

Analysis of Employee Recruitment At Pt BTPN Syariah Tangerang Selatan Branch

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Abstract

This study aims to analyze employee recruitment at PT BTPN Syariah South Tangerang Branch. Recruitment analysis consists of processes, sources, stages, constraints and systems. This research method is qualitative research, with collection techniques using documentation, observation, and interviews. The results of the research are that this recruitment process uses 2 (two) methods, namely internal methods and external methods, recruitment sources use a special program namely the Amazed Program, the recruitment stage begins by checking the portfolio or files of prospective candidates such as background, education, and work experience, recruitment constraints there are still traditional elements, and the recruitment system uses 2 (two) systems, namely the skills system and the increased system.

Keywords

Recruitment, Sources, Stages, Constraints, and System

1. Introduction

Human resources are one of the most important and can not even be separated from an organization, both institutions and companies. Human resources are also the key that determines the development of the company. In essence, human resources are employed in an organization as movers, thinkers and planners to achieve the goals of the organization. Therefore, companies need to implement good HR management for the realization of organizational goals. In practice, human resource management in the company is held by HRD in the HR (Human Resource) division. Recruitment of Human Resources (HR) is one of the important things in the business process of a company. The process of recruiting human resources or employees is influential in achieving the vision and mission of the company. A careless recruitment process can result in a decrease in the performance of a company. This can be caused by the ability of employees who do not meet the criteria or errors in employee placement. One of the main keys in creating professional Human Resources (HR) lies in the process of recruitment, selection, training, and development of prospective workers. Companies must conduct screening for new members or workers, for this reason, labor recruitment is needed to screen applicants who want to apply. Recruitment is one of the important processes in determining whether or not applicants will apply to the organization. Recruitment is a series of activities to find and attract job applicants with the motivation, abilities, skills, and knowledge needed to cover the deficiencies identified in staffing planning. Recruitment has the aim of obtaining and providing a number of workers who meet the qualifications required for selection needs. With the availability of prospective workers, the next step is to select workers who have been recruited through a selection process.

Nuraeni (2018:6) argues that recruitment is the process of seeking, finding, inviting and assigning a number of people from within and from outside the company as prospective workers with certain characteristics as determined in human resource planning. Recruitment is very important in HR because it aims to receive as many applicants as possible according to the qualifications of the company's needs from various sources, making it possible to recruit the highest quality candidates from the best. Recruitment is very important for companies to ensure obtaining human resources with quantity and quality as expected. The company has individual qualifications of workers in certain jobs to meet future needs. Based on the results of interviews with PT BTPN Syariah South Tangerang Branch, the recruitment analysis consists of processes, sources, stages, constraints and systems

2. Literature Review

Recruitment is a series of activities to find and attract job applicants with the motivation, abilities, skills, and knowledge needed to cover the deficiencies identified in staffing planning. According to Marwansyah in (Rosento, 2018: 18) said that "Recruitment is a series of activities used by an organization to attract job applicants who have the skills and attitudes needed to assist the organization in achieving its goals". According to Handoko in (Suparni, 2017:1) said that "Withdrawal (recruitment) is the process of finding and attracting prospective employees (applicants) who are able to apply as employees". According to Fahmi (2016: 25) stated that "Recruitment is often also referred to as labor withdrawal. Recruitment is a process of searching for prospective employees who meet the requirements in the required number and types. According to (Nuraeni, 2018: 6) said that "This recruitment process is the process of seeking, finding, inviting and creating a number of people from within and from outside the company as prospective workers with certain characteristics as set out in human resource planning". According to Yuniarsih and Suwatno in Sinambela (2016: 120) stated that "Recruitment is an activity to get a number of employees from various sources, in accordance with the required qualifications so that they are able to carry out the organization's mission to realize its vision and goals". According to Kasmir (2017:93) said that "recruitment is an activity to attract a number of applicants to be interested and apply to companies in accordance with the desired qualifications. This means that the company deliberately opens vacancies so that applicants come directly to the company or by post or email. In addition to obtaining workers who apply because of the information provided, the company can also take from the application letter that comes into the company, before the company opens the application.

3. Methods

The research method used in this study is a qualitative method. Qualitative Research Methods can be interpreted as a research method based on the philosophy of positivism, used to examine natural objects, where the researcher is the key instrument, data collection techniques are carried out by triangulation, data analysis is inductive/deductive, qualitative research results emphasize understanding the meaning and constructing phenomena rather than generalizations (Sugiyono, 2019: 26). It is said to be qualitative because this research seeks to explain objects that are relevant to the existing phenomenon or problem

4. Data Collection

According to Sugiyono (2012: 224), data collection techniques are the most strategic step in research, because the main purpose of research is to collect data. Data collection techniques in this study used documentation, observation, and interview techniques.

5. Results and Discussion

Data from interviews and direct observations on the object of study can be stated that at PT. Btpn Syariah South Tangerang Branch prioritizes moral values (attitude). This is done to get a lot of applications, so the opportunity to get good and reliable employees is bigger. In the recruitment process, this is done to fill the required position and reduce the occurrence of employee turnover or turnover. Furthermore, the source of recruitment used by PT Btpn Syariah South Tangerang Branch uses 2 (two) methods, namely internal and external methods. The internal method comes from data from the company's divisions, while the external method is carried out by way of recommendations from employees through the Amazed Program, social media such as (whatsapp, facebook, instagram) and the internet. The stages in the recruitment process are carried out by checking the portfolio or files of prospective employees such as background, work experience, education, and other supporting data. As well as outlining the position or job description, conducting psychological tests and interviews with the company's HRD (Human Resource Development) Manager. Constraints that occur in this recruitment process are elements of family values, causing other employees and company operational activities to be disrupted. And will have problems when there is a shift or (rolling). The system used in recruitment at PT. Btpn Syariah South Tangerang Branch is as said by Mr. Iqbal as Manager of HRD (Human Resource Development) using a system of skills and improvement systems. The skill system is the withdrawal of labor based on abilities, skills, and talents. While the system is increasing, namely providing opportunities for employees or employees to develop talents and skills as long as they are able to work in the hope of being promoted to the limit of their abilities.

