

System Analysis of Employee Performance and Facility Supervision by the Terminal Inspection Service Unit at Tjilik Riwut Palangkaraya Airport

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Abstract

Supervision of standard facilities at Palangkaraya Airport is the duty and responsibility of the Terminal Inspection Service (TIS). The most important thing for the smooth operation of the Terminal Inspection Service (TIS) on the land side is the employee's performance in monitoring facilities with existing resources so that supervision of facilities on the land side can be carried out optimally. The purpose of this study is to determine the performance system of Terminal Inspection Service (TIS) employees for monitoring facilities at Tjilik Riwut Palangkaraya Airport. This research uses descriptive qualitative research method, the data that has been obtained will be analyzed qualitatively and described in a descriptive form. The data used in this research are primary data and secondary data. Primary data in this study included interviews with Terminal Inspection Service (TIS) unit personnel, while secondary data were obtained from Terminal Inspection Service (TIS) documents and literature. Based on the research results it is known that in carrying out their duties and responsibilities, the Terminal Inspection Service (TIS) unit still lacks personnel. Tasks that are still not handled optimally, namely supervision on the land side (Landside) namely, monitoring of Trolley facilities and air temperature in the terminal waiting room section, Trolleys are often scattered (out of place) and passengers often complain of overheating, due to the number of personnel who insufficient so that supervision of landside facilities cannot be maximized.

Keywords: Employee performance system, Standard Operating Procedures, Terminal Inspection Service (TIS)



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INTRODUCTION

The air transportation system in Indonesia is increasingly playing a role in economic development and is the authority of air transportation to be able to serve the entire archipelago, especially in relation to accelerating the flow of information, goods, passengers and so on. Air transportation is very important because areas that were previously difficult to reach by land transportation can now be reached through air transportation to connect in the fields of economy, government, tourism and others. The airport is a supporting infrastructure for air transportation, where airplanes can take off and land. To support the comfort of airport passengers, there are several requirements that must be met by airport managers, one of which is adequate and functioning facilities. To ensure that these facilities function properly, these facilities need to be supervised. Tjilik Riwut Airport is an airport managed by the state-owned company PT Angkasa Pura II Tjilik Riwut Airport, Palangka Raya, formerly known as Panarung Airport, is the largest airport in Palangka Raya, Central Kalimantan. Providing a good image is one of the keys to success for aviation services at Tjilik Riwut Airport.

Performance is a condition that must be known and confirmed to certain parties to determine the level of achievement of an agency's results in relation to the vision carried out by an organization or company and to know the positive and negative impacts of an operational

policy. Performance according to Anwar Prabu Mangkunegara (2000: 67). Performance (work performance) is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. Supervision is all activities to ensure and guarantee that the tasks/work have been carried out in accordance with the plans that have been set, the policies that have been outlined and the orders (rules) given. Supervision in an organization is needed if the organization will achieve organizational goals. The surveillance security system is a way of observing, monitoring and identifying certain objects, this is done so that each activity can run according to the set goals, if there are problems it is immediately resolved. The airport facility monitoring system carried out by every airport officer nationally refers to Regulation of the Minister of Transportation Number 178 of 2015 concerning Service Standards for Airport Service Users.

Supervision of facilities at airports is based on the Zero Accident principle. The Zero Accident Award or zero accident award is one of the awards given by the Ministry of Manpower of the Republic of Indonesia to companies that have succeeded in implementing work safety and health programs so as to achieve zero work accidents at a certain time. namely to overcome the possibility of incidents of accidents at the work site, both minor accidents and fatal accidents that result in death. Therefore it is important to carry out supervision at each airport facility to ensure that the facilities used by passengers are ready and ready to be used.

