

ABSTRAK

AUDIT OPERASIONAL ATAS KEGIATAN PENILAIAN KINERJA KARYAWAN

(Studi Kasus pada Shelter FM)

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Tujuan penelitian ini adalah untuk mengetahui hasil audit operasional atas kegiatan penilaian kinerja karyawan. Penelitian ini memberikan rekomendasi perbaikan atas kelemahan yang ditemukan pada kegiatan tersebut. Penelitian dilakukan di Shelter FM yang terletak di Jalan Panembahan Ratu No. 01, Cirebon.

Metode penelitian yang digunakan dalam penelitian ini adalah kualitatif. Pengumpulan data dilakukan dengan cara observasi, wawancara, *checklist*, dan dokumentasi. Teknik analisis data yang digunakan adalah tahapan audit operasional yaitu survei pendahuluan, penelaahan dan pengujian atas pengendalian sistem manajemen, pengujian terinci, dan pengembangan laporan. Tahapan audit ditujukan pada manajer operasional, *Human Resource Development*, dan karyawan Shelter FM.

Hasil audit operasional penilaian kinerja karyawan di Shelter FM menunjukkan bahwa ditemukan beberapa kelemahan yang perlu diperbaiki. Berikut rekomendasi perbaikannya, yaitu: membuat *Standard Operating Procedure* (SOP) tertulis, mendokumentasikan hasil penilaian kinerja karyawan secara tertulis, menyampaikan hasil penilaian kinerja secara tepat waktu, dan memberikan pelatihan kepada petugas penilai.

Kata kunci: audit, operasional, penilaian, kinerja, rekomendasi.

ABSTRACT

OPERATIONAL AUDIT OF EMPLOYEE PERFORMANCE APPRAISAL ACTIVITIES

(Case Study at Shelter FM)

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The purpose of this study is to determine the results of an operational audit of employee performance appraisal activities. This study also provides recommendations for improvement of the weaknesses found in that activities. The research was conducted at Shelter FM which is located on Jalan Panembahan Ratu No. 01, Cirebon.

The method used in this research was qualitative. Data collection was conducted using observation, interview, checklist table, and documentation techniques. The data analysis technique used was descriptive qualitative research based on the stages of operational audit implementation, which were preliminary survey, review and testing of management system controls, detailed testing, and report development. The audit stages were aimed at the operations manager, Human Resource Development, and Shelter FM employees.

The results of the operational audit of employee activities showed that there were several weaknesses that need improvement. The following were recommendations for improvement: create a written Standard Operating Procedure (SOP), document the results of employee performance appraisals in writing, submit performance appraisal results in a timely manner, and provide training to appraisers.

Keywords: audit, operational, appraisal, performance, recommendation.