

ABSTRAK

AUDIT OPERASIONAL FUNGSI REKRUTMEN, FUNGSI SELEKSI, FUNGSI PELATIHAN DAN PENGEMBANGAN SUMBER DAYA MANUSIA

(Studi Kasus di SPBU Patalan Jalan Parangtritis)

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2022

Tujuan penelitian ini adalah untuk mengetahui hasil audit operasional fungsi rekrutmen, fungsi seleksi, fungsi pelatihan dan pengembangan sumber daya manusia untuk menilai pelaksanaan atas prosedurnya dan memberikan rekomendasi perbaikan atas temuan audit yang dilakukan agar dapat dijadikan evaluasi bagi pihak manajemen perusahaan. Penelitian ini dilakukan di SPBU Patalan Jalan Parangtritis.

Pengumpulan data dilakukan dengan teknik observasi, wawancara, *checklist*, dan dokumentasi. Teknik analisis data yang digunakan adalah deskriptif kualitatif berdasarkan dengan tahapan audit operasional yaitu, survei pendahuluan, penelaahan dan pengujian pengendalian manajemen, audit terinci, dan pengembangan laporan.

Hasil audit memperoleh beberapa temuan, antara lain: perusahaan belum memiliki *Standard Operating Procedure* (SOP) secara tertulis untuk fungsi rekrutmen dan seleksi, media publikasi informasi lowongan pekerjaan yang kurang luas, tidak terdapat daftar pertanyaan wawancara, perusahaan belum melakukan pengukuran produktivitas karyawan, dan belum dilaksanakan evaluasi atas program pelatihan dan pengembangan. Berikut beberapa rekomendasi untuk perbaikan, yaitu: membuat *Standard Operating Procedure* (SOP) secara tertulis, memperluas media publikasi informasi lowongan pekerjaan, menyusun pertanyaan untuk tes wawancara, pengukuran produktivitas karyawan sebelum dan sesudah mengikuti program pelatihan, dan evaluasi pelaksanaan program pelatihan dan pengembangan sumber daya manusia.

Kata kunci: audit operasional, fungsi rekrutmen, fungsi seleksi, fungsi pelatihan dan pengembangan, sumber daya manusia.

ABSTRACT

OPERATIONAL AUDIT OF RECRUITMENT FUNCTION, SELECTION FUNCTION, TRAINING FUNCTION AND HUMAN RESOURCE DEVELOPMENT

(Case study at SPBU Patalan Jalan Parangtritis)

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The purpose of this research is to find out the results of operational audits of recruitment functions, selection functions, training functions and human resource development to assess the implementation of its procedures and provide recommendations for improvements to audit findings conducted so that it can be used as an evaluation for the company's management. This research was conducted at SPBU Patalan Jalan Parangtritis.

Data collection was obtained by using observation, interviews, checklists, and documentation. The data analysis technique used was qualitative descriptive based on the stages of operational audit, namely, preliminary surveys, management control review and testing, detailed audits, and report development.

The audit results obtained several findings, among others: the company does not have a Standard Operating Procedure (SOP) in writing for recruitment and selection functions, the publication of job information was less extensive, there was no list of interview questions, the company has not taken measurements of employee productivity, and had not carried out an evaluation of training and development programs. Several recommendations for improvement, were: creating a Standard Operating Procedure (SOP) in writing, expanding the media publication of job information, compiling questions for interview tests, measuring employee productivity before and after the training program, and evaluating the implementation of training programs and human resource development.

Keywords: *operational audit, recruitment function, selection function, human resources development.*