Terminal Inspection Service (TIS) is a unit of PT. Angkasa Pura II, which is tasked with supervising and ensuring that the facilities at the terminal (airport) function properly, the supervision carried out refers to PM 178 of 2015 concerning Service Standards for Airport Service Users and SOP for the Terminal Inspection Service unit. At Tjilik Riwut Palangkaraya airport In their daily lives, TIS employees check facilities at the airport terminal related to passenger service and during busy times the number of passengers increases so that service cannot be maximized. There are still a number of things that need to be improved and paid attention to or added to from the terminal facilities at Tjilik Riwut Airport. In public areas (arrivals and departures) there are not enough signs for directions to the smoking room so that many airport service users smoke in the departure and arrival halls, there is often a shortage of trolley in the arrival area, prayer room signs in public areas, charger stations in the waiting room still use two legs, and the air conditioner in the waiting room is not cool enough.

The objectives of the research are: To find out the performance system of Terminal Inspection Service unit employees in monitoring airport facility security at PT.Angkasa Pura II (Persero) Tjilik Riwut Branch Office. What Are the Constraints of the Terminal Inspection Service Unit (TIS) When Supervising Airport Facilities.

Theoretical Basis

Airport

According to the International Civil Aviation Organization, airports are defined areas on land and water (including buildings, installations and equipment) which are designated, either wholly or partly, for the arrival, departure and movement of aircraft. Meanwhile, according to PT (Persero) Angkasa Pura, an airport is an airfield, including all buildings and equipment which is a minimum to ensure the availability of facilities for air transportation for the public. According to the Law of the Republic of Indonesia Number 1 of 2009 concerning flights chapter 1 article 1:

1. Airport is everything related to the operation of airports and other activities in carrying out the functions of safety, security, smoothness and orderliness of the flow of aircraft, passenger, cargo and/or postal traffic, intra and/or intermodal movement places and increasing growth. national and regional economy.

2. The national airport order is the national airport system which describes airport planning based on spatial planning, economic growth, regional comparative advantage, natural and geographical conditions, integration of intra and intermodal transportation, environmental sustainability, aviation safety and security, as well as integration with other development sectors.
3. Airport is an area on land and/or waters with certain boundaries that is used as a place for aircraft to land and take off, take off passengers, load and unload goods, and place for intra and intermodal transportation, which will be equipped with safety and security facilities. flight safety, as well as basic facilities and other supporting facilities.

Terminal

Terminal is a base for public motorized vehicles used to manage arrivals and departures, loading and unloading people and/or goods, as well as changing modes of transportation. One component of the transportation system which has the main function as a temporary stop for public vehicles to raise and lower passengers and goods to the final destination of a trip, as well as a place for controlling, supervising, regulating and operating the system for the flow of passenger and goods transport, as well as functions to expedite the flow of passenger or goods transportation (PM 132 of 2015 chapter I article I).

Standard Operating Procedures

SOP, or the abbreviation for Standard Operating Procedures, is a series of standards that support well-organized work procedures in an organization or company. Standard Operating Procedure (SOP) is a guide used to ensure the operational activities of an organization or company run smoothly (Sailendra, 2015: 11). According to Tjipto Atmoko (2011), Standard Operating Procedures (SOP) is a guideline or reference for carrying out work tasks in accordance with the functions and performance appraisal tools of government agencies based on technical, administrative and procedural indicators according to work procedures, work procedures and work systems in the work unit concerned. Standard Operating Procedures (SOP) are needed by companies to produce quality systems, consistent technical, and maintain quality control and keep business processes running well. This SOP is usually related to products, human resources, and so forth. One of the company's SOPs that is very important is the Company's SOP regarding HR. SOP regarding HR is how the company manages the system of recruiting, training, signing contracts, issuing warning letters (SP), bonuses, and work leave.

