

Human Resource Management at Mie Gacoan Jatiasih

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ABSTRACT

This research entitled "Human Resource Management at Mie Gacoan Jatiasih" wants to know how the human resource management system in Mie Gacoan Jatiasih. The purpose of the research is to find out the human resource management system at Mie Gacoan Jatiasih. The research was conducted on Jl. Wibawa Mukti, RT03/RW08, Jatiasih, Bekasi, West Java, Indonesia. The research method used is qualitative, with a qualitative descriptive approach and SWOC analysis. Data collection through field observations, interviews with resource persons, and previous research for reference in this study. The result of the research is that the management of Human Resource Management at Mie Gacoan Jatiasih has not been optimal in its development. The company needs to conduct further supervision related to employee performance must be in accordance with Standard Operating Procedures, because according to the results of observations that the human resources of Mie Gacoan Jatiasih still have not reached the standards provided by the company, especially in terms of customer service which will affect customer satisfaction.

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1. INTRODUCTION

Human Resources are the integrated skills of the mind and physical power of the individual. Actors and their characters are formed by their heredity and environment, while their work performance is driven by the desire to fulfill their satisfaction [1]. The definition of HR is divided into 2, namely macro and micro, macro HR is all humans as residents or citizens of a country who have entered the labor force, both those who are able and have not yet obtained a job. While micro HR is all humans who work or are members of an organization, employees, employees, workers, workforce, and others. For planning, managing, and controlling

human resources, a managerial tool is needed, namely human resource management [2].

In companies, human resources are important assets in creating a productive and harmonious work environment [3]. Human resource management is the main task of management in ensuring that the company's needs in the workforce are well met [4]. This relates to the management of the workforce, starting from recruitment, training, development, to termination of employment. The importance of human resource management in the company is to optimize employee contributions in achieving company goals effectively and efficiently [5].

Restaurants are one of the companies that certainly need to pay attention to their human resources, human resource management cannot be ignored in restaurants. Because the work of this restaurant is employees meet directly with buyers, then they must pay attention to their human resources [6]. Competent and skilled employees in serving customers are the key to success in the restaurant business. By paying attention to human resource management, restaurants can create a conducive work environment for employees to develop themselves and provide quality service to customers [7].

Mie Gacoan is one of the noodle restaurant franchises that is currently famous in Indonesia, every day there are many queues of buyers at several branches. With a diverse menu and good taste, Mie Gacoan has succeeded in attracting public attention as one of the interesting and popular culinary destinations [8]. However, this success cannot be separated from effective human resource management within the company. With many buyers every day, Mie Gacoan definitely needs to provide training to its employees so that their operations run well. Therefore, Mie Gacoan needs to have a standard operating procedure to find competent employees. In terms of taking benefits, human resource development at Mie Gacoan Jatiasih has not gone well and needs to be improved [9].

From the explanation above, the formulation of this research problem is How is the human resource management system at Mie Gacoan Jatiasih? Is the human resource management system at Mie Gacoan Jatiasih good and correct? Why does Mie Gacoan Jatiasih need to manage its human resources? This research aims to provide a deeper understanding of how human resource management can affect the operations and reputation of Mie Gacoan Jatiasih as a successful restaurant. The results also provide implications for Mie Gacoan to provide price promotions and improve service quality such as restaurant cleanliness, restaurant comfort, and good service to increase purchasing decisions.

2. LITERATURE REVIEW

2.1 *Human Resource*

[10] Argue that human resources are the integrated ability of the thinking power and physical power of individuals. Actors and their nature are carried out by their offspring and environment, while work performance is motivated by the desire to fulfill their satisfaction. Meanwhile, [11] argues that Human Resources is one of the most vital elements for organizations/companies because their performance is needed to realize the company's vision and mission that has been set. [12] Suggest that human resources are employees who are ready, able, and alert in achieving organizational goals. Hhuman resource indicators include [13]:

1. Skills, expertise / ability to do something well
2. Knowledge, information that a person has in a particular field
3. Social Role, the image one projects to others.
4. Self-image, an individual's perception of himself
5. Trait, a relatively constant characteristic of a person's behavior.
6. Motive, the basic thought or intention that is constant in a person's behave

2.2 *Human Resource Management*

According to [14], human resource management is the science and art of regulating the relationship and role of labor so that it effectively and efficiently helps realize the goals of the organization, employees, and society. Human Resource Management (HRM) according to [15] is the recognition of the importance of the organization's workforce as a very important human resource in contributing to organizational goals, and using several functions and activities to ensure that human resources are used effectively and fairly for individuals, organizations and society. Human Resource Management (HRM) is the field of management related to human resources in an organization/company, such as recruitment,

training, development, performance management, compensation, and others [16].

