

EFFORTS TO IMPROVE EMPLOYEE ENGAGEMENT BEHAVIOR OF I GUSTI NGURAH RAI AIRPORT INFORMATION SERVICE OFFICERS

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Abstract

Transportation at this time is growing rapidly, the use of airplanes has become a promising option for many people. This causes a lot of flight traffic that occurs in all airports. Because there are so many processes that must be gone through to bring in and dispatch passengers, of course, officers or employees who are qualified and competent in their respective fields are needed. Thus, efforts to improve employee engagement behavior will be needed to reduce the risk of employee resignation or turnover. The implementation of this activity aims to improve employee engagement behavior among land side and airport terminal information service employees. By increasing employee engagement behavior among information service officers, it is hoped that loyalty, quality and a sense of comfort when working or on duty will increase. This activity is carried out by conducting discussions with the officer concerned. Discussions and assistance must continue to be carried out in the future so that employees can convey the problems they face, to get solutions.

Keywords: Operations, Information Services, Employee Engagement Behavior, Terminals and Landside.

INTRODUCTION

In this rapidly developing era, airplanes have become one of the promising choices of transportation. By using airplane transportation, passengers can arrive at destinations across cities and countries in a fast time compared to other means of transportation. Therefore, the entire process of activities that occur at the airport must have a slight error or until there must be no error, because this will affect aircraft traffic to the safety of passengers. Airport is a place used to support all flight activities such as freight transportation, takeoff, and aircraft landing, as well as a place for the arrival and departure of passengers. Each airport has two areas commonly called (Ngurah et al., 2021) Air side or air side which include apron gate area, taxiway and runway. Furthermore, there is the Landside area which includes vehicle parking and terminals. After the pandemic was over, the movement of airport traffic began to be busy and congested again. I Gusti Ngurah Rai Airport is the second busiest airport in Indonesia after Soekarno Hatta Airport, where take-off and landing movements in 2019 reached 272,689

movements. (Sumarda et al., 2021)

With the large number of flights every day, airports must carry out all flight processes properly and correctly. Information services are one of the most important work units for the smooth running of flight traffic. In essence, information is a process of delivering messages that involve two parties, namely the recipient and the messenger. Information service (Saputra, 2018) Information service is a service by interacting with service users, information services are also tasked with providing all the information needed such as information related to the arrival and departure of passengers. The information service center of I Gusti Ngurah Rai Airport Bali has an important role in supporting the course of all activities and air transportation flows. The activities in question are such as (Fatmawati, 2012) input of departure schedules and estimated arrivals, determination of Check-In counters, delay information, and much more. Information services at airport landside and terminal operations at I Gusti Ngurah Rai Airport Bali are carried out separately from customer service, which distinguishes the information service system carried out in the office so that it interacts using the telephone and then the information obtained will be entered into a computer system called Siopskom which is an inalis system used by officers in Operational.

In the flight process, the information unit has a crucial role in supporting all terminal operational activities and the ground side of the airport, because the information unit directly deals with all activities passed by passengers. A company will not operate well without employees, so the company needs to pay attention to (Yunita Prastika et al., 2022) shifts or employee working hours so as not to be too excessive and cause work stress. The work shift of I Gusti Ngurah Rai airport information service officers is 12 hours of work 15 times a month, because of the very long working hours the company provides 2 days off every 2 times work. But very long working hours can make officers sometimes unfocused due to fatigue. Meanwhile, information services are required in such a way as not to make mistakes. Therefore, the implementation of this activity is expected to help solve existing problems by conducting socialization to improve (Made Wili Candra Dewi & Yahya Arwiyah, 2020) employee engagement behavior. Employee engagement is a condition where employees work positively and are satisfied. Balancing working hours with employee vacation time is one form of company care for employees. This (Fauziridwan et al., 2018) employee engagement behavior will arise when employees or officers feel comfortable working in a company, the comfort can be obtained from a supportive work environment, organizational or company culture, and communication between employees and leaders. Activities to improve (Satyawati & Rahyuda, 2022) Employee engagement behavior are important because it will make officers more comfortable with the work atmosphere so that they can focus on doing work because mistakes are very fatal in the information section. With this effort, the information service work system will be better.

METHOD

This activity is carried out by practical methods, ordinary practice methods are carried out so that officers or employees of the training can directly implement the knowledge gained by the use of presentation and question-and-answer methods. This is done every time there is a discussion before starting work. The problem will be described then a solution will be found

together and then the results of the discussion will be obtained. That way the solution to the problems felt by employees will be resolved.