Terminal Inspection

According to PM 178 of 2015 regarding service user standards (level of service) aimed at specific passengers at the terminal, namely, terminal inspection is to carry out supervision and inspection of services and facilities related to services provided to passengers. Terminal inspection operational system activities include providing instructions and supervision, checking and handling of all facilities, and to every operating personnel in the airport terminal area. Terminal Inspection is a unit under the Airport Service section that is very concerned about the security, comfort, smooth running and safety of anyone at the airport. SOP for Terminal Inspection is to supervise and make observations of facilities that support operations from entering the parking lot to passengers going to the terminal and boarding the plane. The supervision referred to in this case is coordinating regarding the existence of something that is not optimal in the provision of services, namely especially at the existing facilities at the terminal (Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 178 of 2015 Article 3). According to PT Angkasa Pura I, a terminal inspection is a person who

works as a TIS (Terminal Inspection Service) who has to go around the airport to check the condition of the airport. If something is broken, Terminal inspection will report to the expert who will fix it. Meanwhile, according to PT Angkasa Pura II Terminal Inspection is to ensure that the existing facilities at the terminal are functioning properly, if they are damaged or not functioning they will be followed up immediately. Inspection translated into Indonesian from English is an inspection according to KBBI (Big Indonesian Dictionary), inspection is a thorough examination; direct inspection of the implementation of regulations, duties. In quality control, inspection is a very important element. Inspection (inspection) is necessary to ensure the quality of products produced in accordance with the provisions and standards so that customer satisfaction can be maintained properly. According to Salma (2008) inspection is an examination carried out by direct observation. We apply the word Inspection or Inspection to quality control, so it can be interpreted that Inspection or Inspection is a careful examination of a product that is produced whether it is in accordance with the standards and rules that have been set for it.

Performance

According to Anwar Prabu Mangkunegara (2009:67) performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities given to him. According to Soekidjo Notoatmodjo (2009: 124) argues that: performance is what a person can do according to his duties and functions. Factors that affect performance are the high and low performance of an employee of course determined by factors that influence either directly or indirectly. According to Anwar Prabu Mangkunegara (2009:67) states that: factors that affect performance achievement are ability factors and motivational factors. So from this it can be concluded that the factors that affect performance can come from within the individual employee or outside the individual. According to Sedarmayanti (2011: 260) performance is a translation of performance which means the work of a worker, a management process or an organization as a whole, where the work results must be shown concretely and can be measured (compared to predetermined standards).

Surveillance System

The surveillance security system is a way of observing, monitoring and identifying certain objects, this is done so that each activity can run according to the set goals, if there are problems, they are immediately resolved. The airport facility monitoring system carried out by every airport officer nationally refers to the Minister of Transportation Regulation Number 178 of 2015 concerning Airport Service User Service Standards. According to the concept of management, according to John R. Schermerchon, Jr. (1996:4), "Management is the process of planning, organizing, leading and controlling the use of resources to accomplish performance goals", which implies the following: Management is the process of planning, organizing, leading, and supervising/controlling the use of resources to achieve goals.

Facilities

According to Yazid (2013: 136) is part of the physical evidence of services. Here it is stated that physical evidence of services covers all aspects of the organization's physical facilities or the servicescape (including: created environment, man-made, physical environment). Meanwhile, according to Tjiptono (2006: 144) facilities are part of physical evidence, in this book it is explained in outline, physical evidence includes organizational physical facilities (Servicescape) and other forms of physical communication. According to Lupioadi (2008) regarding the definition of facilities is a means to expedite and facilitate the implementation of

functions and facilities are the appearance, capabilities of facilities and infrastructure and the condition of the surrounding environment in showing their existence to externals which includes physical facilities (buildings) equipment and tools. According to Sam: 2012, facilities are a means to expedite the implementation of a particular business. From this elaboration we can understand that anything that can expedite work or effort to achieve a goal can be referred to as a facility.

