

ABSTRAK

RANCANGAN METODE *VIRTUAL ASSESSMENT CENTER* DALAM PROSES SELEKSI KARYAWAN UNTUK MENGUKUR KESESUAIAN KOMPETENSI KANDIDAT DAN ORGANISASI

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Pandemi COVID-19 yang terjadi pada tahun 2019 telah memengaruhi seluruh kegiatan bisnis dan organisasi, termasuk dalam proses seleksi karyawan yang tidak dapat dilakukan secara tatap muka, sehingga organisasi melakukan penyesuaian terhadap metode seleksi karyawan, salah satunya adalah dengan penerapan *virtual assessment center*.

Assessment center merupakan salah satu metode yang umum digunakan dalam proses seleksi karyawan, dan sudah memiliki standarisasi serta kaidah yang harus dipatuhi pelaksanaannya. Pelaksanaan *assessment center* secara *virtual*, menyebabkan beberapa kekhawatiran, terutama terkait dengan metode penerapan *virtual assessment center* yang belum terstandarisasi, penyesuaian yang harus dilakukan agar seluruh kaidah dalam proses *assessment center* dapat terpenuhi serta memastikan agar kandidat dapat melakukan asesmen dengan jujur meskipun tidak diawasi secara langsung oleh asesor.

Penelitian kali ini dilakukan dengan metode kualitatif yang menggunakan data primer yang didapatkan melalui proses *in-depth interview* dengan para narasumber yang berpengalaman di bidang *assessment center* baik secara konvensional maupun *virtual*. Protokol wawancara dalam penelitian kali ini berlandaskan pada penerapan kaidah *assessment center* yang ditetapkan oleh *International Taskforce on Assessment Center Guidelines* (2014). Dalam penelitian ini penulis akan menggali informasi dari narasumber terkait bagaimana rancangan metode pelaksanaan *virtual assessment center* untuk proses seleksi karyawan dan penyesuaian yang perlu dilakukan agar seluruh elemen dalam kaidah *assessment center* dapat terpenuhi.

Hasil penelitian menyimpulkan beberapa hal, yaitu tidak seluruh elemen dalam *assessment center* mengalami penyesuaian ketika dilakukan secara virtual, kemudian penyesuaian yang terjadi hanya pada proses pelaksanaan saja bukan pada konten yang diujikan, serta proses *virtual assessment center* dapat menggantikan *assessment center* konvensional dengan pengembangan yang tepat.

Kata kunci: *Virtual Assessment Center*, Seleksi Karyawan, Kaidah *Assessment Center*

ABSTRACT

DESIGN METHODS OF VIRTUAL ASSESSMENT CENTER FOR EMPLOYEE SELECTION PROCESS TO MEASURE THE SUITABILITY COMPETENCY OF CANDIDATE AND ORGANIZATION

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Pandemic COVID-19 that happened in 2019 has affected the entire business and organizational activities, including the employee selection process that can't be done with face-to-face approach as usual. Therefore organizations need to adjust the method they are using in employee selection process, which is by using the virtual assessment center.

Assessment center is one of the common methods that is used in the employee selection process and has had a standardization and also guiding principles that needs to be obeyed during the process. The use of virtual assessment center has led to several concerns from practitioner, especially regarding the methods of virtual assessment center that hasn't been standardized yet, the adjustment needed to keep all of the guiding principle applied and to ensure that candidate will finish the assessment honestly even without direct supervision from the assessor.

This research was conducted using qualitative method that used primary data gathered through the in-depth interview process with interviewees who have expertise in the area of assessment center, both conventional and virtual. The interview protocol used in this research was based on the guiding principle from International Taskforce on Assessment Center Guidelines (2014). This research was aimed to gathered informations from interviewees regarding the design methods in implementing virtual assessment center for employee selection process and the adjustment that they did in order to keep the guiding principles applied.

The results of this research concluded that the adjustment doesn't applied in every single element of assessment center when it's done virtually. The adjustment only applies on the process of assessment, not in the content that is being tested or examined, therefore, with a proper development in the future, it is very possible that virtual assessment center will replace the conventional assessment center.

Keywords: *Virtual Assessment Center, Employee Selection Process, Guiding Principle of Assessment Center*