

EVALUASI *OUTSOURCING* PADA PT GARDA TOTAL SECURITY YOGYAKARTA

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Abstrak

Penelitian ini bertujuan untuk mengevaluasi *outsourcing* pada PT Garda Total Security Yogyakarta. Penelitian ini menggunakan metode deskriptif kuantitatif. Data primer bersumber dari hasil kuesioner persepsi mitra/organisasi. Teknik pengambilan sampel yang digunakan dalam penelitian ini menggunakan teknik sensus sejumlah 53 responden. Berdasarkan hasil penelitian secara keseluruhan, variabel *outsourcing* memiliki rata-rata hitung sebesar 2.81, yang termasuk kategori cukup setuju. Berdasarkan indikator penghematan biaya memiliki rata-rata hitung sebesar 2.34, yang termasuk kategori tidak setuju. Berdasarkan indikator peningkatan operasional memiliki rata-rata hitung sebesar 3.40, yang termasuk kategori setuju. Berdasarkan indikator penyelarasan sumber daya memiliki rata-rata hitung sebesar 3.41, yang termasuk kategori setuju. Berdasarkan indikator penyampaian layanan memiliki rata-rata hitung 3.00, yang termasuk kategori cukup setuju. Berdasarkan indikator kepuasan memiliki rata-rata hitung sebesar 2.28, yang termasuk kategori tidak setuju. Berdasarkan indikator loyalitas memiliki rata-rata hitung sebesar 2.44, yang termasuk kategori tidak setuju.

Kata Kunci: *Outsourcing*

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Abstract

This study aims to evaluate outsourcing at PT Garda Total Security Yogyakarta. This study uses a quantitative descriptive method. Primary data comes from the results of a partner/organization perception questionnaire. The sampling technique used in this study used a census technique with a total of 53 respondents. Based on the results of the research as a whole, the outsourcing variable has a calculated average of 2.81, which is in the quite agree category. Based on the cost saving indicator, it has an average count of 2.34, which is included in the disagree category. Based on the operational improvement indicator, it has an average count of 3.40, which is in the agree category. Based on the resource alignment indicator, it has an average count of 3.41, which is in the agree category. Based on service delivery indicators, it has an average count of 3.00, which is in the quite agree category. Based on the satisfaction indicator, it has an average count of 2.28, which is included in the disagree category. Based on the loyalty indicator, it has an average count of 2.44, which is included in the disagree category.

Keyword: Outsourcing