

ABSTRACT

Based on its vision to become Leading Infocom Player In The Region, PT Telkom have done a strategic step of its business re-definition and transformed itself become customer-centric company. The success of this step determined by management ability in human resource transformation to master competencies in new areas. As part of direct corresponding company with client, Marketing Division needs to get attention from company. One of effort to increase the employee's competence that is by performing competency development program that appropriate with employee's to decrease difference between competencies that required by company with competencies that owned by employees.

In order to give an optimal benefit for employees based on competencies development program, the researcher conducted the measurement of existing employee's competency using questionnaire that answered by the employees of Marketing Division PT Telkom Divre III. Company has specified the levels of competence's requirement at certain position. Through difference analysis between required competencies, competency that owned by existing employees and requirement analysis of competencies development program, its obtained a recommendation program of competencies development that appropriate with the employees requirement so they doing their job and responsibility better.

The difference occurs at all of variable of Core Competencies, at Specific Competencies only competency of Product Knowledge And Business Development that do not emerge negative difference. All employees, except employee G, that suggested following the competencies development program in order to earn to run their job and its responsibility better so that they could give an optimal contribution for company effectiveness.

The competencies development program design to decrease negative difference at variable of Core Competencies And Specific Competencies. The priority of items of competencies development that need to perform by a company is Interpersonal Skill, Business Process Innovation, Career Development, Personal Effectiveness, Performance Management, Customer Service, Diversity Training, Organization Training, Organizational Behaviors, Attracting New Client, Consulting Skill, Transformational Thinking Program, Business Communication, Communication Skill, Successful Team Dynamic, Negotiation Training, Decision Making.

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