

ABSTRACT

This Field Work Practices report is prepared so that in addition to the authors gain insight and also as a vehicle and means of forming a skilled workforce. The Field Work Practice is a program for students to develop their abilities and qualities in the world of work later. Penulia conducts Field Work Practices at Telkom Akses Jl Merdeka, where Telkom Akses is a subsidiary of PT Telkom. The author is placed in the assurance division, where this division is responsible for handling disturbances that occur in indihome. The tasks that the authors do when carrying out the Field Work Practices include handling distractions by telephone, barcode input which will be used in making tickets and following one of the field technicians to find out more about physical handling. After implementing the Fieldwork Practices the author can draw the conclusion that the handling of disturbances at the Telkom Access Jl Merdeka can be said to be good, so as to cause satisfaction to customers.

Keywords: Work Practices, Disturbance handling, Indihome