2.3 Human Capital Management

[17] Argue that human resource management is very important to achieve company progress. Quality human resources are great capital and the most important thing to pay attention to, therefore it must be developed so that it can always keep up with the times. According to [18] there are 7 components of human resource management including human resource planning, human resource recruitment, human resource development, promotion and transfer, employee dismissal, compensation, and assessment (evaluation).

- a. Human Resource Planning
Human resource planning is a process that systematically assesses the state of human resources to ensure that the right number and quality of people with the right skills are available when they are needed.
- b. Human Resources Recruitment
Human resource (HR) recruitment is the process of recruiting, selecting, and placing suitable individuals for specific positions or jobs within an organization. The goal of HR recruitment is to attract qualified candidates who have the potential to succeed in the roles offered by the organization. The human resource recruitment process has several steps, starting from planning labor needs, creating job descriptions and job specifications, to job promotions, selecting candidates, and finally placing employees in certain divisions.
- c. Employee Promotion and Mutation
Promotion and mutation have similar concepts related to human resource management with the aim of developing

employees' careers within the company. Promotion is the movement of an employee to a higher position or an increase in the employee's responsibilities, salary and obligations. Mutation is the movement of an employee without an increase in responsibility.

- d. Employee Dismissal
Dismissal of human resources is the removal of the position, rights, and authority of human resources.
- e. Compensation
Compensation can refer to the payment or reimbursement of loss or damage suffered by a person.
- f. Assessment (evaluation)
Performance appraisals are useful for evaluating and improving company performance through improving employee performance. The performance appraisal process is important for employee career sustainability so that after the performance appraisal is carried out, it will be followed by a compensation adjustment process and a professional development plan to improve future performance.

3. METHODS

In this study the authors used descriptive qualitative research methods. Where the author wants to find out more deeply about the management of human resources at PT Pesta Pora Abadi (Mie Gacoan). According to [19] defines qualitative research methods as an approach to exploring and understanding a central symptom. The data sources we use are primary data and secondary data.

In this study, the determination of informants was carried out because the informant was one of the primary sources According to [20] primary data is a data

source that directly provides data to data collectors. The informant provides information about the actual conditions and situation on the research subject. The informant is an employee who serves as a junior manager at PT Pesta Pora Abadi (Gacoan Noodles). One of the goals is that the information obtained can be accounted for the truth and to find out the internal conditions that exist in the company. The internal elements in question are informants who have an operational role both in terms of. Our secondary data sources are books and journals relevant to the research title as references and references.

The analytical tool we use is SWOC analysis, which is divided into 2 factors, namely external and internal, which are used to describe the opportunities and challenges of a company, so that they can be adjusted to the strengths and weaknesses of PT Mie Gacoan Caban [21].

4. RESULTS AND DISCUSSION

4.1 Human Resource Management

In a company, it is important that human resource management is directed towards a model that can attract the potential of human resources for the benefit of the company. It can be concluded that human resource management must be directed at efforts that can explore the potential of human resources so that they can make a positive contribution to the company. The standardization of human resource management is a problem for companies today. In addition, ethics in managing human resources need to be prioritized so as not to cause negative effects on society. However, because the aspects of human resource management are quite broad, including the planning, recruitment, selection, induction, assessment, development, compensation, security, and information processes, the authors limit the problem according to the theory put forward by [18] there are 7 components of human resource management including. Human resource planning, Human Resource Recruitment, Human Resource Development, Promotion

and Mutation, Employee Dismissal, Compensation, and Assessment (Evaluation).

