THE ANALYSIS OF RECRUITMENT FACTORS IMPACT TOWARD THE OUTSOURCING HUMAN RESOURCES PERFORMANCE PT TELKOM USING SEM (STRUCTURAL EQUATION MODELLING) APPROACH

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ABSTRACT

The outsourcing system affects positively toward the company performance, however the resistance remains appear by the outsourcing employees because the implementation is perceived harm the outsourcing employee party. This research aims to analyse the influence of the dominant factors in the outsourcing Human Resources (HR) recruitment that consist of competence, personality, motivation and commitment variable toward the outsourcing HR performance.

The statistical analysis used to examine the effect in this research is Structural Equation Modelling (SEM).

The object of this research at the biggest telecommunication service firm in Indonesia, that is PT Telekomunikasi Indonesia Regional V Division East Java as the first division that apply the operation outsourcing system and copper cable network maintenance in PT TELKOM.

The population of this research is the outsourcing employees, especially the technician level at the company of 1,983 people in number. The sample collection is done using nonprobability sampling in Telecommunication Regional Office (KANDATEL) of East Surabaya with the sample that was spreaded of 480 respondent. While the returned sample and can be analyzed further are 320 respondents.

The statistical analysis using SEM shows that the variables that have significant and positive influence toward the outsourcing HR performance are competence and commitment while personality and motivation do not affect toward the outsourcing HR performance.

Keywords : Recruitment Dominant Factors, Outsourcing HR Performance, Outsourcing