

## **ABSTRACT**

**PT. Telkom Indonesia, Tbk Kandatel Cianjur is one of the corporation that move in the field of telecommunication service activities for domestic. Based on Cianjur research result, it found problem in official job productivity enhanced in Customer Care Division (Direct Channel Management) at PT. Telkom Indonesia Tbk, Kandatel Cianjur namely: still low official quality, it seen from customers whose complaint and come to plasa Telkom recurrent, because didn't get explanation problem that faced and inaccurate time in carry out job so that disagree with time that determined. The problem guessed because job training gift undercommunication to official, it seen from less concern training target based on cognate category, pshycomotoric, and afective.**

**This researches aim is to know training influence towards official job productivity enhanced in Customer Care Division (Direct Channel Management) at PT. Telkom Indonesia, Tbk Kandatel Cianjur. Researches method that used is quantitative method. While data collecting technique passes participant observation, structured interview, questionnaire, and literature study. For the data analysis is used validity instrument test, reliabilitas instrument test, simple linear regression, correlation coefficient rank spearman, and coefficient analysis determination.**

**Based on data that got from researches result, show that there are positive influence existence between training towards official job productivity enhanced follows simple linear regression test, and it also got determination coefficient as big as 76,2% it show that they have influence towards official job productivity enhanced and the rest as big as 23,8% other factor like: motivation, official location labour capacity, environment and others.**

**Obstacles that faced in Customer Care Division (Direct Channel Management) at PT. Telkom Indonesia Tbk, Kandatel Cianjur in training namely the limited program in outdoor training implementation for example by outbound, Trainers can give movement that can make training entrants more nimbler and keep watch physical appearance, healthy and fitness.**

**Suggestions that researcher can tell that are company should made program outdoor training for official in order to loss of saturation and bored, and they can move bodys free to train pshycomotoric training entrant.**

**Keyword: Training for Employmen**