CHAPTER II

THE GENERAL DESCRIPTION OF PT. INTI

PT.INTI is the public company operated by the organizer of Strategic Telecommunication Industries. It focuses on the development of telecommunication device. PT. INTI is the independent company stated by the status of *Ltd.* and accompany with other Telecommunication Companies on its operational.

Located in Bandung, West Java with 695 employees (on March 2009), PT. INTI (Indonesian Telecommunication Industry) has involved in telecommunication business for 35 years. INTI main customers includes "The Big Four" Indonesian telecommunication operators; Telkom, Indosat, Telkomsel and XL.

Since the growth of convergence technology trends between telecommunication technology and information technology (IT), INTI has transformed its business orientation from pure manufacturing based industry to be system solution based industry, especially in the information and communication system and technology integration area.

In the last two years INTI gives the solution to fix cellular network and developes new products such as IP PBX, NMS (Network Management System), SLIMS (Subscriber Line Management System), NGN Server, VMS (Video Messaging System), GPA (General Purpose Agent, SNMP based control and

monitoring tools), Interface Monitoring System for CDMA network and Disaster Forecasting and Warning System.

In 2009, PT. INTI looks for the new business chance in IT industry, includes the opportunity to deliver one of Indonesia biggest dream and challenge, the cheap notebook. It has become a big challenge for PT. INTI. Main strategies in the period 2006-2010 focused on the field of infocomm services emphasized on developing "Infocom Systems & Technology Integration (Isti)."

PT INTI consist of many divisions, one of them is Division of Human Capital Management. The division has four subdivisions, they are:

1. Human Resource Service & Remuneration
2. Human Resource Development & Performance Appraisals
3. Human Resource System & Organization Development
4. Quality Management

The writer conducted the job training in Quality Management Subdivision. The responsibilities of the subdivison is to manage the quality of human resources in the company. This subdivision often make some training for whole employees to make a progression in their performance. One of the regular training they often present is about *ISO (International Standard of Organization).*