a. Human Resource Planning

In the process of human resource planning, Mie Gacoan Jatiasih Branch has stages to position each human resource according to the portion and ability that refers to the company's provisions.

b. Recruitment of Human Resource

Every company has policies in human resource management, one of which is the recruitment system. Gacoan Noodle Restaurant itself has a policy in the employee recruitment process. The policy exists to achieve quality human resources compared to other competitors. The company's recruitment sources for positions such as production, service, and security sections come from the company's social media. Mie Gacoan Jatiasih Branch also empowers the surrounding community to help manage the parking lot. The recruitment system implemented by Mie Gacoan Jatiasih Branch has 5 stages, as follows :

- 1) File Selection, in the first stage, file selection is carried out before heading to the next stage to adjust to the needs of the company.
- 2) Psychological Test, the stage has been carried out screening from file selection. Psychological Tests work on psychological questions according to procedures in general.
- 3) OJE Service, in the second stage, each candidate is asked to try each position such as runner, clear up, and task force. The task force in question is to deliver customers to the table according to the customer's needs.

- 4) Interview Process, in the third stage the company conducts interviews with employee candidates.
- 5) OJE Station, in the fourth stage is done to understand each station positioned by the company.
- 6) Training Before PKWT, in the fifth stage, training is carried out for 3 months to understand each station. If the candidate does not meet the company's standards, they will not sign PKWT (Specified Time Work Agreement).

c. Human Resources Coaching and Development

The company has a formal training system for each of its employees. Employees who pass the recruitment selection are given training that has been determined, namely training for 3 months in the form of training in each section of the kitchen (Noodle Section, Dimsum Section, Bar Section (Beverage), and Production). If the employee does not meet the company's criteria, the employee will be transferred to Service. This training method is applied to all business functions in the company. After this training, there is a performance assessment dubbed as warrior, hero and beginner. Then the employee will sign a PKWT contract (Specific Time Work Agreement), the contract is for 6 months.

d. Employee Promotion and Mutation

In the Jantiasih Branch Gacoan Noodle company has a promotion system by conducting assessments according to employee performance, where Gacoan Noodle has 3 categories in determining performance levels. Starting from beginners, champions to warriors. In addition, employee mutations are

carried out if other branches need human resource assistance.

e. Employee Dismissal

Employee dismissal is the termination of employment carried out by the company at the request of the employee or the company's decision. At the PT Pesta Pora Abadi mie gacoan company, employees who commit violations that are not in accordance with the SOP (Standard Operating Procedure) will get Warnings 1 to 3 and if the violation cannot be tolerated, the company will immediately dismiss the employee. But if you have been given Warning 1 but the employee does not repeat the mistake that occurred for 6 months then the warning will be removed.

f. Compensation

In compensating employees, Mie Gacoan Jantiasih Branch has a system where compensation is given if employees experience accidents that occur while heading to the work location and work environment. Compensation is adjusted to the accident experienced by the employee.

g. Assessment (Evaluation)

Employee performance appraisal is based on employee performance every month. Appraisals are conducted to monitor employee performance based on company standards to ensure the quality of employee work and take feedback on achieving results. This definition is not only fixated on what is planned, but includes and encompasses organizational goals. Performance appraisal at PT Pesta Pora Abadi (Gacoan Noodles) is assessed by the absence of warning letters (employees do not commit violations) for 1 month. In addition, there is a reward system such as the best employee who will get a gift from the manager as well as a photo portrait of the employee displayed on

the company wall, called the "wall of fame".

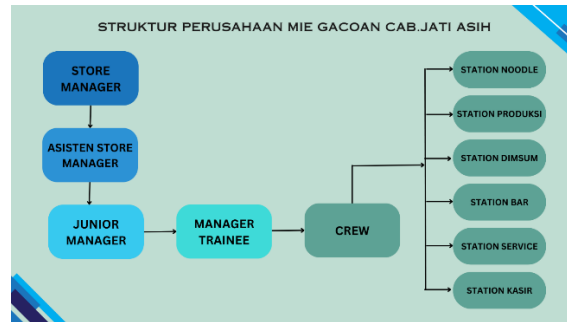


Figure 1. Company Structure of Mie Gacoan Jatiasih

Source: Mie Gacoan Jatiasih

4.2 SWOC Analysis

This research was conducted at Mie Gacoan Jatiasih Branch. Data obtained from interviews with the Junior Manager, namely Mrs. Akristi Eni Sannindra S.Par, then identified and grouped into 4 aspects, namely:

strengths, weaknesses, opportunities, challenges. Below is the SWOC exposure at Mie Gacoan Jatiasih Branch. This analysis is based on logic that can maximize strengths and opportunities while minimizing weaknesses and challenges.

