

The Coordination Function of PT Angkasa Pura II Terminal Inspection Service (TIS) Officers in Fulfilling Standard Service Procedures at Sultan Thaha Syarifuddin Airport, Jambi

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Abstract

The coordination function of Terminal Inspection Service (TIS) officers is determined by officers within the organization who have the same goals. Terminal Inspection Service (TIS) officers work with Standard Operating Procedures (SOP) provided by PT Angkasa Pura II, with Standard Operating Procedures (SOP) officers coordinate with other officers so as to achieve optimal work goals. The performance of Terminal Inspection Service officers in a facility maintenance, supervision is very influential on customer satisfaction at the airport. The good condition of the airport terminal will get its own assessment by passengers, the good condition of the airport terminal is of course caused by the coordination of Terminal Inspection Service (TIS) officers. This study used a qualitative research method design, in which data collection was carried out through interviews, observation, documentation, and literature studies in the work area of the Terminal Inspection Service (TIS) officer at Sultan Thaha Syarifuddin Airport, Jambi. This research was conducted to determine the coordination function of the Terminal Inspection Service (TIS) at PT Angkasa Pura II Sultan Thaha Syarifuddin Airport, Jambi. The results of this study are the coordination function of Terminal Inspection Service (TIS) officers, coordination of officers according to SOP, officers resolving obstacles that occur at the airport terminal swiftly and precisely. Terminal Inspection Service (TIS) officers coordinate well between colleagues and superiors in overcoming all existing problems in accordance with Standard Operating Procedures (SOP).

Keywords: Function, Coordination, Terminal Inspection Service (TIS), Officer



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INTRODUCTION

Air transport is transportation that requires a lot of resources to implement. According to Law No. 1 of 2009 concerning aviation, it states that an airport is an area on land and/or waters with certain limitations that is used as a place for aircraft to land and take off, board and unload passengers, load and unload goods, and place for intra- and inter-modal transfers of transportation equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities. One of the airport managers in Indonesia is PT Angkasa Pura II (Persero). The company is one of the State-Owned Enterprises engaged in the business of airport services and airport-related services. PT Angkasa Pura II has several airports that are managed, one of which is Sultan Thaha Syarifuddin Jambi Airport which is in the Jambi Province area. Jambi Sultan Thaha Airport has several units tasked with ensuring and supervising facilities so that the airport can operate properly. One of the units at the airport is the Terminal Inspection Service (TIS).

In the Standard Operational Procedure of Airport Services Information System (SOP ASIS) of PT Angkasa Pura II (2014), it describes that "Terminal Inspection Service (TIS) or also known as Terminal Operation Service (TOS) is an airport service unit whose job is to supervise/inspect operational support facilities in public areas, restricted public areas (RPA) and passenger

waiting rooms provided by the airport manager. TIS has the responsibility to ensure that the facilities at the airport function properly and are ready for use. The performance of Terminal Inspection Service officers in a facility maintenance, supervision is very influential on customer satisfaction at the airport. Therefore, coordination between units in charge and responsibility in the field must be good and fast so that the handling process can be resolved quickly.

Coordination in general is a binding rope in the organization connecting the actors in the organization to achieve common goals. In other words, the existence of an organization can guarantee the movement of the organization towards a common goal. Without coordination, all parties in the organization will move according to their interests and the role of each part is not necessarily to achieve common goals. Coordination is easy to say but difficult to implement. The obstacle that is often felt by the TIS unit is the slow communication between units. Many similar activities but not well coordinated, this problem occurs in the relationship between units within the organization. Researchers found obstacles in coordination, namely handling the FIDS (Flight Information Display System) screen to turn off, cleanliness at the arrival toilet facilities did not meet hygiene standards and hand soap was sometimes not always filled and lacking. put the trolley in place. This condition will get worse if it is not coordinated from design, implementation, to evaluation.

