

INTISARI

Keberhasilan dan lancarnya operasional hotel didukung oleh sumber daya manusia. Pandemi Covid-19, pengelolaan sumber daya manusia harus beradaptasi dengan kondisi yang ada. Oleh karena itu, Grand Kangen Hotel Urip Sumoharjo Yogyakarta diharuskan memiliki divisi yang dapat mengelola karyawan sebagai aset dan modal utama, yaitu *Human Resource Department* yang dapat mengelola dan membangun hubungan baik hotel dengan karyawan yang ada melalui program-program internal karyawan. *Human Resource Department* dalam menjalankan program internal tetap menghadapi kendala seperti pelanggaran kedisiplinan yang dilakukan karyawan karena dampak pandemi pemotongan gaji karyawan 50%. Hal tersebut menyebabkan kurangnya kepedulian karyawan akan etika kerja dan regulasi dalam pekerjaannya. Hal ini pula yang menyebabkan kurangnya rasa loyalitas terhadap perusahaan. Tujuan penelitian ini adalah untuk mengetahui fungsi *Human Resource Department* dalam pelaksanaan program internal karyawan di Grand Kangen Hotel Urip Sumoharjo Yogyakarta pada masa pandemi Covid-19. Penelitian ini menggunakan metode pendekatan penelitian deskriptif kualitatif. Jenis data yang digunakan pada penelitian ini yaitu data primer dan data sekunder. Data primer dalam penelitian ini yaitu hasil dari kegiatan wawancara semiterstruktur dan observasi partisipatif, sementara itu data sekunder dalam penelitian ini yaitu dokumentasi. Data penelitian dikumpulkan melalui observasi partisipatif, wawancara semiterstruktur, dan dokumentasi. Hasil penelitian didapatkan bahwa penerapan fungsi *Human Resource Department* dalam pelaksanaan program-program internal karyawan dilakukan dengan 5 fungsi yakni pengadaan sumber daya manusia, pengembangan sumber daya manusia, pemberian kompensasi, pengintegrasian, dan pemberdayaan sumber daya manusia, namun dalam pelaksanaan program internal karyawan masih ada beberapa penerapan fungsi yang belum maksimal yaitu fungsi pengadaan sumber daya manusia yang mana belum terlaksana karena belum terciptanya program internal khusus untuk fungsi tersebut dan fungsi pemberdayaan sumber daya manusia dalam pelaksanaan program *employee activities* bagian program *outing*, karena terdapat kendala manajemen waktu yang kurang efektif oleh karyawan.

Kata Kunci : Covid-19, Fungsi *Human Resource Department*, Grand Kangen Hotel Urip Sumoharjo Yogyakarta, *Human Resource Department*, Program Internal Karyawan

ABSTRACT

The success and smooth operation of the hotel is supported by human resources. The Covid-19 pandemic, human resource management must adapt to existing conditions. Therefore, Grand Kangen Hotel Urip Sumoharjo Yogyakarta is required to have a division that can manage employees as main assets and capital, namely the Human Resource Department which can manage and build good relations between the hotel and existing employees through internal employee programs. The Human Resource Department in carrying out internal programs still faces obstacles such as disciplinary violations committed by employees due to the impact of the pandemic, with a 50% salary cut for employees. This causes a lack of employee awareness of work ethics and regulations in their work. This also causes a lack of loyalty to the company. The purpose of this study is to determine the function of the Human Resource Department in implementing employee internal programs at Grand Kangen Hotel Urip Sumoharjo Yogyakarta during the Covid-19 pandemic. This study uses a qualitative descriptive research approach. The types of data used in this study are primary data and secondary data. The primary data in this study are the results of semi-structured interviews and participatory observations, while the secondary data in this study are documentation. Research data were collected through participatory observation, semi-structured interviews, and documentation. The results showed that the implementation of the function Human Resource Department in the implementation of internal employee programs was carried out with 5 functions, namely the procurement of human resources, human resource development, compensation, integration, and empowerment of human resources. Some of the implementation of functions that have not been maximized, namely the function of procurement of human resources which has not been implemented because there has not been a special internal program for this function and the function of empowering human resources in the implementation of the employee activities program part of the program outing, because there are obstacles in time management that are less effective by employees.

Keywords: *Covid-19, Function Human Resource Department, Grand Kangen Hotel Urip Sumoharjo Yogyakarta, Human Resource Department, Internal Employee Program*