

INTISARI

Tugas Akhir ini mengkaji bagaimana SOP (*Standard Operating Procedure*) mahasiswa saat *On the Job Training* di HRD (*Human Resource Department*) Pesonna Hotel Malioboro. Dalam hal ini, departemen tersebut berperan sebagai perantara dalam mengembangkan keahlian-keahlian mahasiswa yang sedang melaksanakan praktik kerja lapangan di industri perhotelan.

Penulisan penelitian ini menggunakan metode deskriptif kualitatif yang dilakukan dengan pengamatan secara sengaja di lapangan dan dengan data-data yang dikumpulkan melalui berbagai informasi dan literatur yang dibaca oleh penulis.

Tujuan dari standar operasional prosedur untuk mahasiswa *on the job training* ini adalah mempermudah pemberian tugas dan tanggung jawab, selain itu juga dapat mempersingkat waktu dalam proses pembelajaran, karena standar operasional prosedur sudah tersusun secara sistematis. Adanya penambahan sumber daya manusia, terutama siswa *on the job training* diharapkan dapat membantu departemen yang membutuhkan sumber daya manusia tersebut.

Kata kunci: Departemen Sumber Daya Manusia, Standar Operasional Prosedur, *On the Job Training*.

ABSTRACT

The final paper aims to explain about how Standard Operating Procedure of the students who are on the job training in Human Resources Department at Pesonna Malioboro Hotel. In this case, this department acts as intermediaries to develop the skills of students who are on the job training in the hotel industry.

The writing of this research used descriptive qualitative method which was done by intentional observation in the field and used several data collected through various informations and literatures that were read by the author.

The purpose of Standard Operating Procedure for trainee is to make easier assigning the tasks and responsibilities, besides that also can shorten the time of the learning process, because the Standard Operating Procedure has been arranged systematically. There is an increasing of human resources, especially for the student who do on the job training expected to be able to help department that needs the human resources.

Key words: *Human Resources Department, Standard Operating Procedure, On the Job Training.*