

HALAMAN ABSTRAK DAN ABSTRACT

ABSTRACT

STRATEGY DESIGN AND SYSTEM RECRUITMENT AND SELECTION OF OUTSOURCING EMPLOYEE (BACK OFFICE) PT. XYZ INDONESIA FOR YEAR 2022 – 2026

PT. XYZ Indonesia is a multinational company headquartered in Europe. This company has a limited number of permanent employees according to the policy of the head office so that outsourcing employees are needed. One of the type of outsourced employee is back-office, this type has a very wide variety of work complexity that requires different recruitment and selection techniques from other types. In the process of recruitment and selection back-office outsourcing employees, problems were found due to the difficulty of finding candidate profiles from third parties that matched the expectations of PT XYZ Indonesia. This study aims to design a recruitment and selection strategy for back-office outsourced employees in order to obtain standards that can be in line with business strategy and also to develop appropriate outsource vendor profile criteria. This research begins by understanding HR strategy and HR Outsourcing directions, in addition to understanding the types of Back-office jobs and their grouping based on job descriptions. The results of this study are the design of recruitment and selection strategies along with vendor selection criteria and implementation designs.

Keywords: *Outsourcing, Recruitment, Selection, Job Description.*

ABSTRAK

RANCANGAN STRATEGI DAN SISTEM REKRUTMEN DAN SELEKSI KARYAWAN OUTSOURCING (BACK OFFICE) PT. XYZ INDONESIA TAHUN 2022 – 2026

PT. XYZ Indonesia adalah perusahaan multinasional yang berkantor pusat di Eropa. Perusahaan ini memiliki keterbatasan jumlah karyawan tetap sesuai kebijakan kantor pusat sehingga dibutuhkan karyawan *outsourcing*. Salah satu tipe karyawan *outsourcing* adalah back-office, tipe ini memiliki kompleksitas variasi pekerjaan yang sangat luas sehingga membutuhkan teknik rekrutmen dan seleksi yang berbeda dengan tipe lainnya. Dalam proses pemenuhan karyawan *outsourcing* back-office ditemukan kendala karena sulitnya mencari profil kandidat dari pihak ketiga yang sesuai dengan ekspektasi PT XYZ Indonesia. Penelitian ini bertujuan untuk menyusun rancangan strategi

rekrutmen dan seleksi bagi karyawan *outsourcing* back-office agar diperoleh standar yang dapat sejalan dengan strategi bisnis dan juga menyusun kriteria *profil vendor outsource* yang tepat. Penelitian ini dimulai dengan memahami strategi HR dan juga arahan HR *Outsourcing*, selain itu dilakukan pemahaman tipe pekerjaan *Back-office* dan pengelompokannya berdasarkan deskripsi pekerjaan. Hasil penelitian ini adalah rancangan strategi rekrutmen dan seleksi beserta kriteria seleksi *vendor* dan rancangan implementasinya.

Kata kunci : *Outsourcing*, Rekrutmen, Seleksi, Deskripsi Pekerjaan.