



**HUMAN RESOURCES MANAGEMENT AUDIT TO ASSESS THE
EFFECTIVENESS OF EMPLOYEE PERFORMANCE AT PT. KIMIA
FARMA TRADING AND DISTRIBUTION (SIDOARJO BRANCH)**

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Abstract

The research objective to be achieved in accordance with the formulation of the problem that has been described is to determine the effectiveness of employees in HR management audits at PT. Kimia Farma Trading & Distribution (Sidoarjo Branch). This study took respondents from several employees with a total of 30 people. In its implementation in the field, this study took primary data using a questionnaire. Secondary data obtained from the administrative supervisor of PT. Kimia Farma Sidoarjo Branch Trading and Distribution includes company profile, company organizational structure and PT. Kimia Farma Trading and Distribution Sidoarjo branch. This type of research uses qualitative research methods. The analytical method used is to set criteria, describe conditions, find causes, and conclude results. In Key analysis that PT. Kimia Farma Trading and Distribution Sidoarjo branch has been running effectively in accordance with company regulations.

Keywords: *Human Resource Management Audit, Effectiveness, Human Resource Management Function, Employee Performance*

Abstrak

Tujuan penelitian yang ingin dicapai sesuai dengan rumusan masalah yang telah diuraikan adalah untuk mengetahui efektifitas pegawai dalam audit manajemen SDM di PT. Perdagangan & Distribusi Kimia Farma (Cabang Sidoarjo). Penelitian ini mengambil responden dari beberapa karyawan dengan jumlah 30 orang. Dalam pelaksanaannya di lapangan, penelitian ini mengambil data primer dengan menggunakan kuesioner. Data sekunder diperoleh dari supervisor administrasi PT. Kimia Farma Perdagangan dan Distribusi Cabang Sidoarjo meliputi profil perusahaan, struktur organisasi perusahaan dan dokumen/pedoman perjanjian kerja bersama (PKB) PT. Kimia Farma Trading and Distribution cabang Sidoarjo. Jenis penelitian ini menggunakan metode penelitian kualitatif. Metode analisis yang digunakan adalah dengan menetapkan kriteria, menggambarkan kondisi, menemukan penyebab, dan menyimpulkan hasil. Dalam analisis Kunci bahwa PT. Kimia Farma Trading and Distribution cabang Sidoarjo telah berjalan efektif sesuai dengan peraturan perusahaan.

Kata Kunci: Audit manajemen Sumber Daya Manusia, Efektivitas, Fungsi Manajemen Sumber Daya Manusia, Kinerja Pegawai

I. INTRODUCTION

In the current era of the COVID-19 pandemic, the pharmaceutical sector is growing very rapidly, PT. Kimia Farma Trading and Distribution Sidoarjo Branch because many people need medicines, especially vitamins for body health. The pharmaceutical industry is one of the fastest growing industries in the 21st century. One of the factors that support the success of a company is its human resources.

According to (Siagian, 2001:68) Audit of human resources in an organization can help management to find and evaluate matters which deviate. Audit management source power man is all research efforts carried out on human resource management activities to seek, find, and evaluate facts about the extent of management succeed give Support to various unit work main task executors company.

Good quality human resources are needed by the company so that permanent Keep going develop in time which will come. By because Therefore, the human factor in the company must be managed properly to support the productivity of the company so that the company can excel in business competition. Given the importance of the role of the human resource function on success company, so

need conducted evaluation for ensure is the human resources function has been able to give its best contribution to the company. However, it is not uncommon for a company to have a human resource function but is unable to manage human resources and utilize them potency HR by effective. Thing this possible caused because the programs set by the human resources function are not in accordance with the objectives company.

This research was conducted by assessing the effectiveness of employee performance at PT. Kimia Farma Trading & Distribution (Sidoarjo Branch) in the implementation of work procedures or the realization of achieving the main performance indicators of its human resources has been effective or not with applicable company regulations. Researchers chose this industry, because they focus more on one big activity, namely the distribution process, where to fulfill good distribution practices it is necessary to optimize the role of human resources according to their respective functions.

Based on the background of the problems described above, in this study the formulation of the problem is as follows: How is the effectiveness of employee performance

in HR management audits at PT. Kimia Farma Trading & Distribution (Sidoarjo Branch).

Based on the formulation of the problem above, this study aims as follows: This study aims to determine the effectiveness of employee performance in HR management audits at PT. Kimia Farma Trading & Distribution (Branch Sidoarjo).

II. METHOD

According to Sugiyono (2017:2) method study is method scientific to obtain data with specific purposes and uses. The method used in this research is descriptive qualitative method.

