ABSTRACT

Competency Based Human Resources Development in Human Resources Management at PT Pfizer Indonesia Animal Health Business unit
Ulrich Eriki Ginting

Human resources (HR) is one of the basic capital of the company, therefore the quality of human resources should be developed and directed to achieve the goals expected by the company. The development of the animal health industry in Indonesia is a potential market for Pfizer animal health (PAH) Indonesia. At this time of PT Pfizer Indonesia as the holding of the animal health business unit (PAH) has formulated a model of competence that will be used for activities of human resource management at PT Pfizer Indonesia. However, the competency model is not developed for animal health division, which required a study to identified suitable competencies for the animal health division. This study aimed to formulate competency requirements which can be used by the management of PAH Indonesia in the process of human resource development. A descriptive study was conducted to identify required competency. An expert panel discussion conducted to develop a standard for each soft and technical competency. A questionnaire distributed to all PAH staff numbered 13 peoples to identify their soft competencies. Data were analyzed with cross sectional method to find the relation between respondent characteristics and their soft competencies. The result of average score analysis showed that all PAH staff were competent for soft competency. T-test showed that educational background has a significant relationship (p <0.05) against the soft competency. Four of the soft competency has lower mean value as well as 53% of respondents who had average scores below the mean value. Expert Panel has developed a standard of soft and technical competencies for all position in PAH Indonesia organization. There are 14 competencies for soft component competency divided into 4 clusters of cluster thinking ability, task managing clusters, cluster managing people, and oneself managing clusters. There are 8 technical competencies for Marketing and SalesDepartement and 5 Technical Competencies for Regulatory and Technical Department. Implementation of the standard competency developed by expert panel trough sosialization and training will be needed to apply this study result.

Key word: human resources management, pfizer Animal Health Indonesia, competency