mengikuti pelatihan, *self efficacy*, dukungan atasan, dan retensi pelatihan terhadap transfer pelatihan serta dampaknya bagi kinerja *account officer* yang mengelola kredit yang disalurkan pada PD BPR BKK di wilayah Karesidenan Banyumas. Sampel yang digunakan sebanyak 105 responden dengan analisis data menggunakan *Smart PLS* versi 5.0.

Berdasarkan hasil pengolahan data dapat disimpulkan bahwa motivasi mengikuti pelatihan, *self efficacy*, dukungan atasan, dan retensi pelatihan berpengaruh positif terhadap transfer pelatihan dan berdampak pada kinerja *account officer* yang mengelola kredit yang disalurkan pada PD BPR BKK di wilayah Karesidenan Banyumas.

Kata Kunci : Motivasi Mengikuti Pelatihan, *Self Efficacy*, Dukungan Atasan, Retensi Pelatihan, Transfer Pelatihan, dan Kinerja *Account Officer*.

SUMMARY

As an institution conducting activities to collect and distribute public funds, the performance and sustainability of BPR's business is highly dependent on the quality of provision of funds in earning assets in the form of loans.

In order to keep and maintain its business continuity, BPR should be constantly improve the performance of their loan officers as manager the loan through enhancement knowledge, ability and skill in a planned and sustainable manner. Loan officer's performance is shown by the better performance of the loan so as to provide optimal benefits for banks.

This study aims to analyze the influence of training motivation, self efficacy, supervisor support, and training retention on training transfer and its impact on account officer performance in PD BPR BKK in Banyumas Residence area. The sample used was 105 respondents with data analysis using Smart PLS version 5.0.

Based on the result of data processing, it can be concluded that the training motivation, self efficacy, supervisor support, and training retention have a positive effect to the training transfer and impact to the performance of account officer who manage the loan disbursed on PD BPR BKK in Banyumas Residency area.

Keyword : *Training Motivation, self fffficacy, supervisors support, training retention, transfer of training, and account officer performance.*