Table 1. SWOC Analysis

<p>Strength</p> <ul style="list-style-type: none"> Satisfactory employee compensation and reward system. Continuous employee development program Structured work systems and procedures. Clear job descriptions for each position 	<p>Weakness</p> <ul style="list-style-type: none"> Long and lengthy recruitment system Not yet optimal development of existing Human Resources. Cannot be used as a career path Lack of understanding in serving customers
<p>Opportunity</p> <ul style="list-style-type: none"> Business trends are growing rapidly and creating a new workforce. The number of employees in the restaurant industry is abundant in the labor market. Increased purchasing power of the people 	<p>Challenge</p> <ul style="list-style-type: none"> Improve mental strength and skills required. Developing higher quality Human Resources. Organize human resources to follow SOP.

Strength

Strength is one of the factors that refer to internal advantages or positive resources owned such as human resources. The strengths possessed by Mie Gacoan Jatiasih Branch have a compensation and reward system for employees that is satisfying in accordance with the work performed, so as to motivate employees and have a sustainable employee development program, the availability of structured work systems and procedures, the company also has a clear jobdesk for each position.

Weakness

Weakness is one of the factors referring to internal factors that can become an obstacle or limitation for a company. These weaknesses can hinder performance and make it difficult for a company to achieve its goals. The weaknesses of Mie Gacoan Jatiasih Branch are the length of the recruitment system process, as well as the non-optimal development of existing human resources, Mie Gacoan Jatiasih Branch cannot be used as a career path so that employees cannot develop, lack of understanding in handling

customers, existing human resources are still lacking in terms of service still need to be given direction so that they are in accordance with company standards.

Opportunity

Opportunities are external factors that can be utilized by companies to create benefits and provide opportunities for development and success. Opportunities for Mie Gacoan Jantiasih Branch include business trends that have grown rapidly in recent years creating a new workforce. In addition, the number of employees needed in the restaurant industry is abundant in the labor market. Also, the increasing purchasing power of the community makes Mie Gacoan Jantiasih Branch get excess profits.

Challenge

Challenge is something that the company focuses on to develop its company to be the best in its class. Some challenges that must be done at Mie Gacoan Jantiasih include increasing the mental strength and skills needed. In addition, it is necessary to develop the quality of human resources to be higher, and organize existing human resources to always follow the applicable Operational Standards.

5. CONCLUSION

Human Resource Management Management at Mie Gacoan Jati Asih Branch has not been optimal in developing human resources. The company needs to conduct further supervision related to employee performance must be in accordance with the Company's Operational Standards because according to the results of observations that the human resources of Mie Gacoan Jati Asih Branch still have not reached the standards

provided by the company, especially in terms of customer service which will affect customer satisfaction. With the rapidly growing business trends and creating a new workforce, the demands on the quality of Human Resources are getting higher and able to exceed customer expectations.

It is hoped that the researchers' suggestions for Mie Gacoan Jantiasih can improve the quality of existing human resources, as well as being able to maintain and ensure employees remain productive. Focusing on human resource development to improve employee skills so they can achieve a productive and objective work environment.

Suggestions for future researchers, focus on development strategies in improving the quality of human resources in Mie Gacoan Jantiasih. Because this research has limitations in the title, future researchers can continue this research. It is hoped that this research can be used as a reference or reference for other researchers and PT. Jantiasih Branch Gacoan Noodles.



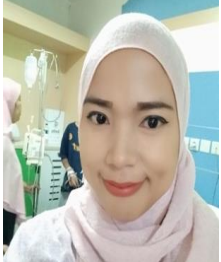

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