

Analisis penerapan outsourcing di Strategic Business Unit Garuda Sentra Medika- PT Garuda Indonesia (Persero) Tbk = Analysis of outsourcing practices in Strategic Business Unit Garuda Sentra Medika- PT Garuda Indonesia (Persero) Tbk

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Abstrak

Penelitian ini bertujuan untuk membahas mengenai penerapan outsourcing di Strategic Business Unit Garuda Sentra Medika. Penelitian ini menggunakan pendekatan positivis, dengan teknik pengumpulan data kualitatif melalui wawancara mendalam. Penelitian ini bertujuan menggambarkan penerapan outsourcing di Strategic Business Unit Garuda Sentra Medika. Hasil penelitian analisis penerapan outsourcing ini berjalan dengan baik. Hal ini dapat dilihat dari indikator-indikator yang digunakan sebagai acuan dalam penerapan outsourcing. Indikator-indikator tersebut yaitu perencanaan outsourcing, pemilihan strategi, analisis biaya, pemilihan pemberi jasa, tahap negosiasi, transisi sumber daya dan pengelolaan hubungan. Dari indikator tersebut secara umum telah diterapkan dengan baik. Namun demikian, masih terdapat beberapa kekurangan dalam penerapan outsourcing ini, yaitu dari dalam pemberian jaminan dan penggajian pegawai outsourcing. Penerapan outsourcing ini berjalan dengan baik dikarenakan adanya pengawasan yang dilakukan oleh pihak eksternal dan pihak internal.

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Abstract

This study aims to discuss the implementation of outsourcing in Strategic Business Unit Garuda Sentra Medika. Positivist approach is used in in this research with qualitative data collection techniques through in-depth interviews. This research is aimed at describing the application of outsourcing in Strategic Business Unit Garuda Sentra Medika. The results of the analysis of the application of outsourcing run well. This can be seen from the indicators that are used as a reference in the application outsourcing. The indicators include outsourcing planning, strategy selection, cost analysis, the selection of service providers, the negotiation phase, the transition of resources and management relations. Generally, these indicators have been applied properly. Nevertheless, there are two disadvantages in the application of this outsourcing. They are the granting of guarantees and employee payroll outsourcing. The application of outsourcing runs well due to the existence of oversight conducted by external parties and internal parties.