

INTISARI

Perjalanan dinas diperlukan dalam setiap kegiatan bisnis untuk mendukung kelancaran bisnis dan memperluas koneksi perusahaan. PT NAM Air memiliki tingkat intensitas aktivitas perjalanan dinas yang tinggi dikarenakan mempunyai kantor distrik yang tersebar di seluruh Indonesia.

Tujuan penelitian ini yaitu untuk mengetahui Standar Operasional Prosedur (SOP) pembayaran tunjangan perjalanan dinas dalam negeri karyawan PT NAM Air, dan mengetahui kesesuaian antara pelaksanaan pembayaran tunjangan perjalanan dinas dengan SOP yang berlaku, serta untuk mengetahui kendala yang dialami *Human Resources Department* dalam proses pembayaran tunjangan perjalanan dinas dalam negeri. Jenis penelitian ini bersifat deskriptif, dengan metode pengumpulan data, menggunakan observasi, wawancara, dokumentasi, dan studi pustaka. Data yang telah dikumpulkan, kemudian dianalisis secara deskriptif kualitatif.

Melalui penelitian ini dapat disimpulkan bahwa proses pembayaran tunjangan perjalanan dinas dalam negeri PT NAM Air sudah cukup baik namun masih terdapat ketidaksesuaian antara pelaksanaan dan SOP Perjalanan Dinas Sriwijaya Air Group yang menghambat proses pembayaran dan menjadi kendala bagi *Human Resources Department*. Kendala lain yang dihadapi oleh *Human Resources Departement* yaitu tidak lengkapnya formulir Surat Perjalanan Dinas beserta lampiran dan proses rekap data yang masih dilakukan secara manual.

Kata kunci: perjalanan dinas, prosedur, tunjangan perjalanan dinas, pembayaran, PT NAM Air

ABSTRACT

Business travel is highly required in order to create sustainable connection with the clients from various region. PT NAM Air has proven to be able to create a sustainable and stable business travel to various district across Indonesia.

The aims of this research are to reveal the Standard Operation Procedure (SOP) for the payment of the official domestic business travels for PT NAM Air employees and to find the execution credibility of the business travel with the report based on the SOP. In addition, this research also aims to find any forms of obstacle within the Human Resource Department in the terms of covering the payment for the domestic business travel. The researcher utilizes descriptive method for this research by field observation, field interview, documentation, and literary review as data collecting method. The data that had been collected analyzed in descriptive qualitative method.

Through this observation, the researcher concluded that the payment process of the domestic official business travel within PT NAM Air had followed the procedure. On the contrary, there are several inconsistencies between the execution and the payment plan which is constructed based on the SOP of Sriwijaya Air Group Business Travel which hinders the payment process and becomes the obstacle for Human Resource Department to fulfill the payment. Another problem that Human Resource Department has to deal with is inadequate forms of Surat Perjalanan Dinas or Official Letter for business travel with the required attached documents. This situation also worsens by the process of archiving the records that is executed manually.

Keyword: Business Travel, Procedure, Business Trip Allowance, Payment, PT NAM Air