Problem Formulation: Based on the background previously described, the author takes the following problem formulation: Does the coordination carried out by PT Angkasa Pura II Terminal Inspection Service (TIS) officers meet the service procedure standards at Sultan Thaha Syarifuddin Airport Jambi? Are there any obstacles faced by Terminal Inspection Service (TIS) officers in fulfilling standard service procedures at Sultan Thaha Syarifuddin Airport, Jambi? What efforts have been made to deal with the obstacles faced by Terminal Inspection Service (TIS) officers in meeting standard service procedures at Sultan Thaha Syarifuddin Airport, Jambi?

Literature Review

PT Angkasa Pura II

PT Angkasa Pura II (Persero), hereinafter referred to as "Angkasa Pura II" or the "Company" is a State-Owned Enterprise engaged in the business of airport services and airport-related services in the West Indonesia region. Angkasa Pura II has been entrusted by the government of the Republic of Indonesia to manage and strive for the exploitation of airports. The existence of Angkasa Pura II began with a public company with the name Perum Pelabuhan Jakarta Cengkareng through Government Regulation Number 20 of 1984.

Coordination

According to James G March (2015), coordination is a process of achieving unity of action between activities that are mutually responsible. According to Terry (2015) coordination is an orderly synchronization in an effort to provide the right amount on time and direct implementation which can result in harmonious and integrated actions for other purposes.

Terminal Inspection Service (TIS)

According to PM 178 of 2015 regarding service user standards (level of service) aimed at terminal specific passengers, namely, terminal inspection service is to supervise and inspect services and facilities related to services provided to passengers. Terminal Inspection Service (TIS) is a unit under the Airport Service section that pays attention to the security, comfort, smooth running and safety of anyone at the airport. SOP (Standard Operating Procedure) for Terminal Inspection Service (TIS) 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).

Standard Operating Procedures

SOP or stands for Standard Operating Procedures, is a series of standards that support well-organized work procedures in an organization or company. Standard Operating Procedures (SOP) are guidelines used to ensure the operational activities of an organization or company run smoothly (Sailendra, 2015). 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 work assessment 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, consistent technical systems, and maintain quality control and keep business processes running well

Service

According to Kotler (2015), service (service) is an action or performance provided by someone to another person. While service quality can be defined that, how far is the difference between reality and customer expectations for the service they receive. Service quality can be identified by comparing customer perceptions of the services they receive.

RESEARCH METHODS

This study used a qualitative research method design, in which data collection was carried out through interviews, observation, documentation, and literature studies in the work area of the Terminal Inspection Service (TIS) officer at Sultan Thaha Syarifuddin Airport, Jambi. This research was conducted to determine the coordination function of the Terminal Inspection Service (TIS) at PT Angkasa Pura II Sultan Thaha Syarifuddin Airport, Jambi.

RESEARCH RESULTS AND DISCUSSION

Coordination of Terminal Inspection Service (TIS) officers in supporting services at Sultan Thaha Syarifuddin Jambi Airport

Based on the Airport Operation And Services Quality Procedures, reference documents/legal basis for Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in carrying out surveillance in the terminal area and its surroundings are listed in: Law No. 1 of 2009 concerning Aviation, Government Regulation No. 70 of 2001 concerning Airports, Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 178 of 2015 concerning Service Standards for Airport Service Users, Decree of the Director General of Civil Aviation No: SKEP/100/XI/1985 Concerning Airport Rules and Regulations and Standard Operating Procedures (SOP).

Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport are responsible for preparing all facilities and monitoring passengers in the airport terminal area. This facility is useful to make it easier for passengers while in the airport area, both on arrival and departure. Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport coordinate with all relevant units in preparing and ensuring that facilities in the airport area are in normal condition. Terminal Inspection Service (TIS) officers at Sultan Thaha

Syarifuddin Jambi Airport coordinate with all relevant units in preparing and ensuring that facilities in the airport area are in normal condition. Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport also work mobile (go around) in the land side area of the airport. These activities are based on the Standard Operating Procedures (SOP) that apply at PT. Angkasa Pura II (Persero). When researchers made observations at Sultan Thaha Syarifuddin Airport, Jambi, researchers found the following cases:

