

Wawancara dalam setting seleksi karyawan

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Our final goal

Students are able to design and demonstrate interviewing skills which are applied in the settings of psychodiagnostics, research, and others.

Goal of today's lecture

Students are able to design and conduct interviews in employment setting.

The objective of employment interview

To obtain information about the applicant's:

1. Education and training
2. Work experience and special skills
3. Past job performance evaluations
4. Career interest and work goals
5. Interest in specific job and company
6. Salary and benefits needs
7. Self-assessment

Situational factors that could happen

- Anxious and nervous
- Lacking in confidence, though able
- Exaggerates his or her abilities
- Subject to interview bias, especially the 'halo effect'

Job requirements and candidate qualifications

- A job consists of a number of functions, tasks, or activities that must be performed in order to meet the objectives of the department or organization
- Job description: an accurate statement of what employees are expected to do on their jobs

Job requirements and candidate qualifications

- To develop job requirement need to identify what employees do, how they do it, and conditions under which they perform
- Job requirements → candidate qualifications

Guidelines to establish candidate qualifications

- Must be related to the job requirements
- Realistic levels
- Should be designated as either *required* or *preferred*

Example

KEY JOB REQUIREMENT

- Type reports, letters
- Answer telephone and take messages
- Take dictation
- Maintain records and files
- Operate office machines
- Administer and maintain office supplies

APPLICANT QUALIFICATION

- Demonstrate typing skills of 60 wpm
- Experience in typing charts
- Shorthand skills of 80 wpm
- Experience in maintaining records
- Proficient with word processors
- Experience in administering and ordering supplies
- Extrovert type of personality

SELECTION TECHNIQUES

- Cover letter
- Application form
- Resume
- Letters of recommendation
- References
- Course transcripts
- Licenses, certifications
- Tests
- Interview
- Polygraph

Plan the interview

- Should review the job requirements and job qualifications, information about applicants
- Topic areas: Education & training, work experience and special skills, job performance evaluations, career interest and work goals, interest in job and company, salary & benefits, self-assessment questions

Education & training

- Does the applicant's education and training match the qualifications for the position?

Work experience and special skills

- Job related?
- The applicant's special job strengths?
- Time periods not accounted for?
- Special skills job related? Omissions?

Job performance evaluations

- How well did the applicant perform her/his jobs? Evidence?
- Attendance record?
- Areas of performance needing improvement?

Career interest and work goals

- Short and long-term goals and objectives?
- Development would be necessary to reach those goals?
- Consistent with job opportunities?

Interest in job and company

- Knowledge of specific job?
- Interest in specific job?
- Knowledge of company? Structure? Products?
- What do applicants expect this company to provide?
- Willingness to travel? Relocate? Work alternate shifts?

Salary and benefits

- What are the applicant's salary goals?
- Benefit expectations?

Self-assessment questions (must be job-related)

- What has accounted for your progress to date?
- What would you say are some of the basic factors that motivate you?
- What do you think are the most important traits for this position?
- What would be good reasons for terminating an employee?
- Major strengths? Weaknesses?

Guidelines for conducting interview

- Review the position requirements and qualifications
- Review the application blank, CV, letters of recommendation for clarification in the interview
- Private and comfortable setting
- Keep careful notes of each interview on the same basic form

Important tips for employment interview

- Well-prepared
- Determine the duration of interview
- Arrange for privacy
- Check your appearance
- Open with a handshake and clear introduction
- Try to smile and be pleasant
- Put interviewee at ease
- Establish rapport by talking about common interest
- Give interviewee a chance to answer fully before asking another question
- Try to get interviewee to do most of the talking

Important tips for employment interview

- Try to obtain maximum pertinent information
- Concentrate on the applicant, not on your outline
- Express approval of obvious good points interviewee makes
- Be careful with 'halo effect'
- Ask interviewee if she or he has any further questions before closing
- Summarise the points brought up in the interview
- Tell interviewee what will come next
- Record your impressions and fill out any important information immediately after the interview

References

Zima, Joseph P., 1991. Interviewing: Key to Effective management. Singapore: Macmillan Publishing Company, chapter 7