

**DUTIES OF A STAFF HUMAN RESOURCE DEVELOPMENT IN  
HR-REPRESENTATIVE DEPARTMENT AT PT.TELKOM  
KANDATEL MALANG**

**REPORT**

**BY**

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**2009**

## ABSTRACT

Asy'hari, Akhmad Rizal. 2009. **The Duties of a Staff Human Resource Development in HR-Representative at PT. TELKOM Kandatel Malang.** Report. Diploma III in English of University of Brawijaya. Supervisor: Drs. Lalu Merdi, M.A.

Keywords: PT. TELKOM Kandatel Malang, staff Human Resource Development

In developing a company, every entrepreneur must be able to manage their employee as good as possible. Every entrepreneur definitely wants competent employee to work in their company. That's way every big company certainly has a department named Human Resource Development (HRD). Human Resource Development is the framework for helping employees to develop their personal and organizational skills, knowledge, and abilities. The focus of all aspects of Human Resource Development is on developing the most superior workforce so that the organization and individual employees can accomplish their work goals in giving service to customers. PT. TELKOM is one of many companies in Indonesia which has Human Resource Development to manage its employees. The writer conducted Job Orientation in PT. TELKOM to learn all activities in Human Resource Development and to feel the condition and the atmosphere in it.

The writer chose PT. TELKOM Malang because of some reasons. The main reason is the writer thought that PT. TELKOM Malang is one of the big companies in Malang, so it has a lot of employees, and there will be a Human Resource Development department which is smart, strong, professional and competent and can handle the employees excellently because actually the writer wants to learn about Human Resource Development and hope to become a manager of human resource development as one of his expectations after he passes his study.

The writer conducted Job Orientation since 19 January 2009 to 6 February 2009. The writer was placed in HR-Representative department in PT. TELKOM Kandatel Malang. The writer had some responsibilities to support the job of HRD as a staff.

Because of the activities the writer knows a kind of atmosphere of job field and knows some activities that usually are done by HR-Representative, including the activities which relate with employees. The writer also knows about implementation of Appraisal Performance and Competence Development in PT. TELKOM although it is not too complete.

Actually the writer got precious job position in HR-Representative of PT. TELKOM which is a Human Resource Development Department there, and the writer got some experiences and knowledge about HRD. Hopefully, the writer expects that the writer will be a part of Human Resource Development.

## ABSTRAK

Asy'hari, Akhmad Rizal. 2009. **The Duties of a Staff Human Resource Development in HR-Representative at PT. TELKOM Kandatel Malang.** Laporan. Diploma III Bahasa Inggris Universitas Brawijaya. Pembimbing: Drs. Lalu Merdi, M.A.

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Dalam mengembangkan sebuah perusahaan, setiap pengusaha harus bisa mengelola pegawainya sebaik mungkin. Setiap pengusaha menginginkan pegawai yang tangguh untuk bekerja di perusahaannya. Oleh sebab itu setiap perusahaan besar mempunyai departmen yang bernama Human Resource Development (HRD). HRD merupakan unit kerja yang bertujuan untuk mengembangkan kepribadian, keterampilan berorganisasi, pengetahuan, dan kemampuan para pegawai. Sasaran dari HRD yaitu pada pengembangan kekuatan pekerja yang terbesar agar para pekerja secara organisasi atau individu dapat dapat menyelesaikan sasaran kerja dalam memberikan pelayanan kepada kastemer. PT. TELKOM adalah satu dari sekian perusahaan di Indonesia yang mempunyai HRD untuk mengelola para pegawainya. Penulis melakukan praktek kerja lapangan di PT. TELKOM untuk mempelajari semua aktivitas HRD dan untuk merasakan kondisi dan suasana di dalamnya.

Penulis memilih PT. TELKOM Malang karena beberapa alasan. Alasan utama adalah penulis menganggap PT. TELKOM Malang adalah salah satu perusahaan besar di Malang, karena itu PT. TELKOM Malang mempunyai banyak sekali pegawai, dan pasti akan ada departemen HRD yang cerdas, tangguh, profesoinal, dan berkompeten dan dapat mengatasi para pegawai secara baik karena penulis sebenarnya ingin mempelajari tentang HRD dan berharap menjadi seorang manajer HRD setelah lulus kuliah nanti.

Penulis melaksanakan praktek kerja lapangan sejak 19 Januari 2009 sampai 6 Februari 2009. Penulis ditempatkan di departemen HR-Representative di PT. TELKOM kandatel Malang. Penulis mempunyai beberapa kewajiban untuk mendukung kinerja dari HRD dengan menjadi seorang staff.

Berdasarkan pekerjaannya, penulis dapat mengetahui contoh dari suasana dunia kerja dan beberapa aktivitas yang biasanya dilakukan oleh departemen HR-Representative, termasuk aktivitas yang berhubungan dengan para pekerja. Penulis juga tahu tentang implementasi dari Appraisal Performance and Competence Development di PT. TELKOM Kandatel Malang meskipun tidak terlalu lengkap.

Penulis mendapat posisi kerja yang berharga di HR-Representative dari PT. TELKOM yang sebenarnya adalah sebuah departemen Human Resource Development di sana, dan penulis juga mendapatkan beberapa pengalaman dan pengetahuan tenentang HRD. Penulis berharap dia akan menjadi bagian dari HRD suatu saat.