Relevant Research

Table 1. Relevant Research

No	Name	Titel	Year	Research Result
1	Harry P. Situmorang	The Role and Strategy of Terminal Inspection in supporting the land side services of Yogyakarta Adisutjipto International Airport	2016	To create good service for passengers so as to lead to passenger satisfaction.
2	Budyarti Eko Setyaningsih	The effect of service quality on airplane passenger satisfaction at Adisoemarmo International Airport, Surakarta	2010	The quality of service or the results of the performance of each officer at the airport plays an important role, especially for passenger satisfaction and influences each other.
3	Mohammad Iqbal	Yogyakarta Adisutjipto International Airport inspector terminal	2015	To find out the duties of the inspector terminal and must be in accordance with the SOP so that work is created in accordance with the conditions at the airport.

Source: Previous Research Data

RESEARCH METHODS

The research to be carried out is to use research methods with qualitative research methods. Data collection techniques carried out by triangulation (combination of observations, interviews, documentation). This activity and research was carried out at Palangka Raya Tjilik Riwut Airport from August 1 to September 30 2022. Tjilik Riwut Palangka Raya Airport is located Jl. Adonis Samad, Panarung, Kec. Pahandut, City of Palangka Raya, Central Kalimantan. In this research, the sources and types of data used are primary data and secondary data.

1. Primary Data. Primary data is data that is directly obtained from research objects related to research and is the main data. As for examples of primary data such as data from interviews.
2. Secondary Data. Secondary data is a source of indirect data obtained on the object of research. This secondary data was obtained from literature studies and other information related to research.

Data Collection Technique

1. Interview. Yusuf, (2014:372). An interview is an event or process of interaction between the interviewer and the source of information or the person being interviewed through direct communication or asking directly about an object under study.
 - a. Structured interviews: Structured interviews are used as a data collection technique, if the researcher or data collector knows for certain what information will be obtained. Therefore, in conducting interviews, data collectors have prepared a research instrument in the form of written questions. With this structured interview, each respondent was asked the same questions, and the data collectors recorded them.

- b. Unstructured interviews: These are free interviews in which the researcher does not use interview guidelines that have been arranged systematically and completely for the data collectors. The interview guide used is only an outline of the problems to be asked. The types of interviews conducted by the researchers in this study were structured and unstructured interviews.
2. Observation. This technique is the observation of research on the research object. The researcher made direct observations of the Terminal Inspection Service unit in implementing the Standard Operating Procedures for the supervision of the Landside Facility. Observation is a data collection technique that has specific characteristics when compared to other techniques. Observation is also not limited to people, but also other natural objects. Through observation activities researchers can learn about behavior and the meaning of this behavior. The observation in this study is by making direct observations in the field to find out the actual conditions at Tjilik Riwut Airport in Palangka Raya. This observation was carried out by direct observation of field conditions during the Work Practice. Such as the lack of checking on facilities to support the convenience of airport service users, for example: ac, trolly, charger station (triangle and USB), and directions (public area smoking area and prayer room).
3. Documentation. Documentation Yusuf, (2014) Documentation comes from the word document, which means written goods, the documentation method means procedures for collecting data by recording existing data. The documentation method is a data collection method used to trace historical data. Documents about people or groups of people, events, or occurrences in social situations that are very useful in qualitative research. This study uses data originating from the company in the form of SOP (Standard Operating Procedures), photos or pictures of the facilities at Tjilik Riwut Airport in Palangka Raya.

RESEARCH RESULTS AND DISCUSSION

TIS Unit Employee Performance System

TIS Unit personnel

Based on interviews from informants: Ryano Harpanda, as (TIS Supervisor at Palangkaraya Airport) said that: There are only 3 personnel available in the Terminal Inspection Service (TIS) unit plus one Assistant Manager to 4 personnel, but the Assistant Manager does not go down directly to the field so that only 3 people counted. The availability of 3 personnel is still insufficient because there are many tasks that must be carried out by the personnel of the Terminal Inspection Service (TIS), plus if there are personnel who are on leave or sick, then no one backs up. So with a minimal number of personnel, it is felt that they are still lacking to carry out tasks in the Terminal Inspection Service (TIS).

