

Human Resources Management at Rendani Manokwari Airport

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ABSTRACT

The aim of this study to investigate the implementation of human resource management (HR) at Rendani Manokwari Airport. The research method used is a qualitative approach with case studies. Data was collected through in-depth interviews with HR managers, employees, and direct observation of HR activities at the airport. Research findings show that Rendani Manokwari Airport has implemented various HR management strategies and practices to support smooth operations and employee satisfaction. These strategies include careful recruitment and selection, employee training and development, fair reward systems, and effective internal communications. However, several challenges such as the need to improve human resource infrastructure and improve technical skills still need to be addressed. This research provides important insights for airport management and related stakeholders to improve the effectiveness and efficiency of HR management at Rendani Manokwari Airport.

Keywords: Human Resources Management, Airport

INTRODUCTION

Rendani Manokwari Airport plays a crucial role in supporting air connectivity in the West Papua region, Indonesia. Effective human resource (HR) management at this airport is key in ensuring smooth operations, flight safety and quality service to passengers. In this context, this research aims to investigate the HR management practices implemented at Rendani Manokwari Airport, as well as the challenges and opportunities faced in managing human resources in this unique work environment.

Human Resource Management (HR) has become a major focus in management literature, especially in the context of modern organizations that recognize the key role of humans in achieving company goals. In the transport sector, particularly airports, the importance of effective human resource management is particularly pronounced, given the operational and security complexities involved. Human resources are one of the factors that determine the success or failure of an organization in achieving its goals (Heru., 2010).

There are several studies related to this research, namely research conducted by (All., 2017) emphasizes the importance of focusing on developing employees' technical skills, especially in technical work environments such as airports. Strong technical skills are required to ensure flight safety and smooth operations. (Karasek, Robert A, 1998) emphasizes the importance of creating a balance between the demands of work at the airport, such as busy work schedules, with employees' personal needs to maintain optimal well-being and productivity (Kusuma, 2014). (Blanchard, P. Nick, 2004; Cohen, West, & Aiken, 2014) provides views on the importance of effective HR management in creating a strong safety culture at Rendani Manokwari Airport, emphasizing awareness of the human factor in aviation accidents. (Ukl, 2015) highlighting the importance of empowering employees at airports, enabling them to take timely decisions and improving operational efficiency and quality of service to passengers. (Richard, 2007) emphasized the need to develop the technical skills of employees at airports, considering the importance of efficient operations and aviation security.

Apart from that, it is also important to pay attention to leadership aspects in HR management at the airport. Leadership theories, such as transformational theory by (Bass, B.M. and Avolio, 1994; Bennis, W. G., & Mische, 1995) highlights the important role of leaders in inspiring, motivating and directing employees towards achieving shared goals (Hendra, FR, & Astutik, 2022; Putri, CA, & Fakhrudin, 2022).

Further research into HR management at Rendani Manokwari Airport will provide a deeper understanding of the practices implemented and challenges faced in this unique work environment.

METHODS

This research will use a qualitative approach with a single case study. This approach will enable an in-depth investigation of human resource management (HR) practices at Rendani Manokwari Airport, gaining a comprehensive understanding of the challenges, strategies and practices implemented at the airport. Research participants will consist of HR managers, HR staff and employees representing various operational units at Rendani Manokwari Airport. Selecting participants from various levels and departments will provide a holistic insight into HR management at airports. The data collection technique used is that data will be collected through in-depth interviews with HR managers, HR staff and airport employees. In addition, direct observations will be carried out to examine actual HR practices in the field. Internal documents such as HR policies, standard operating procedures (SOPs), and performance data will also be analyzed. Qualitative data will be analyzed using a thematic approach, where key themes and emerging patterns will be identified from interview transcripts, field notes and analyzed documents. The analysis will be carried out in stages, by identifying patterns and relationships between various elements related to HR management at the airport.

RESULTS AND DISCUSSION

The research results show that human resource management at Rendani Manokwari Airport has adopted best practices in ensuring optimal operational performance and high employee satisfaction. Careful recruitment and selection strategies, strong training and development support, and fair reward systems all contribute to a positive and productive organizational culture.

However, there are still several areas that need attention to improve HR management at Rendani Manokwari Airport. For example, further development of technical skills to handle advanced technology and equipment at airports can improve operational efficiency and security. Apart from that, it is also important to continue to strengthen internal communications and pay attention to aspects of employee welfare to ensure the continuation of a positive organizational culture.

As for the results of research on human resource management (HR) at Rendani Manokwari Airport, the following are the results found:

1. Recruitment and selection strategy: Rendani Manokwari Airport has implemented a careful recruitment and selection strategy to ensure that employees recruited have qualifications that suit the airport's operational needs.
2. Training and development: Rendani Manokwari Airport pays great attention to employee training and development to improve their technical and managerial skills, thereby supporting operational success and aviation security.
3. Rewards and compensation: Rendani Manokwari Airport has a fair and transparent reward and compensation system, which provides motivation to employees to achieve optimal performance.
4. Internal communication: Internal communication at Rendani Manokwari Airport is quite effective, ensuring that information related to policies, procedures and changes at the airport is communicated clearly to all employees.
5. Organizational culture: The organizational culture at Rendani Manokwari Airport is dominated by a commitment to aviation safety and teamwork, which are core values embedded in every operational aspect.

Other research that supports the research is according to (Faturrahman, 2022; Umi Farida, Henni Zainal, 2023) States that The results of research on marketing strategies and human resources are implementing marketing strategies, collaborating with agents, hospital laboratories and conducting special prices. Another view according to Cindy is The company uses several ways to carry out human resource development training, one of which is the Performance Management System program which is implemented over a certain period of time.

Even though it has implemented various effective HR management practices, Rendani Manokwari Airport is still faced with several challenges, such as the increasing need for technical skills, changing regulations, and increasingly complex aviation security. Therefore, it is important to continue to improve and develop HR strategies that are responsive to changes in the work environment.

Thus, this discussion confirms that effective human resource management at Rendani Manokwari Airport is the key to achieving sustainable operational success and ensuring quality

service to passengers. By continuing to improve and develop HR practices, Rendani Manokwari Airport can remain one of the leading and trusted airports in the West Papua region.

CONCLUSION

Human resource management (HR) at Rendani Manokwari Airport provides an in-depth understanding of the practices, challenges and potential associated with managing HR in this unique work environment. Based on the research results, it can be concluded that HR management at Rendani Manokwari Airport has adopted various strategies and best practices to support smooth operations, high aviation security and optimal employee satisfaction. Effective human resource management at Rendani Manokwari Airport is the key to achieving sustainable operational success and ensuring quality service to passengers. By continuing to improve and develop HR practices, as well as paying attention to aspects of employee welfare and technological developments, Rendani Manokwari Airport can remain one of the leading and trusted airports in the West Papua region.

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