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Analysis of Qualifications, Grades, and Work Experience of Quality Control Employees in the GMF Aeroasia Line Maintenance Division

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Abstract: This study aims to analyze the role of qualifications, grades, and work experience in determining the performance of Quality Control (QC) employees in the Line Maintenance section of GMF AeroAsia. The method used is a qualitative approach with in-depth interview and observation techniques. The results of the study indicate that the three factors interact with each other and form a synergy that is very important in maintaining the quality and safety of aircraft maintenance operations. Qualifications provide the knowledge base needed to carry out tasks, grades affect the level of responsibility and decision-making ability, while work experience accelerates employees' adaptability in dealing with various situations. This study also reveals that in order to improve employee performance, companies need to strengthen training and career development programs, so that employees can continue to develop their technical and managerial skills. Overall, these findings contribute to human resource management at GMF AeroAsia and show that the synergy between qualifications, grades, and work experience is very important in improving quality and safety in Line Maintenance operations.

Keywords: Qualification, Grade, Work Experience, Employee Performance, Line Maintenance, & GMF AeroAsia.

INTRODUCTION

Consistent service and operational quality are key elements in the highly competitive and highly regulated aviation industry. PT GMF AeroAsia, as one of the leading aircraft maintenance companies in Indonesia, has a responsibility to ensure that the aircraft they handle meet international safety and quality standards. In this context, the role of Quality Control (QC) employees in the Line Maintenance section becomes very crucial, because they function as the last line of defense in monitoring and evaluating the quality of maintenance carried out (GMF Aeroasia Corporate Information, 2023).

Analysis of the qualifications, grades, and work experience of QC Line Maintenance employees is important to ensure that the company has human resources that are in accordance

with operational needs and regulatory demands. Adequate technical qualifications, relevant experience, and a level of competence that is appropriate to the job grade are the main parameters in determining the effectiveness of QC employees. These three aspects also contribute to creating consistent work standards, increasing efficiency, and minimizing the risk of errors in aircraft maintenance (Compilation Team. 2022).

This study aims to analyze the relationship between the qualifications, grades, and work experience of QC employees with their performance in the Line Maintenance section. This analysis is expected to provide a comprehensive picture of how these factors affect work quality and help companies formulate better human resource development strategies. In addition, the results of this study can be a basis for strengthening the recruitment, training, and placement processes of employees in highly technical and specific work environments such as Line Maintenance.

Thus, this research is not only relevant to support the achievement of GMF AeroAsia's operational goals, but also contributes to the development of human resource management theory in the aviation industry sector.

METHOD

The research method used in this journal is a qualitative method, which aims to deeply understand the relationship between the qualifications, grades, and work experience of Quality Control (QC) employees in the Line Maintenance section of GMF AeroAsia with their performance (Sugiyono, 2016). The qualitative approach was chosen because it is able to dig up data in depth through direct interaction with research subjects, so that it can provide a comprehensive understanding of the phenomena being studied.

Data collection was conducted through in-depth interviews with QC employees, supervisors, and managers in the Line Maintenance section. These interviews used semi-structured guidelines that allowed researchers to explore the experiences, views, and perceptions of informants regarding qualifications, grade levels, and the relevance of work experience to their duties and responsibilities. In addition, data were also obtained through direct observation in the field to understand the work processes and dynamics that occur in the Line Maintenance work environment.

The data analysis technique used is thematic analysis, where the collected data is categorized based on the main themes relevant to the focus of the study. This process involves steps such as interview transcription, data coding, pattern identification, and interpretation of results to find meaningful relationships between qualifications, grades, work experience, and QC employee performance.

To ensure data validity, this study uses source triangulation techniques, where data obtained from interviews, observations, and supporting documents are compared to obtain a consistent and accurate picture. The researcher also applies reflexivity during the research process to reduce subjective bias that can affect the results of the study.

The results of this research method are expected to provide a deep understanding of the factors that influence the performance of QC employees at GMF AeroAsia, as well as provide relevant recommendations for the development of human resource policies in the company.

