

**ANALYSIS AND SYNTHESIS OF PROVIDING WORKER IN A HUMAN
OUTSOURCING COMPANY THROUGH BUSINESS PROCESS MODEL
(CASE STUDY: PT. PRIMA KARYA SARANA SEJAHTERA)**

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, not material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.

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ABSTRACT

ANALYSIS AND SYNTHESIS OF PROVIDING WORKERS IN A HUMAN OUTSOURCING COMPANY THROUGH BUSINESS PROCESS MODEL (CASE STUDY: PT. PRIMA KARYA SARANA SEJAHTERA)

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PT. Prima Karya Sarana Sejahtera (PT. PKSS) is a human outsourcing company that provides workers start from the process of recruitment, training, distribution, until payment. The workers consist of security, basic worker, and front liner. As an outsourcing company, PT. PKSS must have a proper business process, which is aligns between one aspect and others. This thesis tries to analyze symptoms regarding the business process of PT. PKSS.

Hence, for reengineering the business process of PT. PKSS, Dynamic System Development Methodology (DSDM) and Human Performance Technology (HPT) are used as the guidelines. Business process reengineering is needed to improve worker performance, and reduce problems that occurred in PT. PKSS relating providing worker. Proposed suggestions are given to stabilize and improve effectiveness and credibility of the company.

Some of aspects such as structure of organization and time waste must be changed due to make some improvements and gain more competitiveness. As a result; suggestions of business process improvements will be presented.

Key words: Business process reengineering, human outsourcing company, Gap analysis

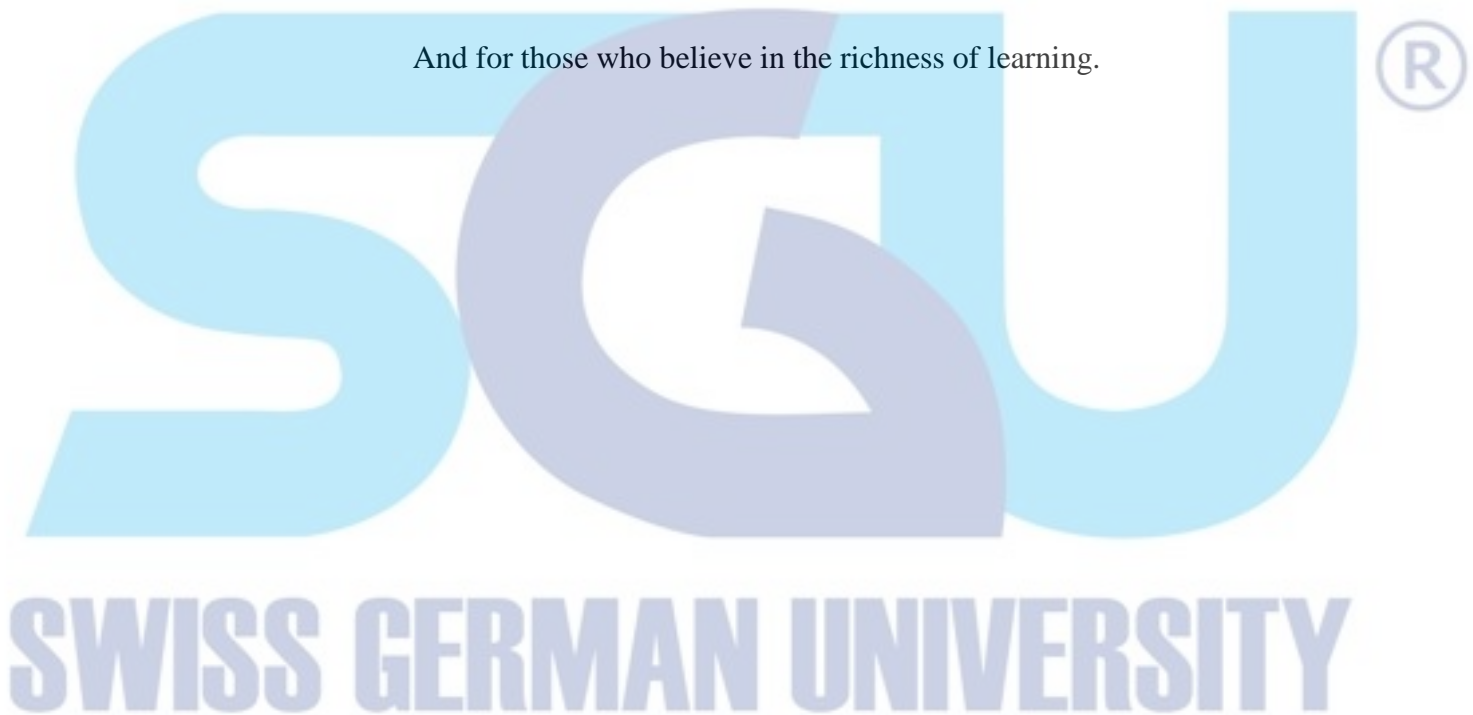
DEDICATION

I dedicate this thesis

To my family who supported me all the way since the beginning of my study.