5.1 Employee Recruitment Process

The employee recruitment process carried out by PT. Btpn Syariah Tangerang Selatan Branch is in accordance with the recruitment process usually carried out in other companies, namely the process of finding, finding, and attracting applicants to become workers at and by certain companies or as a series of activities to find or attract job applicants with motivation, ability, expertise, and knowledge needed to cover deficiencies identified in employee planning. In addition, the process of recruiting employees at PT. Btpn Syariah South Tangerang Branch is carried out to meet position needs and select suitable candidates, and this recruitment process is carried out in order to reduce the occurrence of employee turnover (turnover). This recruitment process uses 2 (two) methods, namely internal methods and external methods, the internal method is done by selecting permanent or contract employees in companies that meet the qualifications to place employees in vacant positions, while the external method used is by loading job advertisements. by using recommendations from employees and using social media such as (whatsapp, facebook and instagram) and the internet.

5.2 Employee Recruitment Source

Every company would want to obtain a source of labor that has promising quality and competence. Source of employee recruitment at PT. Btpn Syariah South Tangerang Branch has 2 (two) methods, namely the internal method and the external method. This internal source of information comes from data from the human resources division, especially data from permanent employees or data from contract employees who are placed for a certain period of time and recommendations from employees. The method of recommendation from employees is carried out by PT. Btpn Syariah South Tangerang Branch by using the Amazed Program, a program that leaves a message to employees who work within the company that the company needs new employees, and therefore employees within the company are allowed to invite acquaintances to apply for jobs with the company. While the external method is a recruitment process that involves candidates from outside the company to fill vacant positions. The external method is done by using social media (whatsapp, facebook, and instagram), internet, and job fairs

5.3 Employee Recruitment Stages

Following are the stages of recruitment at PT. Btpn Syariah South Tangerang Branch :

1. Checking the portfolio of candidates such as background, education, work experience, and other supporting data.
2. Describe the position and job description

This process will make it easier for prospective candidates to understand the work that will be given.

3. Do a psychological test

Prospective candidates who meet the qualifications will be directed to take a psychological test

4. Interview with HRD (Human Resource Development) Manager

In this process, prospective candidates who have met the criteria will be interviewed to find out the position to be given and the job placement position

5.4 Recruitment Obstacles

According to the disclosure of the HRD (Human Resource Development) Manager, the obstacles in the employee recruitment process of PT. Btpn Syariah South Tangerang Branch through employee recommendations within the company are employees who are in the company there are still traditional elements where family values are still very strong so that the recruitment process through recommendations from employees within the company causes when there are employees who ask for permission because there is a need, making employees others who still have kinship with each other and this greatly disrupts the company's operational activities. In addition, usually new employees as a result of recommendations within the company will experience problems when there is a shift in position or (rolling). In dealing with these obstacles, the company should start implementing strict regulations and instilling professional values into every employee in the company so that people within the company can work professionally and can separate their work responsibilities from their personal interests. In addition, the obstacle that arises when recruiting through internet media is that the company does not know the prospective new employee at all so that at first there are no problems, but over time the real quality of the new employee can be seen. This can happen because the work in this company requires good cooperation, therefore when the new employee is a new person who has no acquaintances at all in the company, the new employee must be able to quickly adapt to the environment within the company, when unable to adapting within the company, the new employee will not last long working in the company because he cannot adjust to the existing employees.

5.5 Employee Recruitment System

It can be seen the system used in recruitment at PT. Btpn Syariah South Tangerang Branch is as said by Mr. Iqbal as Manager of HRD (Human Resource Development) using 2 (two) systems, namely the system of skills and the system of increasing. Skills system, namely the withdrawal of employees based on skills, talents, experience, health according to the criteria that have been made previously. This system is used for recruiting prospective employees. This system is a system that is often used, because it is in accordance with the specified field besides that this system is also a competent-based system because the recruitment is guided by the ability, skills, talents, skills and health in supporting performance within the company. While the system is increasing, namely providing opportunities for employees or employees to develop talents and skills as long as they are able to work in the hope of being promoted to the limit of their abilities.

6. Conclusion

Based on the results of this study, several conclusions are obtained which are briefly presented as follow this recruitment process uses 2 (two) methods, namely internal methods and external methods, recruitment sources use a special program namely the Amazed Program, the recruitment stage begins by checking the portfolio or files of prospective candidates such as background, education, and work experience, recruitment constraints still have elements -traditional elements, and the recruitment system uses 2 (two) systems, namely the skills system and the improvement system

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Interview

- Interview with Mr. Iqbal Hadafi as HRD Manager / Results of Employee Recruitment Analysis / on December 1, 2021 at 13.00 WIB

Biography

Jeni Andriani is a lecturer in the faculty of economics and business at Pamulang University, Indonesia. She teaches Human Resource Management and Entrepreneurship. Research conducted is related to Human Resource Management, Marketing Management, Entrepreneurship and MSMEs.

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