

# A Classic Intervention Technology Equipment Training and Creativity Development for Strengthening Employees Innovative Behaviors

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## ABSTRACT

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Based on the public Satisfaction Index survey on the Telecommunication Equipment Testing Service (Annual Report, 2019), the score was about 3.0 (3.29) or still in the ' high quality ' level so that it still needs to be upgraded to achieve a score of about 4.0 (quality). In order to realize quality public service, it is needed innovation in various ways, both in terms of facilities, infrastructure and human resources (SDM) quality. In-depth interview of 30 respondents associated with factors affecting innovation among employees of the Telecommunications Equipment Testing Center showed that there were 2 (two) prominent factors in which respondents were able to influence the innovation behavior of employees of the Telecommunications Equipment Testing Center namely: a) training (selected respondents as many as 33%) and b) creativity (selected respondents 27%); it is the basis of the research done, namely whether training and creativity of employees, be the dominant factor that affects the behavior of innovative employees of Telecommunications Equipment Testing Center ?

**Keywords:** creativity, innovative behavior, training, technological equipment