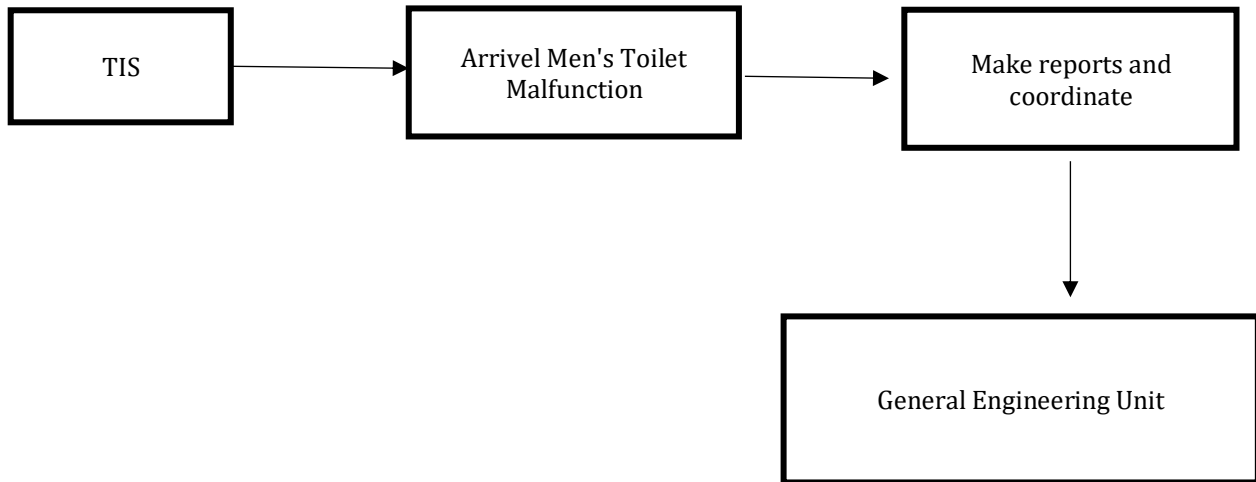


Figure 1. Case Example Chart

The following is the Standard Operating Procedure (SOP) from the Terminal Inspection Service (TIS) officer at Sultan Thaha Syarifuddin Jambi Airport, which consists of: Supervision of the Passenger Terminal, Passenger Personal Accident Insurance, Measuring the Level of Service and Trolleyman Supervision.

The Standard Operating Procedure (SOP) is used as a guideline for monitoring the passenger terminal by Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport to supervise/control, monitor, ensure that all facilities are clean, clean and the smooth flow of passengers also ensures that all activities at the terminal are in good condition and ready to be used by all service users. This is to support airport operations by providing comfortable facilities for service users and work partners in the Sultan Thaha Syarifuddin Airport Jambi area.

Therefore the role and influence of coordination of Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport is very important and very much needed to give special attention to the service facilities available in the airport terminal area by carrying out inspections and ensuring the progress of repairs or maintenance of facilities that are not normal.

At Sultan Thaha Syarifuddin Airport Jambi, Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Airport Jambi work in shifts (morning and afternoon). Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Airport, Jambi, periodically check the readiness of service facilities in the airport land side area by adjusting the shift work schedule. Each shift will report the situation and condition of the terminal and service facilities at the airport. If there is an abnormal facility, the Terminal Inspection Service (TIS) officer at Sultan Thaha Syarifuddin Jambi Airport will follow up and immediately inform the relevant unit to immediately repair the facility. If the repair takes a long time, it will be informed and handed over to the next shift to continue to monitor the progress (follow-up) of the repair.

