

# Pengelolaan tenaga kerja penyandang disabilitas diversity management dalam upaya mencapai workplace inclusion di PT Trans Retail Indonesia = Managing worker with disabilities diversity management as efforts to achieve workplace inclusion in PT Trans Retail Indonesia

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## Abstrak

Tesis ini membahas mengenai pengelolaan tenaga kerja penyandang disabilitas (Diversity Management) di PT. Trans Retail Indonesia. Dengan pendekatan kualitatif, pengumpulan data melalui studi literatur, wawancara dan observasi. Hasil penelitian ini menggambarkan pemahaman perusahaan mengenai tenaga kerja penyandang disabilitas, pelaksanaan pengadaan tenaga kerja, pengembangan, pemberian balas jasa dan pemeliharaan tenaga kerja. Faktor pendukung yang ditemukan yaitu kerjasama stakeholders, dukungan rekan kerja, pendampingan serta konseling kerja. Sedangkan faktor penghambatnya yaitu komunikasi, ketersediaan cabang, tenaga profesional dan produktivitas kerja karyawan penyandang disabilitas. Meskipun demikian, perusahaan dianggap telah memiliki modal yang cukup untuk menuju workplace inclusion yang terstruktur di kemudian hari.

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The focus of this study is the managing worker with disabilities as efforts to achieve workplace inclusion in PT. Trans Retail Indonesia. This research used a qualitative approach. While collecting data using literary studies, observation and in-depth interview. The result shows the knowledge level of company on worker with disabilities, the selection of employs, development of employs, the compensation and the maintain of employs. Several key factors such as stakeholders, associate support, mentoring and counseling. At the same time, the obstacles are profesional worker, communication, and productivity of disabled employs which lead to an attempt of firing. In spite of that, company has been known to have what it takes to develop organized workplace inclusion in the future.