

Abstract

In the era of globalisation the need of information service which is fast and accurate is something that cannot be neglected. In fulfilling the demand to get information about science, technology, economy, and business, PT Telekomunikasi (PT Telkom) which is a BUMN company must access the demand to fulfil the customer satisfaction. Because of this reason PT Telkom Human Resource should be able to anticipate the competitive competence, professional, proactive, adaptive, innovative, discipline, high integrated, honest, business oriented, and able to go with the development of science, technology, and business competition. The strategy of the Human Resource development at PT Telkom is carried out in six steps which are : (1) planning, (2) conducive organisation, (3) service exchange and reward system, (4) recruitment, selection, and allocation, (5) career development, and (6) performance management. Nevertheless, these efforts still have some problems because there have been too many human resources at some divisions although in May 2002 and 2003 the company made employee efficiency through downsizing prudence. Based on the background above, the aim of the research is "The development of Model in improving employee's career at PT. Telkom by using some cases happen at PT. Telkom Divisi Regional V East Java which only comes to the hierarchy of pyramid without changing the individual need.

The research is a descriptive research which means that the writer wants to find out about the problems that have occurred at PT. Telkom so far by using some instruments like questionnaire, interview, observation, focus group discussion, and also library study. The collected data are analysed using descriptive analysis and connected with the result of library study. Total population of this research is 324 employees with random sampling includes 167 respondents.

Based on the theory and the research on the spot, the writer has got some results which are : (1) 158 respondents (94,61%) say that there should be a competence test in the career development, (2) 130 respondents (77,84%) agree and totally agree if the service exchange should be based on competence, while 37 respondents (22,16%) say that the service exchange should be based not only on the competence but also on other aspects such as how long they work, the age, and the education background, (3) 155 respondents (93,94%) say that there should be restructured organisation at PT. Telkom Divre V East Java, (4) 88 respondents (59,89%) agree if the employee can be moved to PT. Telkom's subsidiary.

Key words :

Career development, model, organisation.