Figure 1. Discussion and Evaluation of Information Service Officers

RESULTS AND DISCUSSION

RESULT

So from the existing problems, there must be efforts to provide input and counseling so that there is an awareness that it is not good if there is no rest on the sidelines of working hours. Taking a short break can make the mind calm and refreshed after a long period of work. This will have a good impact on future performance. Companies should provide a jobdesk or distribution of tasks at a certain time, for example, at such hours the system tasks will be carried out by 2 people covering the international and domestic systems, and the rest will make schedules and daily reports. Then at the specified hours, officers can take short breaks by taking turns, then if all have received rations or rest periods, a change of work jobdesk will be applied. Clarity of the jobdesk is knowing the division of tasks, obligations, to behavior in doing a task. Creating a good work environment will also make the working atmosphere better. (Yunior et al., 2021)

If working hours and job desks are appropriate, then employees can feel employee engagement behavior by getting enough rest, eating enough, and a harmonious work environment. It can also reduce the intensity of turnover. Therefore, efforts are needed to improve employee engagement behavior to increase comfort at work. That way employees or officers will be more focused on working and minimize errors. Efforts to achieve employee engagement behavior are carried out by conducting discussions so that what employees or officers need is conveyed properly so that solutions to problems that occur are obtained.

DISCUSSION

Every company wants every officer or employee to have excellent service. Excellent service is a form of the best service to meet customer needs and expectations, or in other words is a service that meets customer expectation standards. It is undeniable that long working hours at airports are commonplace, not only because of limited employees but also because of the airport's 24-hour operating hours. According to him, excessive work time can increase the occurrence of (Setiawati et al., 2020) (Syaputra & Winda Lestari, 2019) human error or errors that occur while working, this is due to increased fatigue and reduced hours of sleep or rest. Not only working hours, if in a company there is no clarity in the division of work tasks, there will be overlap which will add to the existence of other jobs. (Faradila et al., 2020)

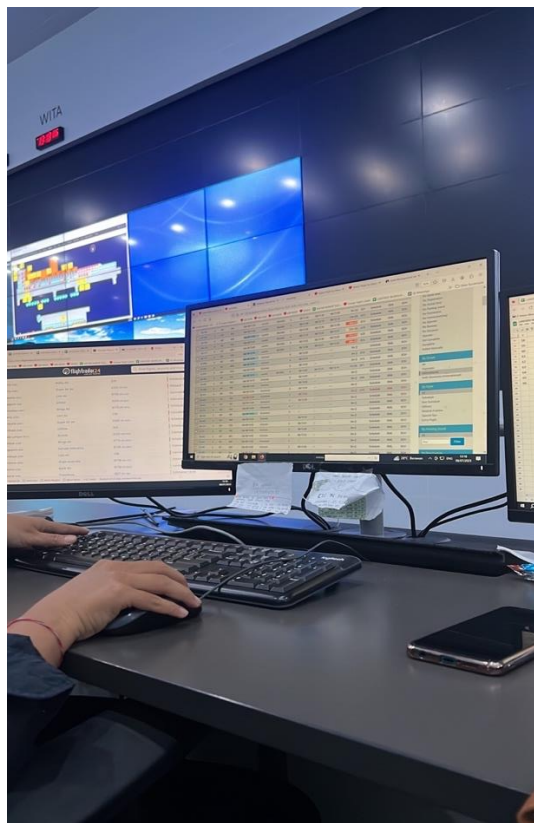


Figure 2. Inalix Siopskom System I Gusti Ngurah Rai Airport

With the use of a complicated system, officers with excellent conditions are needed, to avoid mistakes. With that, the increase in employee engagement behavior is expected that working conditions or atmosphere will better support the officer's work system. Employee engagement is the condition of employees working energetically, passionately, passionately, and committed to the work done. That way it will reduce the risk or intensity of (Indryani & Ardana, 2019) turnover. This can be realized by making working life conditions or work atmosphere more comfortable because the work environment is the trigger factor for the creation of employee engagement behavior.

CONCLUSION

With this fieldwork practice activity, a lot of knowledge and insight can be obtained. The excellent work environment and way of working make for an excellent example of work going forward. In information services, it is taught to be more focused on doing work no matter how long the working hours are, so that there are no errors at all and terminal activities and flight traffic can run smoothly. It is hoped that with efforts to improve employee engagement behavior, officers can feel more comfortable while working so that they can perform excellent service.

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