To my dear best friends, my great source of motivation and inspiration,

And for those who believe in the richness of learning.



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TABLE OF CONTENTS

STATEMENT BY AUTHOR.....	2
ACKNOWLEDGEMENT.....	3
ABSTRACT.....	4
DEDICATION.....	5
CHAPTER 1 – INTRODUCTION	12
1.1 General Statement	12
1.2 Company Profile	13
1.2.1 Overview	13
1.2.2 Motto, Vision and Mission	13
1.2.3 Head Office Location.....	14
1.3 Research Purpose	14
1.4 Thesis Scope.....	14
1.5 Problem Identification.....	14
1.6 Research Limitation	15
1.7 Research Questions & Propositions	15
1.7.1 Questions.....	15
1.7.2 Propositions.....	15
1.8 Contents Description	16
1.9 Timeline	17
CHAPTER 2 – LITERATURE REVIEW	18
2.1 Enterprise Information System	19
2.1.1 Value Chain	20
2.2 Human Resource.....	21
2.3 Human Resources Management	21
2.4 Human Resources Department (HRD)	22
2.4.1 Recruitment.....	24
2.4.2 Training and Learning Development	25

2.5 Business Process	27
2.5.1 Business Process Modeling.....	29
2.5.2 Business Process Reengineering.....	31
2.6 Methodology	33
2.6.1 Dynamic System Development Methodology	34
2.6.2 Human Performance Technology	37
CHAPTER 3 – METHODOLOGY	41
3.1 Collect Data	41
3.1.1 Interview	41
3.1.2 Internet browsing	42
3.2 Overview PT. PKSS.....	42
3.2.1 Company Activity Observed.....	42
3.2.2 Current Workflow	43
3.2.3 Problem Identification	44
3.3 Methodology Used	44
3.3.1 Dynamic System Development Methodology (DSDM).....	44
3.3.2 Human Performance Technology	49
3.4 Tools.....	51
3.4.1 ProVision 4.2	52
3.4.2 Microsoft Project	52
3.4.3 Microsoft Visio	53
3.5 Concluding Remarks	54
CHAPTER 4 – RESULT & DISCUSSION.....	55
4.1 Feasibility Study	55
4.2 Business Study	57
4.2.1 Core Business Process	57
4.2.2 Organizational Structure	58
4.2.3 Current Business Process.....	62
4.2.4 Gap Analysis.....	65
4.3 Functional Model Iteration	70
4.3.1 System Interaction Model (Communication Model)	71

4.3.2	Form Life Cycle (Statechart Model).....	73
4.3.3	IDEF0 level 0.....	80
4.4	Reengineered Business Process	84
4.4.1	Shorten time of providing worker process.....	84
4.4.2	Proposed process workflow model	89
CHAPTER 5 – CONCLUSION AND RECOMMENDATION		93
5.1	Conclusion.....	93
5.2	Recommendation.....	94
5.2.1	Reengineered Business Process Implementation.....	94
5.2.2	Information System Design	94
5.2.3	Reengineering Business Process from Other Processes in PT. PKSS...94	
GLOSSARY		95
REFERENCE.....		97
APPENDICES.....		99
Appendix A.....		100
A.1	Explanation.....	100
A.1.1	Generate request from customer.....	100
A.1.2	Recruitment process.....	100
A.1.3	Collect payroll data.....	102
A.1.4	Training.....	102
A.1.5	Distribution.....	104
A.1.6	Payment.....	104
A.2	Recruitment Process Workflow	106
A.2.1	Apply.....	107
A.2.2	Psychological test.....	108
A.2.3	Medical check up	109
A.3	Collect Payroll Data Workflow	110
A.4	Training Workflow	111
A.5	Distribution Workflow	112
A.6	Payment Workflow	113

APPENDIX B – GAP ANALYSIS	114
B.1 Job Description.....	115
APPENDIX C – STANDARD	118
C.1 Undang- Undang Tenaga Kerja No. 13 Tahun 2003	118
C.2 Undang Undang Tenaga Kerja No. 40 Tahun 2004 – National Social Insurance System.....	121
C.3 Upah Minimum Provinsi (UMP).....	122
APPENDIX D – Calculations	124
D.1 Recruitment Process	124
D.2 Hired, Collect Payroll Data Process	132
D.3 Training Process	132
D.4 Distribution Process	133
APPENDIX E – GANTT CHART	135
E.1 Gantt chart of current business process	136
E.2 Gantt chart of proposed improvement business process	138
Contact Report 1	140
Contact Report 2	141
Contact Report 3	142
Contact Report 4	143
Contact Report 5	144
Contact Report 6	145
CURRICULUM VITAE.....	146