Meanwhile, according to Nazir (2014: 43) descriptive method is a method in examining the status of a group of people, an object, a condition, a system of thought, or a class of events in the present.

This method aims to create a description, description, or Paint by systematic, factual and accurate about facts, characteristics and relationships between the phenomena under investigation. (Nazir, 2014)

This study aims to reveal and describe the facts found in the field without testing the hypothesis. make direct observations, and Interview to source person and a questionnaire

to describe the problems that exist in PT. Kimia Farma Trading and Distribution.

Place of implementation of this research at PT. Kimia Farma Trading and Distribution (KFTD), having its address at Tanrise Southgate Warehouse Complex, JP39+7P6, Jalan Nangka, Sruni, Gedangan, Sruni, Dusun Sruni, Sruni, Kec. Gedangan, Sidoarjo Regency, East Java 61254.

The type of data used in this research is qualitative data type. Sources of data obtained by researchers came from primary data and secondary data.

The primary data used in this study were direct observation, interviews and questionnaires with related parties.

The secondary data in this study are the history of the company and the organizational structure of PT. Kimia Farma Trading and Distribution (Sidoarjo Branch). Data collection techniques used include surveys, interviews and questionnaires.

Human Resources Audit is a comprehensive assessment and analysis of HR programs. The HR audit emphasizes the assessment (evaluation) of various HR activities that occur in the company so that if a problem occurs it can be immediately identified and corrective action taken immediately.

Table 1 Variables and Indicators

Variable	Activity	Indicator
Management Audit	Recruitment	Recruitment Guidelines Provisions regarding recruitment qualifications Recruitment method Recruitment implementation
Resources Man	Selection and Placement	Selection and placement guidelines The suitability of the selection test with the job
		The suitability of the employee's work ability Compliance with the standard number of employees Implementation of employee selection and placement
	Career Planning and Development	Planning and development guidelines career Program planning and development career Implementation of planning and development career
	Performance assessment	Guidelines for performance appraisals Objectives of performance appraisals Implementation of performance appraisals Communication of performance appraisal results
	Compensation and Retribution	Guidelines for providing compensation and remuneration Compensation remuneration in accordance with the workload of employees Punctuality employee bonus Implementation of Competence and remuneration
	Occupational Health and Safety	Occupational safety and health guidelines Health insurance program Occupational safety policies/procedures Implementation of occupational safety and health
	Work termination (layoff)	Guidelines for termination of employment Employee understanding regarding layoffs Layoff Processing.

Analyzing the functions of the human company should carry out their activities as resource organization (HR) of PT. Kimia Farma accountability for the delegated authority and Trading And Distribution (KFTD) Sidoarjo become a benchmark for the company's performance. Branch by grouping according to conditions, mance.

criteria, causes and effects and then providing Describe Condition. Actions or events recommendations to HR organizational activities that actually occur within the company. In order to state the conditions, the auditor must gather data analysis that is: evidence that is relevant, competent, sufficient and material.

Set Criteria. Standards or norms that serve as guidelines for how the parties in the

Find Reason. All managerial or operational actions of organizational managers that cause deviations between plans and realization. All these activities or actions will be compared with the criteria so that it can be seen whether the existing criteria have been met or implemented. Cause also includes a condition that does not perform an action that should be done (deviating from criteria).

Concluding Consequences . The effect is the impact that arises as a result of the implementation of the cause which is also the result of a comparison between the criteria and the cause. The consequences can be both positive and negative. Positive effects are economic, efficient, and effective consequences, while negative effects are inefficiency, ineffective and wasteful effects. This process ends with providing recommendations for improvement to management.

III. RESULTS AND DISCUSSION

PT Kimia Farma Trading & Distribution, or abbreviated as KFTD, is a subsidiary of PT Kimia Farma Tbk. which is engaged in the distribution and trading business, including Pharmaceutical products, Medical Devices, Cosmetics, cold Chain products, and product other, as well as other business activities based on the Company's Articles of Associa-

tion, with the composition of shareholders share PT Chemical Pharmacy Tbk. as big as 99.99% and PT Chemical Pharmacy Pharmacy of 0.01%.

The establishment of KFTD is a restructuring step carried out by PT Kimia Farma Tbk. to capture distribution and trading business prospects. Currently KFTD has 48 Branch Offices spread throughout Indonesia and 1 Central Warehouse. One of them is PT. Kimia Farma Trading and Distribution (Sidoarjo Branch).

As a distribution service provider, KFTD distributes various Kimia Farma products, products from other principals, as well as non-principal products. KFTD distributes these products through regular sales to pharmacies (Kimi Farma Pharmacies and non Kimia Farma pharmacies), Hospitals, Drug Stores, Supermarkets, and others.