RESULTS AND DISCUSSION

Results

The results of the study indicate that qualifications, grades, and work experience have a significant role in determining the performance of Quality Control (QC) employees in the Line Maintenance section of GMF AeroAsia. These findings are based on in-depth interviews, direct observations, and analysis of relevant documents. There are several important points that can be explained as follows:

1. Technical Qualifications

QC employees with higher educational qualifications and relevant technical training showed better ability in identifying technical problems and providing effective solutions. Technical qualifications are a key indicator in ensuring that employees understand the applicable operational standards and procedures. However, several informants mentioned that internal training and certification programs provided by the company play an important role in aligning employee skills with job requirements.

2. Grade Level

This study found that QC employees' grades not only reflect the responsibilities they carry but also affect their access to career development opportunities. Employees with higher grades tend to have a deeper understanding of the complexity of the task, which contributes to their ability to supervise and make strategic decisions. This suggests a correlation between grade level and expected competency level.

3. Work experience

Long work experience in Line Maintenance provides an advantage in understanding patterns of technical problems that often arise. Informants who have more than five years of work experience show higher confidence in handling critical cases. However, experience alone is not always a determinant of performance, because some employees with less experience but have strong technical skills are also able to show good performance.

4. Supporting and Barrier Factors

The study also identified several performance-enhancing factors, such as a collaborative work environment, the availability of cutting-edge tools and technology, and support from management. On the other hand, barriers faced include high workloads, time pressures, and the need to consistently meet stringent regulatory standards.

Discussion

The results of this study confirm the importance of synergy between qualifications, grades, and work experience in determining the performance of Quality Control (QC) employees in the Line Maintenance section of GMF AeroAsia. This synergy shows that no single factor can stand alone in influencing the quality of performance. Qualifications provide the foundation of knowledge needed to carry out tasks, grades reflect the level of responsibility carried out and access to development opportunities, while work experience serves as an element that allows employees to adapt more quickly to the dynamics of work and problems that arise in daily operations (Compilation Team. 2023).

Overall, these three factors complement each other and play an important role in increasing the efficiency and effectiveness of the tasks faced by QC employees. Employees who have the right qualifications and training, coupled with adequate work experience, will be able to carry out tasks with more confidence, solve problems more efficiently, and make better decisions in critical situations. This certainly contributes to optimal performance in the Line Maintenance section, which is very important to ensure that aircraft safety and quality standards are maintained (GMF AeroAsia, 2023).

In addition, the findings reveal that employee performance is not only influenced by individual qualifications and work experience, but also by how these two factors are combined with grade levels in the organizational structure. Employees with higher grades tend to have a better understanding of the operational complexities involved, and they have greater responsibility in making decisions and directing teams. However, although experience and grade play a major role, further development is still needed in terms of qualifications so that employees are always ready to face the development of new technologies and regulations that apply in the aviation industry.

Furthermore, the results of this study also point to the importance of investing in continuous training programs and structured career management. By paying more attention to improving technical and managerial skills, companies can improve employees' abilities to face increasingly complex challenges in the future. This strong synergy between qualifications, work experience, and grades not only improves the quality of work, but also creates a more productive and responsive work environment to changes and developments in the aviation industry (Aeronautics Guide, 2024).

Ultimately, this study provides an important contribution to strengthening human resource development policies at GMF AeroAsia. The results of this analysis can be used as a basis for improving recruitment, training, and career development systems, all of which aim to improve service quality and safety in this highly regulatory sector. In the context of GMF AeroAsia, the combination of qualifications, grades, and work experience creates a strong foundation to ensure quality and safety in Line Maintenance operations (Professional Work Report Guidelines, 2023). These three elements work synergistically to support the achievement of the company's main goal, which is to provide safe, efficient, and internationally standardized aircraft maintenance services. The qualifications held by QC employees ensure that they have the basic knowledge and skills needed to carry out their duties properly. Proper education and training provide them with an understanding of various aircraft maintenance procedures as well as the technical knowledge essential to detect and resolve problems that arise in operations (Compilation Team. 2022).

On the other hand, employee grade plays a significant role in determining the level of responsibility and influence they have in the decision-making process. Employees with higher grades usually have greater access to opportunities to manage more complex and critical tasks. They are also expected to provide direction and supervision to their colleagues, and are accountable for the quality of maintenance performed across the board. In this regard, a clear grade structure not only provides incentives for employees to grow, but also ensures that every decision taken in the aircraft maintenance process is based on careful consideration and relevant experience (GMF Aeroasia Corporate Information, 2023).

