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## MEWAWANCARAI KANDIDAT



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## Definisi Interview (Wawancara)


- *Interview* merupakan prosedur yang didesain untuk mendapatkan informasi dari seseorang melalui respon lisan (*oral responses*) sampai keterangan-keterangan lisan (*oral inquiries*)
- *Seleksi interview* merupakan prosedur seleksi yang didesain untuk memprediksi kinerja di masa mendatang dengan berdasar pada respon dan keterangan lisan dari pelamar

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## Selection Interviews


How it's structured



The content



How it's administered





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## How Interviews Are Structured

- Directive
- Nondirective





Applicant Interview Guide

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## Content

- ♦ Interview content
  - Situational
  - Behavioral
  - Job related
  - Stress


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## Puzzle Questions

"Mike and Todd have \$21 between them. Mike has \$20 more than Todd. How much money has Mike, and how much money has Todd?"

\$20.50

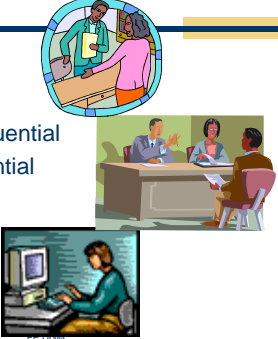


\$0.50

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## Interview Administration

- ♦ How administered
  - Personal
  - Unstructured sequential
  - Structured sequential
  - Panel
  - Mass
- ♦ Computerized



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## Interview yang terkomputerisasi

- ♦ Computers, not people
- ♦ Specific questions
- ♦ Multiple-choice format
- ♦ Rapid-fire sequence
- ♦ Requires concentration
- ♦ Helps reject unacceptable candidates
- ♦ Saves time

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## Apakah interview bermanfaat?


- ♦ Interview merupakan prediktor kinerja yang bagus
- ♦ Interview sebaiknya terstruktur dan situasional
- ♦ Hati-hati tipe-tipe dan sifat-sifat apa yang anda berusaha untuk dinilai

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## Apa yang membuat rusak interview?

- ♦ First impressions
- ♦ Job misunderstanding
- ♦ Candidate order error
- ♦ Interviewer behavior
- ♦ Personal characteristics
- ♦ Nonverbal behavior management



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## Pengaruh karakteristik personal

- ♦ Menarik
- ♦ Gender
- ♦ Ras

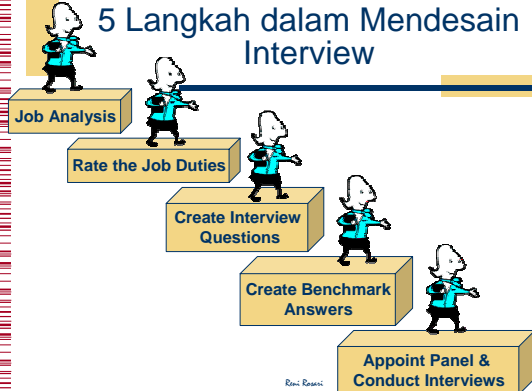


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## 5 Langkah dalam Mendesain Interview

- Job Analysis
- Rate the Job Duties
- Create Interview Questions
- Create Benchmark Answers
- Appoint Panel & Conduct Interviews



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## Bagaimana menyusun dan melakukan Interview

- ◆ Base questions on actual job duties
- ◆ Use knowledge, situational questions and objective criteria to evaluate
- ◆ Train interviewers
- ◆ Use same questions

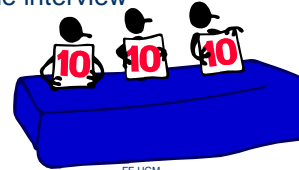


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## Bagaimana menyusun dan melakukan Interview

- ◆ Rating scales to rate answers
- ◆ Use panel interviews
- ◆ Use a structured interview form
- ◆ Control the interview



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## Persiapan untuk Interview



- ◆ Do interview in a quiet room with no interruptions
- ◆ Review resume and make notes
- ◆ Know the duties of the job
- ◆ Focus questions on skills that are a must
- ◆ Don't make snap judgments

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## Membangun Hubungan & Menanyakan Pertanyaan



- ◆ Put the interviewee at ease
- ◆ Begin interview with an ice breaker
- ◆ Be aware of the applicant's status
- ◆ Follow your list of questions
- ◆ Ask for examples
- ◆ Mention you will contact references

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## Menutup dan Review





- ◆ Leave time to answer questions
- ◆ End on a positive note
- ◆ Inform in writing of a decision if that's your policy
- ◆ Review notes and fill in structured form
- ◆ Timely review reduces snap judgments

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## Bagaimana menjadi pewawancara yang baik



- + Be prepared by learning about the company, the job and the recruiters
- + Uncover the interviewer's real needs and relate to those needs
- + Pause, think, then speak 
- + Nonverbal behavior important
- + Make a good 1<sup>st</sup> impression, be enthusiastic 

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## Interview yang efisien

- ◆ Interviewer must get questions around these four factors answered
  - Knowledge and experience
  - Motivation
  - Intellect
  - Personality



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## Pertanyaan pada 4 Faktor



- ◆ What must the candidate know to perform the job?
- ◆ What experience is absolutely necessary to perform the job?
- ◆ Are there any unusual energy demands on the job?

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## Pertanyaan pada 4 Faktor

- ◆ What should the person like doing to enjoy this job?
- ◆ Is there anything the person should not dislike?
- ◆ Are there any essential goals or aspirations the person should have?
- ◆ Are there any specific intellectual aptitudes required?



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## Pertanyaan pada 4 Faktor



- ◆ How complex are the problems the person must solve?
- ◆ What are the critical personality qualities needed for success?
- ◆ How must the job incumbent handle stress, pressure, and criticism?
- ◆ What kind of interpersonal behavior is required in the job up the line, at peer level, down the line, and outside the firm with customers?

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## Tetap pada Rencana

- ◆ College experiences
- ◆ Work experiences—summer, part time, full time (one by one)
- ◆ Goals and ambitions
- ◆ Reactions to the job for which you are interviewing

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## Tetap pada Rencana

- + Self-assessments (by the candidate of his or her strengths and weaknesses)
- + Military experiences
- + Present outside activities



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## Dan temukan yang tepat

- ♦ Follow the plan
- ♦ Probe the four factors
- ♦ Summarize the strengths and weaknesses
- ♦ Draw conclusions
- ♦ Compare with job description
- ♦ Bingo!