In the field of trading or trading services, KFTD supports the fulfillment of the needs of medicines and medical devices for people throughout Indonesia.

To become the first choice Healthcare company that integrates and generates sustainable value. Conducting business activities in the fields of chemical and pharmaceutical industries, trading and distribution networks,

pharmaceutical retail and health services as well as optimization asset. Managing the company with Good Corporate Governance and operational excellence supported by HR professional. Provide added value and benefits for all stakeholders.

The recruitment process has been running in accordance with the provisions set by the company. Provisions related to recruitment qualifications are age 25 to 40 years, education level from high school to bachelor degree, work experience as needed and blood relationship is allowed. Recruitment of employees at PT. Kimia Farma Trading and Distribution Sidoarjo branch is carried out based on company needs. PT. Kimia Farma Trading and Distribution Sidoarjo branch opens job vacancies through social media and *websites*. Prospective employees send job applications along with predetermined conditions via email or in person. Furthermore, prospective employees will be selected administratively and if they pass the prospective employees will be contacted by telephone and will proceed to the selection stage.

Selection is a process that is held to get employees which in accordance and competent in accordance needs company. This selection process runs according to company

procedures. The selection process at PT. Kimia Farma Trading and Distribution Sidoarjo branch consists of a written test or test psychological test, Interview related profession and verification job application documents made by HR admins and related division supervisors. This selection uses the best scoring system of all applicants. With this test, the placement of employees will be in accordance with the abilities or skills of the employees. Prospective employees who pass the selection, will be placed in the appropriate position and will go through a probationary process for 6 months.

Career planning and development is an effort to improve the technical, theoretical, conceptual and moral abilities of employees in accordance with the needs of the job/position through education and training. PT. Kimia Farma Trading and Distribution Sidoarjo branch has a career planning and development program that can apply to all employees. Every employee can develop their own career through formal and non-formal education, as an effort to improve competence. The costs required to participate in the educational program are the responsibility of the company in accordance with the established regulations.

Compensation and remuneration program at PT. Kimia Farma Trading and Distribution Sidoarjo branch has been running in accordance with company regulations. Compensation is given when the employee's performance is good and can achieve the targets set by the company. Compensation and remuneration in the form of: wages tree and allowance as well as given every date 25 for basic salary while allowances are given at a certain time. This program is given to employees to appreciate for giving energy and thoughts for progress company.

PT. Kimia Farma Trading and Distribution Sidoarjo branch has been running in accordance with applicable regulations. This program pays attention to the protection of its employees in terms of safety, health and security through guarantee social in the form of BPJS health and BPJS Employment. The company also provides work protection equipment and manuals on how to use it. Employees also receive training on First Aid (First Aid Training in Accident).

Termination of employment at PT. Kimia Farma Trading and Distribution Sidoarjo branch has complied with applicable regulations. All employees are well aware of the layoff regulations.

Results Discussion Study

Recruitment

Condition. The recruitment program has been running effectively and in accordance with the qualifications and company regulations. Employee recruitment is shared through *the website* and social media. Job applications and CVs are sent via email or in person and the results will be informed by telephone.

Criteria. The recruitment process is carried out in accordance with the Collective Labor Agreement (PKB) of PT. Kimia Farma Trading and Distribution Sidoarjo branch.

Reason. The company carries out the recruitment process based on established procedures or criteria.

Consequence. PT. KFTD Sidoarjo branch gets prospective employees according to the company's needs.

Selection and Placement

Condition. PT. Kimia Farma Trading and Distribution Sidoarjo branch has documents related to selection and placement as well as documented selection procedures. Based on the assessment that this program has been running effectively. The selection process in the interview test is carried out by the supervisor of each division because it relates

to the work required. The interviewer understands the questions and job requirements. The company obtains background information on prospective employees through job applications, CVs, and Interview. Placement candidate employee based on ability because the company is looking for employees in accordance with the required field. The placement of employees is in accordance with the standards and regulations company.

Criteria. Process selection on PT. Chemical Pharmacy Trading and Distribution Sidoarjo branch is carried out in accordance with the Collective Labor Agreement (PKB) of PT. Kimia Farma Trading and Distribution.

Reason. The company has carried out a selection process based on established guidelines and the placement of prospective employees is appropriate with need company.

Consequence. The company obtains prospective employees in accordance with the capabilities required in each part of the company.

