

ABSTRAK

Perusahaan outsourcing dituntut menyediakan tenaga kerja yang sesuai kebutuhan klien. Rekrutmen yang tidak terstruktur berpotensi menyebabkan ketidaksesuaian kualitas tenaga kerja dan lemahnya pengelolaan sumber daya manusia. Penelitian ini bertujuan mengidentifikasi mekanisme penentuan kebutuhan tenaga kerja, prosedur rekrutmen, serta kendala yang dihadapi dalam pelaksanaan rekrutmen tenaga outsourcing pada CV. Ardo. Pendekatan kualitatif deskriptif digunakan dengan pengumpulan data melalui wawancara semi terstruktur dan dokumentasi yang melibatkan pihak manajemen, staf rekrutmen, dan perusahaan klien. Hasil penelitian menunjukkan bahwa rekrutmen pada CV. Ardo dilakukan berdasarkan permintaan klien dengan proses seleksi yang masih sederhana. Belum tersedianya standar operasional prosedur (SOP) yang terdokumentasi serta penerapan kontrak kerja tertulis yang belum optimal menjadi temuan utama. Kondisi ini mengakibatkan kualitas tenaga kerja yang tidak konsisten dan berpotensi menimbulkan ketidaksesuaian dengan kebutuhan klien. Penyempurnaan sistem rekrutmen sangat diperlukan melalui penyusunan SOP rekrutmen, SOP kerja tenaga outsourcing, dan kontrak kerja yang lebih terstruktur. Langkah ini bertujuan meningkatkan efektivitas pengelolaan sumber daya manusia sekaligus kualitas layanan perusahaan secara keseluruhan, sehingga CV. Ardo mampu bersaing dan memenuhi standar yang diharapkan oleh para klien.

Kata kunci: *Rekrutmen, Tenaga Outsourcing, Sumber Daya Manusia, SOP Rekrutmen, Kualitas Tenaga Kerja*

Abstract

Outsourcing companies are required to provide a workforce that aligns with client needs. Unstructured recruitment processes potentially lead to workforce quality mismatches and weakened human resource management. This study aims to identify the mechanisms for determining workforce requirements, recruitment procedures, and the challenges encountered in implementing outsourcing recruitment at CV. Ardo. A descriptive qualitative approach was employed, with data collected through semi-structured interviews and documentation involving management, recruitment staff, and client companies. The findings reveal that recruitment at CV. Ardo is conducted based on client requests with a relatively rudimentary selection process. The absence of documented standard operating procedures (SOPs) and the suboptimal implementation of written employment contracts emerged as the primary concerns. These conditions result in inconsistent workforce quality and potentially generate misalignment with client expectations. Systematic improvements to the recruitment framework are imperative, encompassing the development of recruitment SOPs, outsourcing workforce operational SOPs, and more comprehensively structured employment contracts. These measures are designed to enhance the effectiveness of human resource management while simultaneously elevating the overall quality of the company's services, thereby enabling CV. Ardo to remain competitive and meet the standards anticipated by its clients.

Keywords: Recruitment, Outsourced Workers, Human Resources, Recruitment Standard Operating Procedures, Workforce Quality