

## Analysis of Apron Movement Control (AMC) Personnel Availability Towards Airside Supervision Operational Activities of PT Angkasa Pura I Pattimura Ambon International Airport

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### Abstract

Apron Movement Control (AMC) is a unit that is responsible for flight operations, aircraft movement supervision, vehicle traffic, passengers and cleanliness supervision in the airside area and recording flight data on the apron. AMC officers are one of the factors that also determine the achievement of organizational goals in the airport sector, because the human resources of AMC officers are the subject of every activity in the organization, the assessment for subjects is carried out through their performance assessment. Through a combination of human resources, facilities/equipment and procedures in a series of elements that work together in carrying out the functions and tasks of supervision and service on the airside so that the goals are achieved. This study aims to determine the supervision of the AMC unit at Pattimura Ambon International Airport in terms of human resources and supporting facilities as well as obstacles in carrying out supervision in the airside area and efforts to overcome obstacles. This study uses a descriptive qualitative approach. The data used are primary and secondary data. Primary data is obtained from observation and interviews, while secondary data comes from literature studies and photographs related to the problems studied. The data analysis techniques used are data reduction, data presentation and drawing conclusions. To test the validity of the data, the triangulation technique is used. The research time was in March 2024. The results of the study showed that the supervision of the AMC unit at Pattimura Ambon International Airport was carried out in accordance with PM-IK (Quality Procedures and Work Instructions), starting from supervision of FOD (foreign object debris), fuel spills, vehicle speed according to SKEP/140/VI/1999, supervision of aircraft movements, supervision of the use of PPE according to procedures and supervision of wind running up / idle. The number of AMC unit human resources currently has 7 personnel consisting of 6 implementing personnel and 1 leader. The AMC unit has equipment that is suitable for use including Handy Talky (HT), Telescope (Binoculars), Computer, Ear Muff, Bad Marshaller, Sunglasses, Light Stick, Raincoat, Follow Me Car, Speed Trap and CCTV. The obstacle in AMC supervision is the lack of personnel so that the workload increases and there are still service users / workers who violate the rules on the airside. The AMC unit has attempted to submit additional personnel and the AMC unit strictly enforces service user discipline according to procedure.

**Keywords:** AMC Supervision, Personnel Availability, Supporting Equipment



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### INTRODUCTION

Pattimura Ambon International Airport, located in the eastern part of Indonesia, is one of the main gateways to the economy of Maluku Province. Managed by PT. Angkasa Pura I (Persero), this airport has 10 parking stands to support flight activities. This airport serves domestic and international flights with a capacity of 700,000 domestic passengers and 100,000 international passengers per year. One of the operational units at the airport is the Apron Movement Control (AMC). According to the General Regulation of Air Transportation Number KP 038 of 2017, the AMC unit is responsible for implementing regulations, supervising aircraft

movements, vehicle traffic, people and goods, and cleanliness in the airside area. AMC also records flight data to ensure flight safety and security. In carrying out its duties, the AMC unit is supported by qualified human resources and adequate work support facilities. The success of the AMC unit in carrying out its duties is measured through the application of these principles, which aim to create optimal flight safety, security, and services without ignoring applicable regulations. What is meant by human resources here is the Apron Movement Control (AMC) officer. AMC officers are one of the factors that also determine the achievement of organizational goals in the airport sector, because human resources (HR) are the subject of every activity in the organization, assessment for subjects is carried out through performance assessment. Through civil security efforts, namely a combination of Human Resources (HR), facilities/equipment and procedures in a series of elements that work together in carrying out the functions and duties of supervision and service on the airside so that a goal is achieved. Many agencies have failed to achieve the expected goals, because employees are no longer able to work effectively and efficiently, (Habriadi, 2017).

## RESEARCH METHODS

This study adopts a descriptive qualitative approach. The data used includes primary and secondary data. Primary data is obtained through observation and interviews, while secondary data is collected from literature studies, SOPs, and photographs related to the issues studied. Data analysis techniques include data reduction, data presentation, and drawing conclusions. To ensure the validity of the data, triangulation techniques are applied. This study was conducted in March 2024.

## RESEARCH RESULTS AND DISCUSSION

The implementation of the duties and responsibilities of the AMC unit cannot be separated from the availability of qualified human resources and adequate supporting equipment. The human resources (HR) of the AMC unit of Pattimura Ambon International Airport for the implementation of its tasks and responsibilities have 7 personnel. The human resources of the AMC unit at the airport are very important to ensure efficient, safe, and coordinated operations in the airside area. Although technology and automated systems play a big role, many decisions in operations in the airside area require human judgment such as making quick and precise decisions in unexpected or emergency situations. AMC unit personnel are responsible for ensuring that all safety procedures and regulations in the airside area are followed. When an incident or problem occurs on the airside, personnel on the ground must be able to respond quickly and effectively. AMC personnel must be able to handle various situations such as equipment failure, delays, or safety issues in a coordinated and procedural manner. The number of AMC unit human resources at Pattimura Ambon International Airport currently has 7 personnel, consisting of 6 implementing personnel and 1 leader. The supporting equipment of the Apron Movement Control (AMC) unit at the airport has various important functions to ensure safe and efficient operations in the apron area. This equipment synergistically supports AMC officers in carrying out supervisory and regulatory functions in the apron area, ensuring safety, efficiency, and compliance with operational procedures at the airport. The following are the supporting facilities/equipment of the AMC unit and their number and condition:

