

ABSTRAK

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

Studi Kasus di Berijalan Digital Operation Center

Calvin Marcendo

NIM: 192114078

Universitas Sanata Dharma Yogyakarta

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Tujuan dari penelitian ini yaitu untuk melakukan audit operasional pada kegiatan rekrutmen, seleksi, pelatihan, dan pemeliharaan karyawan. Peneliti sebagai auditor juga memberikan rekomendasi berupa perbaikan bagi pihak manajemen untuk memperbaiki kelemahan pada kegiatan yang menjadi objek audit.

Jenis penelitian yang digunakan adalah studi kasus. Pengumpulan data dilakukan dengan teknik observasi, wawancara, *checklist*, dan dokumentasi. Teknik analisis data yang digunakan adalah deskriptif kualitatif berdasarkan pelaksanaan tahap-tahap audit operasional.

Hasil audit operasional menunjukkan bahwa ada beberapa temuan yang perlu diperbaiki pada aktivitas rekrutmen, seleksi, pelatihan, dan pemeliharaan karyawan. Temuan tersebut antara lain belum terdapat SOP secara tertulis dan terdokumentasi terkait kegiatan rekrutmen, seleksi, pelatihan, dan pemeliharaan karyawan, informasi rekrutmen tidak spesifik dan detail, tidak dilakukan evaluasi satu per satu dan berkala terhadap penggunaan media publikasi, tidak melibatkan divisi yang membutuhkan karyawan terhadap pelamar yang diterima, terdapat pelamar yang sudah dinyatakan diterima, tetapi mengundurkan diri tanpa alasan yang jelas.

Kata kunci: audit operasional, rekrutmen, seleksi, pelatihan, pemeliharaan, karyawan.

ABSTRACT

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

Case Study at Berijalan Digital Operation Center

Calvin Marcendo

NIM: 192114078

Sanata Dharma University

2023

This study aims to conduct an operational audit on employee recruitment, selection, training, and maintenance activities. The researcher, who is also the auditor, provides improvement recommendations for the management to address the weaknesses found in the activities that is the object of the audit.

In order to meet this objective, the researcher carries out a case study. The data was collected through observations, interviews, checklists, and documentation techniques. The data was analyzed using the descriptive qualitative method based on the operational stages of the audit.

The operational audit results show that there were several things that had to be improved in the activities of employee recruitment, selection, training, and maintenance. The findings were that there was no written and documented SOP related to employee recruitment, selection, training, and maintenance activities, the recruitment information was not specific and detailed, the performance of publication media is not evaluated individually and regularly, the end-users were not engaged during the employee recruitment process, there were applicants who had been declared accepted but then resigned for no apparent reason.

Keywords: operational audit, recruitment, selection, training, maintenance, employee