

## ABSTRACT

**EY EKA KURNIAWAN, S. PSI. Competency Model as Recruitment and Selection Process Manual, Case Study for Management Trainee at PT X. Jakarta. (page 1 – 116, i – ix, P1 – P2 & L1-L12). Rostiana D.Nurdjajadi, M.Si., Psi. dan Zamralita, MM., Psi. Psychology Study Program, Postgraduate and Profession Program, Tarumanagara University, Jakarta, 2011.**

PT X viewed that they has high turnover percentage of Management Trainee (MT) program participant as a problem that needs solution. This research was conducted in order to find the nature of problem and provide an appropriate and implementable solution. The nature of occurred problem because there was no valid reference in the recruitment's and selection's process of MT. Therefore, creating a valid competency model, viewed as the best solutions for this problem. This is an applied research that used method sequential exploratory strategy, which is combining the qualitative as the primary method and quantitative as secondary method for turn over data analysis. Subject that involve with this particular research was eight (8) people, those are Recruitment and Selection Manager, two (2) Recruitment and Selection Staffs, Senior Training Officer, Restaurant Manager, and three (3) participants of Management Trainee Program. Result of this research found that there are three core competency for company which are innovation, customer service orientation (CSO) and achievement orientation and twelve job specific competencies for participant of Management Trainee Program that different height/grade with position assistant store manager at PT X's Restaurant. Those are concern for order, quality, and accuracy (COQA), continous improvement, people management, motivating & influencing others, job management, developing others, delegating responsibility, visionary thinking, selling skill, creative & iniative, strategic thinking and analitycal thinking.

**Keyword:** competency, recruitment, selection, sequential exploratory strategy

References: 18 (1989 – 2009).