

**ABSTRAK**

**AUDIT OPERASIONAL ATAS KEGIATAN PERENCANAAN,  
REKRUTMEN, SELEKSI, PELATIHAN DAN PEMELIHARAAN  
KARYAWAN**

Studi Kasus di ELS Computer

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Tujuan penelitian ini adalah untuk mengetahui hasil audit operasional atas kegiatan perencanaan, rekrutmen, seleksi, pelatihan, dan pemeliharaan karyawan di ELS Computer.

Pengumpulan data dilakukan dengan teknik observasi, wawancara, *checklist*, dan dokumentasi. Analisis deskriptif kualitatif dilakukan berdasarkan tahapan audit operasional yang meliputi survei pendahuluan, *review* dan pengujian sistem pengendalian manajemen, pengujian detail, dan pengembangan laporan.

Hasil audit menunjukkan bahwa kegiatan perencanaan, rekrutmen, seleksi, pelatihan, dan pemeliharaan karyawan memiliki kelemahan tertentu yang perlu diperbaiki. Kelemahan tersebut ialah ELS Computer belum sepenuhnya melakukan pendalaman kriteria yang dibutuhkan sehingga mengakibatkan perputaran karyawan divisi *store retail* cukup cepat, seta tidak memiliki program pelatihan resmi untuk seluruh karyawan divisi *store retail*. Rekomendasi perbaikan berdasarkan temuan audit operasional antara lain mengadakan psikotest yang berguna untuk memberikan gambaran kepribadian dan menilai loyalitas dari pelamar, serta melakukan pelatihan bagi karyawan *store retail* yang masa kerjanya telah lewat 3 bulan.

Kata kunci: Audit operasional, perencanaan, rekrutmen, seleksi, pelatihan, pemeliharaan.

**ABSTRACT**

***OPERATIONAL AUDIT OF EMPLOYEE PLANNING,  
RECRUITMENT, SELECTION, TRAINING, AND MAINTENANCE  
OF EMPLOYEE ACTIVITY***

*Case Study at ELS Computer*

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*The objective of this study is to evaluate the outcomes of an operational audit of the planning, recruitment, selection, training and maintenance of employee activity at ELS Computer.*

*The data was collected through observation, interviews, checklists, and documentation techniques. Qualitative descriptive analysis was employed based on the stages of the operational audit, which included a preliminary survey, review and testing of the management control system, detailed testing, and report development.*

*The audit results showed that the activities of planning, recruiting, selecting, training, and maintaining employees have certain weaknesses that need to be improve. The weakness were that ELS Computer had not fully explored the required criteria resulting in a fairly fast employee turnover in the store retail divisions, and it did not have a formal training program for all employees in the retail store divisions. Recommendations for improvement based on operational audits findings include conducting a psychological test which was useful for providing a personality picture and assessing the loyalty of applicants, as well as conducting training for retail store employees whose working period had passed 3 months.*

*Keywords: Operational audit, planning, recruitment, selection, training, maintenance.*