DAFTAR DINAS UNIT TERMINAL & LANDSIDE SERVICE BULAN APRIL 2023																															
NO	NAMA	NIK	TANGGAL																												
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	
TERMINAL & LANDSIDE SERVICE																															
TERMINAL INSPECTION SERVICE & DIGITAL SERVICE																															
1	INDRAWAN SYAH	20002983	P	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
2	MARETI WARUWU	20002988	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
3	YUJOH HENDARTO	20003025	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
4	WANTONDI RAMA	20003074	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
5	M ADHI SETYAWAN	20003075	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
6	HOPRI IMANISYAH	OS	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
INFORMATION & CUSTOMER SERVICE																															
7	AGUS WARSITAH A	20008048	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
8	MIFTAHUL HIDAYAT	20007628	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
9	DESY ARYANSARI	20006053	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
10	MERRY NATALIA S	OS	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
11	MABILA S	OS	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
JAMBI, MARET 2023																															
PLT.ASSTANT MANAGER OF TERMINAL & LANDSIDE SERVICE																															
GARRY HENDARSYAH																															

Figure 2. Shift Service Schedule for PT Angkasa Pura II Terminal Inspection Service (TIS) Officers at Sultan Thaha Syarifuddin Airport, Jambi

In the following, the researcher will display the results of research observations in a table of findings and events at the Terminal Inspection Service (TIS) unit at Sultan Thaha Syarifuddin Airport, Jambi, namely as follows:

Table 1. Findings and Events at the Terminal Inspection Service (TIS) Unit

No	Date	Facility Name	Area Fasilitas	Problems
1.	01 May 2023	Men's Restroom	Arrival	The ceiling in the arrivals area cracked/fallen
2.	06 May 2023	Women's Toilets	Boarding Lounge	1 lamp does not turn on
3.	11 May 2023	Garbarata	Arrival	The arrival lift is not working/off
4.	11 May 2023	Men's Restroom	Boarding Lounge	The toilet cover is broken
5.	15 May 2023	cubic	Arrival	There was seepage from the women's toilet floor

Obstacles faced by PT Angkasa Pura II Terminal Inspection Service (TIS) officers in fulfilling standard service procedures at Sultan Thaha Syarifuddin Airport, Jambi

Terminal Inspection Service (TIS) officers coordinate or cooperate with almost all stakeholders at the airport. Both with PT Angkasa Pura II's internal units and with external units or outside agencies to ensure the facilities in the terminal area and its surroundings are ready to operate. The departments related to PT Angkasa Pura II's internal unit which coordinate with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport are as follows:

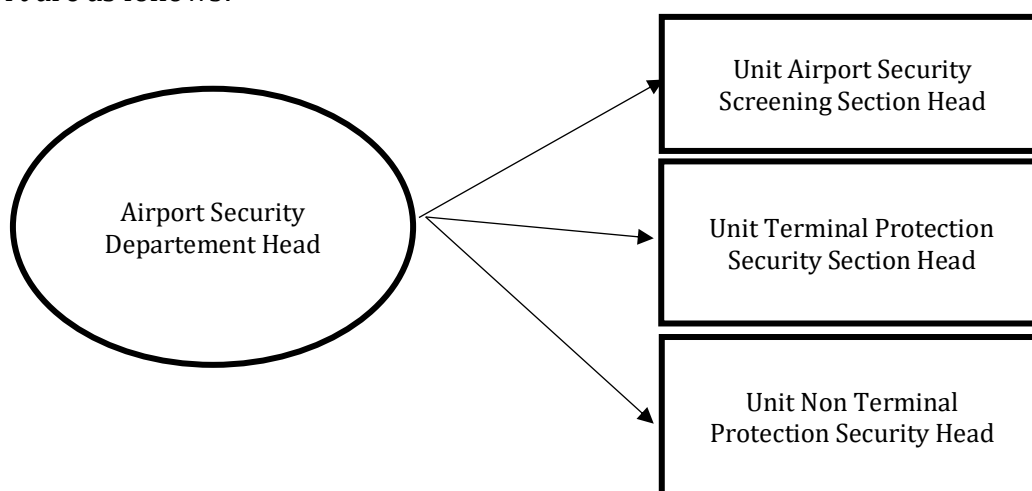


Figure 3. Airport Security Department Head

Airport Security Department Head

1. The Airport Security Screening Section Head unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of security supervision and SCP (Screening Protection) maintenance.
2. The Terminal Protection Security Section Head unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of security supervision in the airport terminal area.
3. The Non Terminal Protection Security Head unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of monitoring outside the terminal area such as road access, perimeter, traffic around the outside of the airport terminal.