**Table 1. AMC Unit Supporting Facilities in 2024**

| No | Equipment Name         | Amount   | Condition |
|----|------------------------|----------|-----------|
| 1  | Handy Talky (HT)       | 10 units | worthy    |
| 2  | Telescope (Binoculars) | 2 units  | worthy    |

|    |                                  |          |        |
|----|----------------------------------|----------|--------|
| 3  | Computer                         | 2 units  | worthy |
| 4  | Ear Muff                         | 4 units  | worthy |
| 5  | Bad Marshalling                  | 2 units  | worthy |
| 6  | Sunglasses                       | 4 pieces | worthy |
| 7  | Light Stick                      | 2 units  | worthy |
| 8  | Raincoat                         | 6 pieces | worthy |
| 9  | Follow Me Car                    | 1 unit   | worthy |
| 10 | Speed Trap                       | 4 units  | worthy |
| 11 | Closed Circuit Television (CCTV) | 8 units  | worthy |

## Discussion

### Supervision of the AMC unit at Pattimura Ambon International Airport is seen from human resources and supporting facilities.

Supervision of AMC units at Pattimura Ambon International Airport is carried out in accordance with PM-IK (Quality Procedure and Work Instruction) from PT. Angkasa Pura 1. Supervision is carried out starting from supervision of FOD (foreign object debris), fuel spills, vehicle speed according to SKEP/140/VI/1999 concerning Requirements and Procedures for Operating Vehicles on the Airside, supervision of aircraft movements entering and leaving the apron, supervision of workers handling aircraft and supervision of wind running up/idle on the airside. AMC supervision when viewed from the supporting equipment, the AMC unit has equipment that is suitable for use and supports the implementation of tasks and responsibilities. The supporting equipment of the AMC unit plays a crucial role in ensuring smoothness, safety, and operational efficiency in the airside area, starting from coordination and communication, assisting in supervision and monitoring, assisting in recording, managing, and monitoring aircraft movement schedules and information related to aircraft entering and leaving the apron and protecting officers from work safety related matters.

AMC supervision when viewed from the number of human resource availability, it was found that there was still a shortage of personnel because in 1 duty position only 1 personnel was assigned/placed. This is also due to the lack of personnel, namely in 1 shift consisting of only 4 personnel. Pattimura Ambon International Airport as the entry point for passenger movement and economic activities with a traffic of 40-50 flights per day. When compared between the amount of traffic and the current availability of personnel, it can be seen that there is still a lack of personnel and the need for additional personnel so that the implementation of duties does not result in a high increase in workload which will affect the performance of officers in ensuring flight security and safety in the airside area of Pattimura Ambon International Airport.

### Obstacles in conducting supervision in the Airside area

1. Lack of AMC personnel. The impact of personnel shortages can lead to suboptimal supervision, which increases the risk of technical problems and flight safety. Then the workload increases because existing personnel have to work harder and longer to cover the shortage, which can cause fatigue and decreased work quality. It can also reduce efficiency and accuracy in carrying out supervisory and service tasks.
2. Service user violations. Violations that occurred in the airside area of Pattimura Ambon Airport, such as officers not wearing Personal Protective Equipment (PPE) according to procedures and also GSE vehicles that were damaged in the service road area during operational hours, so they had to be supervised by AMC personnel when emergency maintenance was carried out.

**Efforts to overcome obstacles**

In an effort to overcome some of these problems, the AMC unit at Pattimura Ambon International Airport has submitted additional personnel through the administration section responsible for everything related to the AMC unit. Then related to violations committed by service users or workers in the airside area, AMC personnel conduct routine inspections every 2 hours so that if a problem occurs, we can handle it immediately. If someone violates the rules, personnel immediately take action in the form of a direct warning to the person concerned so that it is not repeated and the information is conveyed. Then each violation is given administrative sanctions such as punching airport passes and revoking airport passes to the same person if the violation is repeated up to three times. Revocation of an airport pass means that the person concerned is no longer allowed to work in the entire airside area, this is done by calling his superiors and signing a statement letter.

**CONCLUSION**

Supervision of the AMC unit at Pattimura Ambon International Airport is carried out in accordance with PM-IK (Quality Procedure and Work Instruction) from PT. Angkasa Pura 1. Supervision is carried out starting from supervision of FOD (foreign object debris), fuel spills, vehicle speed according to SKEP/140/VI/1999 concerning Requirements and Procedures for Operating Vehicles on the Airside, supervision of aircraft movements entering and leaving the apron, supervision of workers handling aircraft regarding the use of PPE according to procedures and supervision of engine running up/idle on the airside. The number of AMC unit human resources at Pattimura Ambon International Airport currently has 7 personnel, consisting of 6 implementing personnel and 1 leader. Then divided into 4 personnel in each shift and assigned 1 aviobridge operator personnel, 1 personnel in data entry, 1 field inspection personnel and 1 personnel in the AOCC room. The AMC unit has equipment that is suitable for use and supports the implementation of tasks and responsibilities including Handy Talky (HT), Telescope (Binoculars), Computer, Ear Muff, Bad Marshaller, Sunglasses, Light Stick, Raincoat, Follow Me Car, Speed Trap and CCTV. The obstacle in AMC supervision is the current shortage of personnel so that it can increase the workload and increase the risk of technical problems and there are still service users/workers who violate the rules on the airside. Efforts to overcome obstacles related to HR that the AMC unit has submitted additional personnel and the AMC unit implements strict service user discipline according to procedures.

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