

ABSTRACT

Recruitment and selection process at PT INTI is done when there is a shortage of human resources. Recruitment and selection is held by a team formed by the division of MAN SDM. Recruitment and selection activities involve tacit knowledge of recruitment and selection team. At each execution, often a change team and change selection process that led the need for guide to help the new team in charge so that human resources still qualified. Therefore, it takes knowledge conversion on the implementation of recruitment and selection so that tacit knowledge is converted into explicit knowledge in form of process flow activities so that the knowledge stored in the company.

This study uses the SECI model consist of four stages of knowledge conversion are socialization, externalization, combination, and internalization. At this stage of socialization, observation and exploration of data to get the tacit knowledge in the form of key person experience. After that, externalization, tacit knowledge is converted into explicit knowledge by create process flow documentation. The output of this stage is process flow of recruitment and selection process with its tacit knowledge and explicit knowledge identification. In the combination stage, carried out with the selection best practice process flow of each activity using factor rating method and weighting factor rating criteria using AHP (Analytic Hierarchy Process) method. The output of this stage is the selected best practice of every recruitment and selection process. In the final stage, internalization, done by providing information about selected best practice to key person to be applied by a team of recruitment and selection in the future. The output of this stage is obtained the willingness of recruitment and selection team to apply the recommended best practice.

Selected Best practice for each recruitment and selection process is done by first respondent, except for the selection process, the administration test of selection process, and the directors interview test of selection process are conducted by second respondent. Each selected best practice is then used as a guide in the creating of Standard Operation Procedure (SOP) which will be used by a team a team of recruitment and selection.

Keyword : knowledge conversion, recruitment, SECI, selection.