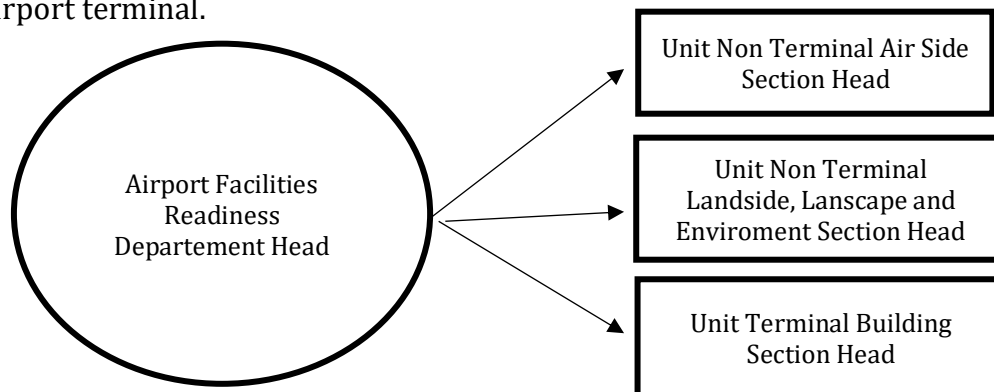


Figure 4. Airport Facilities Readiness Department Head

Airport Facilities Readiness Department Head

1. The Non Terminal Air Side Section Head Unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in providing information on checking the readiness of facilities in the airside area of the airport, such as repairs/maintenance of aprons, runways, taxiways.
2. The Non-Terminal Land Side, Landscape and Environment Section Head Unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of checking the readiness of facilities in the environmental area outside the terminal, such as repair/maintenance of road access facilities for car and motorbike parking.
3. The Terminal Building Section Head unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of checking the readiness of facilities in areas within the airport terminal, such as repair/maintenance of facilities throughout the airport terminal building.

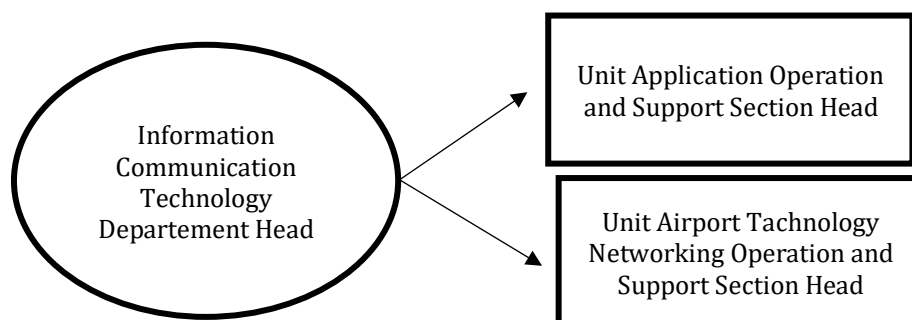


Figure 5. Information Communication Technology Departement Head

Information Communication Technology Departement Head

1. The Application Operations and Support Section Head (AOSS) Unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of repair/maintenance of internet network facilities in the airport terminal area.
2. The Airport Technology Networking Operation and Support Section Head (ATNOS) Unit coordinates with Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport in terms of repair/maintenance of facilities and equipment such as Entertainment TV, Computers, FIDS (Flight Information Display System).

Each service facility has coordination with related units whose job is to provide and maintain facilities. Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport will always coordinate with these units as long as the facilities are available to maintain and ensure that each of these service facilities functions properly and normally. For example, during an inspection, the Terminal Inspection Service (TIS) officer at Sultan Thaha Syarifuddin Jambi Airport found damage to the escalator leading to the waiting room which was damaged because the equipment was damaged and had to wait for spare parts. When there are problems with the facility being damaged and there are no ready spare parts, therefore it cannot provide maximum service to service users.

