ABSTRACT

This research aims to know the efficiency and effectiveness of human resource functions at PT. Bhandara Ghara Reksa (Persero). The scope of this research are six functions of human resource division which are consist of planning, recruitment, selection and placement, training and development, career planning and development and employee performance appraisal. Research was carried out by qualitative descriptive approach and the research data was obtained through interviews, internal control questionnaire and observation. The results showed all those six functions which are planning, recruitment, selection and placement planning, training and development, career planning and development and employee performance are ineffective and not efficient. Based on the weaknesses that are found, the author gives some recommendations and improvement alternatives to be used by PT. Bhandara Ghara Reksa (Persero). (K.H)

Keywords: operational audit, human resource functions, efficiency, effectiveness