

**ANALISIS PROSES REKRUTMEN DAN SELEKSI
KARYAWAN HOTEL X**

SKRIPSI

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Diajukan kepada Program Studi Sarjana Psikologi Fakultas Psikologi
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Analisis Proses Rekrutmen dan Seleksi Karyawan di Hotel X
*(An Analytical Study of the Employee Recruitment and Selection Process
 at Hotel X)*

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Abstrak

Analisis ini bertujuan menganalisis kesesuaian proses rekrutmen dan seleksi karyawan di Hotel X dengan *Standard Operating Procedure (SOP)* “Global Hiring Guidelines – Managed Hotels” yang ditetapkan oleh grup hotel. Penelitian dilakukan selama masa magang di divisi Human Resources melalui observasi dan wawancara dengan tim rekrutmen. Fokus penelitian mencakup tahapan *requisition*, publikasi lowongan, *screening*, wawancara, hingga *offer management*. Hasil penelitian menunjukkan bahwa proses rekrutmen dan seleksi di Hotel X umumnya telah mengikuti SOP, terutama dalam penerapan prinsip keadilan, transparansi, dan pengalaman kandidat yang positif. Namun, terdapat beberapa penyesuaian di lapangan, seperti pelaksanaan *kick-off meeting* secara informal serta penyampaian hasil wawancara oleh manajemen puncak secara verbal kepada HR untuk efisiensi waktu. Secara keseluruhan, Hotel X mampu menyeimbangkan penerapan standar global dengan fleksibilitas lokal guna menjaga efektivitas proses rekrutmen dan seleksi.

Kata kunci: Rekrutmen, Seleksi, SOP, Hotel X, Human Resources.

Abstract

This study aims to analyze the alignment of the employee recruitment and selection process at Hotel X with the Standard Operating Procedure (SOP) “Global Hiring Guidelines – Managed Hotels” established by the hotel group. The research was conducted during an internship in the Human Resources division through observation and interviews with the recruitment team. The study focuses on stages such as requisition, job posting, screening, interviewing, and offer management. The findings indicate that the recruitment and selection process at Hotel X generally follows the guidelines, particularly in applying the principles of fairness, transparency, and a positive candidate experience. However, some adjustments were made in practice, such as conducting informal kick-off meetings and delivering interview results verbally by top management to HR for time efficiency. Overall, Hotel X has successfully balanced the implementation of global standards with local flexibility to maintain the effectiveness of its recruitment and selection process.

Keywords: Recruitment, Selection, Standard Operating Procedure, Hotel X, Human Resources.