With 2 personnel every 2 days, basically everything can be done, but because of the pressure with 2 people every day it will be very heavy because the duties and responsibilities of the Terminal Inspection Service (TIS) are very large, starting from the level of service including; Departure and arrival processes, convenience, and value-added facilities. Checking facilities according to Standard Operating Procedures, taking into account baggage starting from block on baggage being unloaded until it is picked up by airport service users, checking light on the land side (lindsay), and so on. If there are only 2 people per day, the employee's performance in monitoring facilities cannot be maximized.

With the number of existing and still very few employees affecting the performance system of Terminal Inspection Service (TIS) employees at Palangkaraya Airport, there are several tasks that are still not optimal on the land side, the task in question is supervision of facilities, such as those Tjilik Riwut Palangkaraya airport in the landside terminal especially in

the waiting room and also the air temperature does not meet the applicable standards. so many passengers complain of overheating. During peak hours, Terminal Inspection Service (TIS) employees usually check the facilities on the land side of Tjilik Riwut Airport, Palangkaraya, because the number of TIS employees is only 2 people per day, consisting of Supervisors TIS and TIS Officer, TIS Supervisor monitors if there is damage or information on lack of cleanliness at the terminal and makes daily reports if there is damage to existing facilities at the landside terminal, while the TIS officer checks the existing facilities at Level Of Service (LOS) if there are findings of damage and lack of cleanliness then it is immediately reported to the TIS Supervisor. Lack of time and a large number of passengers during rush hour means that the trolleys are usually scattered in public areas, lack of cleanliness in the waiting room, and the temperature is not according to procedures.

The work that takes up a lot of employee time and requires more manpower is to calculate the Level Of Service (LOS), which is carried out 1 time for 1 month, while all reporting on the calculation of the Level Of Service every day is entered into the E-Service application, so that Trolley monitoring and reduced air temperature which resulted in Trolley scattered in public areas and many passengers complained of overheating.

Observation Results at the Terminal Inspection Service (TIS) Unit

The results of observations in this study refer to what was done by the Terminal Inspection Service (TIS) unit at Tjilik Riwut Palangkaraya Airport. Observations in this study are primary data obtained directly during field practice at Tjilik Riwut Palangkaraya Airport, which is primary data that supports research conducted at the Terminal Inspection Service (TIS) unit at Tjilik Riwut Palangkaraya Airport. The results of observations at the Terminal Inspection Service (TIS) unit are as follows:

Table 2. Observation of the Tjilik Riwut Facility

No	Indicator	Supervision Aspect (20 September-30 September 2022)	in accordance	it is not in accordance	Findings
1	Departure and Arrival Process	1. Vehicle departure lane facilities:			It's over, because the arrival lane is wide, clean and also comfortable and there are no complaints from prospective passengers or passengers
		a. Broad vehicle arrival lanes	√		
		b. Clean	√		
		c. Comfortable	√		Appropriate, because it makes it easier for passengers to carry lots of heavy goods
		2. Departure and arrival trolley facilities are available to help make it easier for passengers	√		
		3. There is a self check-in facility.	√		
2	Comfort and Cleanliness	1. Departure waiting room facilities provided by the Tjilik Riwut Palangkaraya Airport terminal			Inappropriate, departure lounge facilities are spacious and clean but not comfortable due to the hot air temperature so many passengers complain of overheating.
		a. Wide	√		
		b. Clean	√	√	
		c. Comfortable			Not suitable, the air-conditioning facilities are clean, but not cool
		2. Air-conditioning facilities at the Tjilik Riwut Palangkaraya airport terminal			

