Systematic Literature Review of Crowd Management: Emphasis on the Strategic Operations Management Decisions

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Abstract

This thesis discusses on the topic of crowd management research in the fields of management and business, especially operations management. Preliminary research found that there were none of operations management literature that provided knowledge about crowd management. Bibliometric analysis is used in this thesis to analyst certain research profile, such as research trends, author, countries and journals that contribute significantly to crowd management research, and the co-occurence keywords network mapping. The results of the bibliometric analysis found understanding that the trend of crowd management research continues to increase and is spread across various journals and research fields, especially in the science. This thesis uses 10 strategic operation management decisions (10SOMD) to situate the context of operations management. It was found "Scheduling" that the only element of 10SOMD was significantly used. The synthesis was performed based on previous research shows that mass operation scheduling is formed from such factors: mass flow, input-output control, queuing, waiting time and capacity which work connectedly, sequentially, and are supported by the use of the recent technology. Future research is interesting, both empirical and theoretical in Indonesia, considering the research scarcity on this topic and the real problem of crowds disaster that still occur in Indonesia.

Keywords: Crowd Management, Operations Management, Strategic Operations Management Decisions, Bibliometric Analysis, Scheduling

Kajian Literatur Sistematis *Crowd Management*: Penekanan pada Keputusan Manajemen Operasi Strategis

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Abstrak

Tesis ini membahas mengenai penelitian topik manajemen kerumunan pada bidang manajemen dan bisnis, khususnya manajemen operasi. Penelitian pendahuluan menemukan bahwa tidak terdapat buku-buku literatur manajemen operasi yang menyediakan pengetahuan tentang manajemen kerumunan. Analisis bibliometrik digunakan pada tesis ini untuk menganalisis profil penelitian manajemen kerumunan, yaitu mengenai tren penelitian, pemetaan jaringan penulis, negara dan jurnal yang berkontribusi besar terhadap penelitian manajemen kerumunan, dan penggunaan kata kunci bersama. Hasil analisis bibliometrik menemukan bahwa tren penelitian manajemen kerumunan terus meningkat dan tersebar dalam berbagai jurnal dan bidang penelitian, terutama bidang sains. Tesis ini menggunakan 10 keputusan strategis manajemen operasi (10SOMD) untuk mendudukkan konteks manajemen operasi. Ditemukan hanya 1 unsur 10SOMD yang secara signifikan digunakan yaitu "Penjadwalan". Sintesis berdasarkan penelitian sebelumnya menunjukkan penjadwalan pengoperasian massa terbentuk dari faktor arus massa, pengendalian masukan-keluaran, antrian, waktu tunggu dan kapasitas yang bekerja secara terhubung, berurutan, dan didukung penggunaan teknologi terkini. Penelitian mendatang menarik untuk dilakukan, baik bersifat empiris maupun teoritis, mengingat kelangkaan penelitian topik ini serta permasalahan nyata tentang tragedi kerumunan masih terjadi di Indonesia.

Kata Kunci: Manajemen Kerumunan, Manajemen Operasi, Keputusan Strategis Manajemen Operasi, Analisis Bibliometrik, Penjadwalan