Planning and Development Career

Condition. PT. Kimia Farma Trading and Distribution Sidoarjo branch has a career planning and development program for all of its employees. Program this apply for whole employee PT. KFTD Sidoarjo branch. With

this program can improve and develop employee performance. Planning program and development career in accordance with evaluation employee performance. This program has also been evaluated periodically by the company. Based on the assessment that the career planning and development program has been running effectively in accordance with company regulations.

Criteria. Career planning and development is carried out in accordance with the Collective Labor Agreement (PKB) of PT. Kimia Farma Trading and Distribution Sidoarjo branch.

Reason. Career planning and development programs have been provided by the company to improve and develop the capabilities of its employees.

Consequence. Employees have the opportunity to have a career and show their abilities. With the ability that is growing and increasing, you can get a promotion (Promotion).

Compensation and Reply Service

Condition. Compensation and remuneration at PT. Kimia Farma Trading and Distribution Sidoarjo branch is in accordance with company regulations. This program is determined by the company based on the results of

the evaluation of each job of each employee. Compensation and remuneration ensure internal and external fairness. The company provides wages employee every the month. Besides from wages, Employees are also given allowances at a certain time. This shows that compensation and remuneration have been effective and provide satisfaction for employees employee.

Criteria. The provision of compensation and remuneration is carried out in accordance with the Collective Labor Agreement of PT. Kimia Farma Trading and Distribution Sidoarjo branch.

Reason. Compensation and reply service has in accordance with determination which apply and provide satisfaction for employees of PT. Kimia Farma Trading and Distribution branch Sidoarjo.

Consequence. Motivate employees to achieve the set targets.

Safety and Health Work

Condition. PT. Kimia Farma Trading and Distribution Sidoarjo branch has occupational safety and health policies and training. Every employee receives occupational accident first aid (P3K) training. All employees are required to use work protection equipment. Each equipment has a procedure and

user manual. In addition, employees are also included in BPJS health and BPJS employment. The company also provides facilities for a comfortable, safe place and healthy for employees. Based on the assessment that the occupational safety and health program has been running according to company regulations.

Criteria. The Occupational Safety and Health Program is carried out based on the Collective Labor Agreement (PKB) of PT. Kimia Farma Trading and Distribution Sidoarjo branch.

Reason. The Occupational Safety and Health Program has been running in accordance with the regulations set by the company.

Consequence. Employees can work calmly and comfortably because the company provides facilities in the form of social security such as BPJS Kesehatan and BPJS Employment as well as the place work which comfortable.

Work termination (layoff)

Condition. PT. Chemical Pharmacy Trading and Distribution have regulation regarding termination of employment (PHK). All employees are aware of the termination of employment. The termination process is carried out quickly. This program can occur

depending on existing problems such as prolonged illness, death, and the occurrence of fraud.

Criteria. The termination of employment program (PHK) is carried out in accordance with the Collective Labor Agreement (PKB) of PT. Kimia Farma Trading and Distribution Sidoarjo branch.

Reason. PT. Kimia Farma Trading and Distribution Sidoarjo branch in implementing the Termination of Employment (PHK) policy has been carried out in accordance with company and government regulations.

Consequence. Employee could knowing and understand related things which can lead to layoffs.

IV. CONCLUSION

The recruitment program has been running effectively and in accordance with the company qualifications and requirements. Employee recruitment is shared through *the website* and social media. Job applications and CVs are sent via email or in person and the results will be informed by telephone.

PT. Kimia Farma Trading and Distribution Sidoarjo branch has documents related to selection and placement as well as selection procedures that have been approved documented. Based on evaluation that program this has

walked effective. Placement employee already in accordance with standard and conditions company.

PT. Kimia Farma Trading and Distribution Sidoarjo branch has a career planning and development program for all of its employees. This program applies to all employees of PT. KFTD Sidoarjo branch. With this program, it can improve and develop performance employee. Career planning and development has been running effectively in accordance with company regulations.

Career planning and development has been running effectively in accordance with company regulations.

Compensation and remuneration at PT. Kimia Farma Trading and Distribution Sidoarjo branch has been running effectively in accordance with company regulations. This program is determined by the company based on the results of the evaluation of each job of each employee.

Occupational Health and Safety PT. Kimia Farma Trading and Distribution Sidoarjo branch has been running effectively in accordance with the provisions set by the company. PT. Kimia Farma Trading and Distribution Sidoarjo branch includes BPJS

Health and Employment BPJS employees and provides comfortable workplace facilities.

PT. Kimia Farma Trading and Distribution has regulations regarding termination of employment (PHK). All employees are aware of the termination of employment. The termination process is carried out quickly. This program can occur depending on existing problems such as prolonged illness, death, and the occurrence of fraud.

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