		a. Clean	√		enough because the air temperature is not according to the SOP.
		b. Cold		√	
		3. Toilet facilities at the Tjilik Riwut Palangkaraya Airport terminal			Accordingly, the condition of the toilet facilities at the Tjilik Riwut Palangkaraya Airport terminal is clean and comfortable.
		a. Clean	√		
		b. Comfortable	√		
3	Added Value Facility	1. Tjilik Riwut airport terminal information board facilities are clear and accurate.	√		Accordingly, the information boards in several places in the terminal are clear and accurate.
		2. Smoking room facilities are available in the departure lounge	√		Accordingly, there is a smoking room in the departure lounge.
		3. Signage facilities are clear and accurate.		√	Inappropriate, because there are still some signs that have not been installed/added.
		4. Charging station facilities are available to help make it easier for passengers.		√	Inappropriate, because there are still lots of passenger complaints about the lack of a 3-foot and USB charging station.
		5. Shopping area facilities and souvenirs are available to make it easier for passengers	√		Accordingly, there are shopping and souvenir facilities in the terminal.

TIS Unit Supervision Scope

Supervise airport facilities functioning properly in accordance with the applicable Standard Operating Procedures (SOP) which refers to PM 178 of 2015 concerning Airport Service User Service Standards. Includes:

1. Check service standards and ensure airport facilities are functioning normally.
2. Ensure that the cleanliness of the airport meets the company's standards.
3. Checking the Level Of Service (LOS) in accordance with the standard provisions set in PM 178 of 2015.
4. Checking the Trolley facilities during peak hours so as not to reduce the trolley facilities obtained by passengers.

The performance of Terminal Inspection Service (TIS) unit officers at Tjilik Riwut Palangkaraya Airport in supervising landside terminal facilities is in accordance with the SOP. but there are some that are still not, due to adjusting the number of passengers there is electricity savings for facilities that use electricity so that waste does not occur. When carrying out their duties, Terminal Inspection Service (TIS) employees are also equipped with supporting facilities such as TIS vests and HT. In order to facilitate TIS's work in communicating both to passengers who want to ask questions about facilities and to communicate with parties who work with TIS, if something happens in the terminal such as a problem with electricity, the TIS officer will immediately contact the electricity officer, and also if there is a problem in the

conveyor upon arrival, the TIS officer immediately contacted the technician, what often happened was usually the cleaning department both in the waiting room and the toilet, so the tis officer immediately contacted the cleaning party to immediately follow up.

CONCLUSION

The performance of Terminal Inspection Service (TIS) unit employees at Tjilik Riwut Palangkaraya Airport is still lacking. Because the number of employees is only 3 personnel divided into 2 people every day basically everything can be done, but because the pressure that is obtained with 2 people per day is very heavy due to the duties and responsibilities of the Terminal Inspection Service (TIS) unit for existing facilities at Tjilik Airport Riwut Palangkaraya, especially on the land side, starting from checking facilities to cleanliness at the terminal, must comply with the applicable Standard Operating Procedures (SOP) referring to PM 178 of 2015 Airport Service User Service Standards.

In carrying out the duties, responsibilities and authorities of the Terminal Inspection Service (TIS) unit, it has been divided equally according to the capabilities of each, so that in carrying out their duties the personnel of the Terminal Inspection Service (TIS) unit can work together in coordination with other employees. Tasks that are still not handled optimally at this time, namely, supervision of trolleys that are often scattered (not in the right place), because Terminal Inspection Service (TIS) officers focus on Level Of Service (LOS), so supervision of Trolleys is not optimal.

From the results of the research, discussion, and conclusions that have been described, the researcher can provide several suggestions aimed at building and improving the implementation of tasks so that they are in accordance with those in the Standard Operating Procedures (SOP), including the following: To the Team Leader, make a letter of submission for additions personnel in the Terminal Inspection Service (TIS) unit if it is absolutely necessary so that the tasks can be carried out properly in accordance with the Terminal Inspection Service (TIS) procedures. It is hoped that employees of the Terminal Inspection Service (TIS) unit will be able to carry out their respective duties and responsibilities and be able to improve performance on facility supervision in accordance with Standard Operating Procedures (SOP).

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