

ABSTRAK

Audit sumber daya manusia adalah proses pemeriksaan dan penilaian secara sistematis, obyektif, komprehensif, dan terdokumentasi terhadap fungsi-fungsi organisasi yang terpengaruh oleh manajemen sumber daya manusia, seperti proyeksi masa depan kebutuhan SDM organisasi, dengan tujuan memastikan dipenuhinya azas kesesuaian, efektivitas dan efisien dalam pengelolaan SDM untuk mendukung tercapainya sasaran-sasaran fungsional maupun tujuan organisasi secara keseluruhan baik untuk jangka pendek, jangka menengah maupun jangka panjang, sesuai dengan standart local (Pemda/Pemprov), standart internal (SOP/company Policy), atau regulasi (international Standart/standart pemerintah). Obyek yang akan diaudit adalah fungsi sumber daya manusia pada Hotel "X". Hotel "X" ini terletak di Surabaya, tepatnya di jalan Walikota Mustajab. Proses audit yang akan dilakukan adalah menegenai fungsi perencanaan (manpower planning, manpower recruitment, manpower fulfillment, sourcing candidate), fungsi pengembangan (training, development, coaching, monitoring), fungsi penghargaan dan penghukuman (compensation & benefit, reward, punishment), dan fungsi peningkatan kinerja. Metode yang akan dilakukan adalah menggunakan metode wawancara, observasi dan analisis dokumen. Hotel "X" ini memiliki beberapa kelebihan dan kelemahan. Kelemahannya terletak pada kinerja sumber daya manusianya. Sehingga, memerlukan audit operasional untuk mengatasi kelemahan-kelemahan yang terdapat dalam Hotel "X". Sehingga, melalui sumber daya manusia diharapkan Hotel "X" dapat menjadi lebih baik.

Kata Kunci: audit operasional, sumber daya manusia, hotel, proses audit

ABSTRACT

Audit of human resources is the process of examination and assessment in a systematic, objective, comprehensive, and documented the functions of the organization that are affected by human resource management, such as projections of future human resource needs of the organization, with the purpose of ensuring compliance with the principle of suitability, effectiveness and efficiency in Human Resource management to support the achievement of the goals of functional and overall organizational goals both short term, medium term and long term, in accordance with local standards (local government / administration), internal standard (SOP / company Policy), or regulation (international Standard / Government standards).

The object to be audited is the human resources function at the Hotel "X". Hotel "X" is located in Surabaya, precisely in the way Mayor Mustajab. Audit process that will be done is menegenai planning function (manpower planning, manpower recruitment, manpower fulfillment, sourcing candicate), function development (training, development, coaching, monitoring), and judgment awards function (compensation & benefits, reward, punishment), and function improved performance. The method that will be done is using interviews, observation and document analysis.

Hotel "X" has some advantages and disadvantages. Its weakness lies in the performance of its human resources. Thus, require operational audit to overcome the weaknesses contained in the Hotel "X". So that, through the human resources expected to Hotel "X" can be better.

Key: *operasional audit, human resources, hotel, audit process*