

# match recruitment's Impact on Reshaping Client Priorities in Hiring

## The Client

A prominent Rubber Manufacturing company based in Semarang, Indonesia, sought assistance in filling critical leadership positions within their organization. With a rich history in rubber manufacturing and a commitment to excellence, the company faced the challenge of finding suitable candidates who could uphold their standards while aligning with their unique organizational culture and operational requirements.

## The Pain Points Identification

In January 2022, Pak Jeppy, our Director/Founder, was contacted by a friend who faced significant challenges in filling leadership positions within his family-owned business in Semarang. Pak Jeppy's friend, the CEO, is based in Jakarta, and since the start of the Covid-19 pandemic, has been unable to travel to Semarang for a number of reasons.

What began as a conversation swiftly evolved into a 2-hour exchange of insights, concerns, and brainstorming sessions. The CEO provided a comprehensive overview of the company's business, background, culture, and perceived current challenges. Wanting to ensure that he got a 360 degree overview, Pak Jeppy requested to have an initial Zoom meeting with the GM Operations in Semarang. This step was crucial, in order to ensure that there are no discrepancies between upper management and operational needs – as often happens.

At the end of the Zoom meet, we identified 2 key managerial roles that needed to be filled immediately: Production Manager and HR Manager (the latter was the CEO priority) – and that one position should be hired before the other. Though not spoken, Pak Jeppy sensed that there's misalignment between the CEO & the GM on hiring priorities.

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Right Job,  
Right Partner.”**



## The Approach

Committed to providing comprehensive support, Pak Jeppy recognized **the necessity to visit the client's Semarang plant**. The objectives were twofold: to get to know the GM—understanding his style, personality, approach & **pain points**, and to gain firsthand insight into the plant's operations & workforce culture.

Under normal circumstances, such visits would pose no issue. However, amidst the pandemic, travel by air wouldn't be an option. Pak Jeppy decided to travel by car from Jakarta to Semarang. The CEO was very kind to lend his car and driver for the trip.

At the plant, the GM took Pak Jeppy for a tour of the plant – from raw material drop points to the shipment of finished goods. Pak Jeppy took the time on the floor to observe the production process, working dynamics, and he also got to know several workers & office staff there. Subsequent discussions with the GM reinforced Pak Jeppy's initial intuition regarding the misalignment of needs and expectations between operations and upper management.

Prior to returning to Jakarta that same day, Pak Jeppy, along with the GM, had a Zoom discussion with the CEO and match team. Pak Jeppy, based on what information he had gathered and seen, he provided his opinion and recommendations to prioritize the hiring of Production Manager – and the type of suitable candidate profile, experience, temperament for the role.

Presented with compelling information, the CEO finally agreed.

## The Recruitment Process & Result

Profiles of pre-interviewed candidates were submitted, leading to the selection of 4 out of 6 candidates for initial interview with the CEO & GM. They finally decided on a candidate after another round of interview & psychological test. The candidate started with the company 2 months after Pak Jeppy's initial visit to the plant.

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## The Conclusion

This experience underscored **the irreplaceable value of actual site visitation**, where nuances that cannot be conveyed through words alone are revealed, giving our team's a full understanding of the client's actual condition & needs.

Soon after the Production Manager passed his probation, match recruitment successfully fulfilled the HR Manager role.

We call that a productive 844 km (525 miles) and 18 hours worth of road trip!

## Facing recruitment challenges? Let us help you.

Let's partner with match recruitment®, a recruitment (headhunter) and executive search firm based in Jakarta, Indonesia.

Since 2012, we have successfully assisted hundreds of clients fulfilling their immediate manpower needs, while improving careers of many leadership-level professionals. **All in the pursuit of matching the right person to the right job.**

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