

## INTISARI

Tujuan dilakukan penelitian dalam tugas akhir peneliti untuk 1) mengetahui bagaimana prosedur penerimaan karyawan *Front Office Supervisor* dan *Housekeeping Supervisor* yang dilakukan *Human Capital Department* di Indoluxe Hotel Jogjakarta, 2) memahami kendala apa saja yang dihadapi selama prosedur penerimaan karyawan *Front Office Supervisor* dan *Housekeeping Supervisor*. Penelitian ini menggunakan metode penelitian kualitatif dengan jenis penelitian deskriptif. Teknik pengumpulan data yang digunakan adalah observasi dan wawancara sebagai data primer, serta dokumentasi sebagai data sekunder. Hasil penelitian ini menunjukkan prosedur penerimaan karyawan *Front Office Supervisor* dan *Housekeeping Supervisor* diawali permintaan kebutuhan karyawan oleh *Head of Department* kepada *Human Capital Department*, proses rekrutmen karyawan, proses seleksi karyawan, dan orientasi karyawan. Terdapat perbedaan pada proses rekrutmen dan seleksi. Pada *Front Office Supervisor* merekrut karyawan dari luar dengan metode terbuka, dilanjut proses seleksi dengan tahapan wawancara sebagai penilaian. Untuk *Housekeeping Supervisor* merekrut karyawan dari dalam dengan metode tertutup, kemudian proses seleksi tahapan evaluasi kinerja sebagai penilaian. Kendala utama yang dihadapi saat melaksanakan prosedur karyawan *Front Office Supervisor* dan *Housekeeping Supervisor* adalah *Human Capital Department* belum bisa menyediakan alat tes yang mendukung dalam proses seleksi sebagai bahan pertimbangan lain untuk menjadi penilaian yang objektif, serta belum ada pedoman tertulis mengenai prosedur penerimaan karyawan yang harus dilakukan.

**Kata kunci :** Rekrutmen, Seleksi, Karyawan, *Front Office Supervisor*, *Housekeeping Supervisor*, *Human Capital Department*, Indoluxe Hotel Jogjakarta.

## ABSTRACT

*The research aims to 1) knowing how the procedures for recruitment of Front Office Supervisor and Housekeeping Supervisor employees conducted by Human Capital Department at Indoluxe Hotel Jogjakarta, 2) understanding what obstacles faced in during the recruitment procedures of Front Office Supervisor and Housekeeping Supervisor employees are carried out. This research used qualitative method with descriptive research type. Data collected through observation and interview as primary data, and documentation as secondary data. The results of this research showed that employee recruitment procedures for Front Office Supervisor and Housekeeping Supervisor employees was requested by the Head of Department to the Human Capital Department, employee recruitment process, employee selection process, and employee orientation. There are differences in the recruitment and selection process. For Front Office Supervisors recruiting employees from external with open method and selection process focuses on the interview as an assessment. And for Housekeeping Supervisors recruiting employees from internal with closed method with selection process focuses on performance evaluation as an assessment. The main obstacle faced in the procedures of Front Office Supervisor and Housekeeping Supervisor was that Human Capital Department had not been able to provide a test tool that supports in the selection process for another consideration to be an objective assessment and there are no written guidelines for employee recruitment procedures.*

**Keywords:** *Recruitment, Selection, Employees, Front Office Supervisor, Housekeeping Supervisor, Human Capital Department, Indoluxe Hotel Jogjakarta.*