Work experience is another determining factor that enriches the quality of employee performance. Field experience gained over the years allows QC employees to more quickly recognize potential problems and anticipate various possible scenarios. In addition, work experience strengthens their ability to adapt to changes in technology or new procedures implemented in the maintenance line. Over time, this experience increasingly forms sharper technical skills and problem-solving abilities, which are very important for maintaining operational quality and safety (Compilation Team. 2023).

An effective combination of qualifications, grades, and work experience ensures that each QC team member can work optimally and make a significant contribution to aircraft operational safety. This creates a system that relies not only on individual expertise, but also on collaboration between various levels of employees with various backgrounds and levels of expertise. Therefore, proper human resource management in terms of qualification development, providing opportunities based on grades, and maximizing work experience is essential in maintaining the high standards applied by GMF AeroAsia in the field of Line Maintenance. Thus, these three aspects together ensure that every maintenance performed on the aircraft meets strict quality criteria and supports optimal flight safety.

From a management perspective, these results indicate that companies need to strengthen training and career development programs for Quality Control (QC) employees in the Line Maintenance section. Continuous and structured training plays a vital role in ensuring that employees not only master basic skills, but also continue to develop their abilities along with changes in technology and regulations in the aviation industry. With the rapid advancement in aircraft maintenance technology, companies must ensure that every employee has an up-to-

date understanding of the equipment and procedures used in their operations (Aeronautics Guide, 2024).

An effective training program will enable employees to improve their technical qualifications, which in turn will improve the quality of supervision and evaluation they perform on aircraft under maintenance. In addition, targeted career development will help employees feel valued and motivated to reach their full potential. This will not only have a positive impact on individual performance, but also on the efficiency of the team as a whole.

Career development also provides opportunities for employees to move up to higher levels in the organizational structure, giving them more responsibility and the opportunity to expand their leadership skills. This is especially important in a highly technical work environment such as Line Maintenance, where a deep understanding of procedures and the ability to make quick, accurate decisions are essential. By strengthening career development programs, GMF AeroAsia will create a pathway for employees to continue to grow and meet increasingly complex job demands.

Furthermore, companies need to ensure that the performance appraisal system implemented is aligned with the training and development program. By objectively assessing employee performance, companies can identify specific training needs and provide more targeted support. The training program developed must be based on real needs in the field, prioritize experiential learning, and pay attention to applicable industry standards.

Success in strengthening training and career development programs will not only improve employee performance, but also make a major contribution to the development of the company's operational quality. This can increase GMF AeroAsia's competitiveness in the increasingly competitive aviation industry market. By continuing to invest in human resource development, the company will be better prepared to face future challenges and ensure that the aircraft maintenance services they provide continue to meet very stringent safety and quality standards.

Continuous technical training can help new employees achieve the required competencies, while mentoring programs can leverage the experience of senior employees to improve overall team performance. In addition, re-evaluating the performance appraisal system based on grade and work experience can help the company create a fairer and more transparent structure. Thus, GMF AeroAsia can improve employee job satisfaction while maintaining optimal service quality in this highly competitive sector.

CONCLUSION

The conclusion of this study is that qualification, grade, and work experience have a very important role in determining the performance of Quality Control (QC) employees in the Line Maintenance section of GMF AeroAsia. The synergy between these three aspects forms a solid foundation to ensure quality and safety in aircraft maintenance operations. Adequate qualifications provide the basic knowledge and skills needed to carry out tasks, while grades reflect the level of responsibility carried out, which is closely related to the ability to make decisions and supervise. Work experience also greatly affects performance, because it allows employees to identify problems more quickly and provide more efficient solutions.

From a managerial perspective, the results of this study indicate that in order to maintain high quality standards in Line Maintenance operations, companies need to strengthen training and career development programs for QC employees. Continuous training programs will ensure that employees always have the latest skills needed to face challenges and evolving technologies. In addition, targeted career development will provide opportunities for employees to reach their full potential, which contributes to better individual and team performance.

Overall, effective human resource management in terms of qualifications, grades, and work experience, coupled with structured training and development programs, will improve

operational quality and safety at GMF AeroAsia, as well as ensure the company can compete optimally in the highly competitive aviation industry.

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