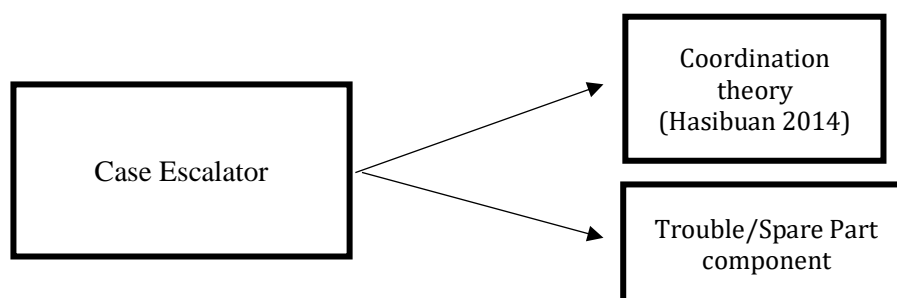


Figure 6.

Coordination theory (Hasibuan 2014) that "coordination is balancing and moving the team by giving the location of work activities that are suitable for each and ensuring that these activities are carried out with proper harmony among the members themselves.

Efforts When There are Obstacles Faced by Terminal Inspection Service (TIS) Officers in Fulfilling Standard Service Procedures at Sultan Thaha Jambi Airport

The main role of the Terminal Inspection Service (TIS) at Sultan Thaha Syarifuddin Airport, Jambi, is to have the task of carrying out airport terminal operations by carrying out inspections on the land side of the airport. So if there are problems in the field, the first thing to look at is what the problem is, after that make a report when there is damage to the facility. We have to see first what the problem is and whether we can solve it within our interns (it can be immediately corrected by the unit concerned) or we have to solve it more broadly, for example when we go to the office. When the report is known by the assistant manager's superior, it means that it is related to a third party (external) which takes time to repair, the details of the problem and the budget for repairs.

With these obstacles in sub-chapter 2, namely coordination in the case of escalators, Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport have a way to anticipate that these problems will not occur again by reporting to the Engineering unit for the damage that has occurred. Next, install signage on the damaged area/equipment so that it is not used by passengers, direct passengers through manual stairs/lifts, supervise/check tool

repairs carried out by the engineering unit and ensure that the tool is functioning properly and maximizing other facilities. With these obstacles, Terminal Inspection Service (TIS) officers inspect the facility and coordinate with related units so that the problems that occur do not become fatal obstacles. From the study of the research literature, researchers also found the same thing that was done at the Tunggal Wulung Cilacap Airport, namely inspecting available airport facilities. However, Tunggal Wulung Cilacap Airport also conducts assessments and evaluations of the coordination performance of all TIS officers so that the TIS Unit at the Tunggal Wulung Airport can improve and develop.

CONCLUSION

From the discussion previously described by the researchers, the problems in this study can be concluded as follows: The TIS (Terminal Inspection Service) work system at Sultan Thaha Syarifuddin Jambi Airport is to use shifts or division of labor in carrying out a job in order to optimize work results and productivity properly, smoothly and safely. In carrying out their duties TIS (Terminal Inspection Service) officers at Sultan Thaha Syarifuddin Airport Jambi inspect/supervise facilities related to the services provided to passengers. Terminal Inspection Service (TIS) plays an important role in coordinating or collaborating with almost all stakeholders at the airport. Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport will always coordinate with related units as long as the facility is available to maintain and ensure that each service facility functions properly and normally.

Based on the results of the research, the researcher intends to provide suggestions for institutions and further research. Researchers' suggestions are as follows: For companies, PT. Angkasa Pura II Branch of Sultan Thaha Syarifuddin Airport, Jambi, needs to improve supervision of the repair/maintenance of facilities in the land side area of the airport to comply with applicable service procedure standards. Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Jambi Airport need to improve coordination with related units to ensure all service facilities are always functioning properly and normally. For Future Researchers, Suggestions for future researchers are to examine more existing sources and references regarding data and examine in more detail the coordination of TIS (Terminal Inspection Service) officers. Future researchers are expected to be able to find new problems that are still related to Terminal Inspection Service (TIS) officers at Sultan Thaha Syarifuddin Airport Jambi.

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