ABSTRACT

ACHMAD RAMZY TADJOEDIN. Influences of Work Values on Environment at the Airport: A Case Study in Five Airports in Indonesia. Under the supervision of SJAFRI MANGKUPRAWIRA, SUMARDJO, and ASEP SAEFUDDIN.

This study was conducted at five airports managed by PT Angkasa Pura I, as follows: Juanda Airport, Surabaya; Hasanuddin Airport, Makassar; Pattimura airport, Ambon; Ngurah Rai Airport, Denpasar; and Sepinggan Airport, Balikpapan. This study aims to identify the value that affect the working conditions of the airport environment, analyzing the influence of each work's value to the quality of the airport environment, identify the needs of stakeholders in improving the performance of airports in the future and formulate implementation strategy needs to be done to improve the environmental performance of the airports. The results of the analysis of stakeholder needs against environmental quality inside and outside the company show that the requirement is: (1) improving the performance of efficient service, clear, precise, and easy airport service users; (2) increase the professionalism of officers who work efficiently, workers spread across several important points, and create familiarity between officers with airport service users, as well as the atmosphere of a friendly waitress from officers; (3) dissemination of clear and strict rules for employees and users services and for law enforcement officers and service users; and (4) improvement of facilities. The results of a prospective analysis found five key factors, namely leadership, cleanliness, care customs, modesty, and tidiness. Based on these five key factors, then the implementation strategy that can be done by PT Angkasa Pura I to improve the quality of the firm is: (1) working with the leadership; (2) always pay attention to neatness, both in appearance and in work; (3) always pay attention to cleanliness; (4) be simple, reasonable, not excessive in employment; and (5) caring for customs or the culture around an enterprise environment.

Keywords: airports, environment, PT Angkasa Pura I, work values.