

ABSTRACT

Telkom Indonesia, through the LivinginTelkom platform, manages various recruitment and talent management processes using the Candidate Relationship Management System (CRMS). However, the implementation of talent scouting within CRMS faces several challenges, including low process efficiency, lack of data integration, and suboptimal workflow execution. Therefore, this study aims to design a business process improvement framework to optimize talent scouting in CRMS by applying the Business Process Improvement (BPI) PDCA methodology. This method is utilized to identify key issues in the existing process and develop improvement solutions based on efficiency and effectiveness. The results of this research include a redesigned business process that enhances candidate search accuracy, accelerates recruitment workflows, and improves overall talent management quality within LivinginTelkom. With these improvements, the system is expected to better support Telkom Indonesia's business needs in acquiring top talent more effectively and systematically.

Keywords: Business Process Improvement, Talent Scouting, Candidate Relationship Management System, PDCA