

Analysis of Delay Management Supervision by Air Transport Inspectors at Soekarno Hatta International Airport

Qois Alqoroni Masyhuda¹ Nur Makkie Perdana Kusuma²

Air Transportation Management D-IV Study Program, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta, Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia^{1,2}

Email: qois@gmail.com¹

Abstract

The Air Transport Inspector carries out supervision according to objects and events directly in the field. Supervision carried out by the Air Transport Inspector is very important in order to maintain security and safety during operations at the airport. The purpose of this study was to determine the effect of supervision and the results of monitoring delays by the Air Transport Inspector at Soekarno-Hatta International Airport. This study uses a qualitative method. Data collection was carried out at the Regional Airport Authority Office. Data was obtained from observations, interviews and documentation. Primary data sources were obtained from interviews with 5 (five) informants consisting of the Head of the Air Transport Section and 4 (four) Air Transport Inspectors. Secondary data was obtained from Delay Management SOP data, Ministerial Regulations, Air Transport Inspector Supervision Report Data and supervision documentation. The results showed that there were flight delays on Batik Air caused by delays at the previous airport, VIP movements, and technical service. In this incident it has been handled properly and compensation has been given based on the categories listed in PM 89 of 2015. The important role of the Air Transport Inspector is very influential in monitoring delays. Despite the shortage of personnel, the late information received by the Air Transport Inspector, the Air Transport Inspector has carried out scheduled and organized inspections. Even though it is in accordance with the SOP, the Inspector's supervision needs to be improved again so that in the future it will be more efficient and effective.

Keywords: Air Transport Inspector, Supervision, Delay Management, Batik air, and Soekarno-Hatta International Airport.



This work is licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/)

INTRODUCTION

One of the developing and democratic countries is Indonesia. There are many organizations working to improve the welfare of Indonesian citizens. According to reports, Indonesia has very strong economic growth, enabling various industries to develop rapidly, including the aviation sector. Aviation is a unified system which includes the use of air space, aircraft, airports, air transportation, flight navigation, safety and security, the environment, as well as supporting facilities and other public facilities, as referred to in Law Number 1 of 2009 concerning Aviation. Due to the advancement of aviation, many people choose the fastest mode of travel as an effective method of air travel.

In addition to the efficiency of safe and fast air transportation, it is also supported by timeliness in flight hours. Timeliness on flights is one of the most important time duration efficiencies in the world of aviation. Both the air side and the ground side. Various facilities that have been provided at the airport to ensure safety, comfort, accuracy and passenger safety are one of the actions that need to be implemented in the aviation industry. The need for handling of each activity will control the environmental conditions that occur in the field. Handling is certainly not easy to do in every activity. It is necessary to establish an organization from an

agency to support each facility in monitoring and handling activities. One of the agencies that serve as supervision and control in carrying out organizational functions in the airport sector is the Airport Authority. It is stated in the Decree of the Minister of Transportation Number 41 of 2011. In article 1 paragraph 1 it is explained that the Airport Authority is a technical implementing unit within the Directorate General of Air Transportation of the Ministry of Transportation which is located and responsible to the Director General of Civil Aviation. So the Airport Authority has a very important role as an airport regulator to oversee activities in the airport area.

Difficult methods are required to perform monitoring and control tasks. Essential items should be organized with everyday items. Several problems were discovered while under surveillance. Unexpected delays are one of them. Passengers who have long distances to travel may suffer from delays. Some passengers also ask for payment in return. Passengers have a claim for compensation in case of delay. The Ministry of Transportation applies regulations to regulate delay monitoring at Air Transport Business Entities to reduce delays.

An illustration of the delay problem at Soekarno-Hatta International Airport on Friday, July 10 2022, several previous flights experienced delays from their scheduled schedule, an average of 10 to 40 minutes. This was due to technical problems which prevented the Jakarta branch of Air Traffic Control (ATC) from receiving aircraft information in a timely manner. As a result, the Air Transport Inspector rushed to monitor the area where the delay occurred. At the Soekarno Hatta Airport terminal, supervision was carried out on the payment of compensation for the delay. Based on the category, airline employees offer soft drinks as compensation.

This study will compare direct handling in the field with Supervision of Air Transport Inspectors based on Standard Operating Procedures (SOP) delay management. The author aims to carry out research and studies with the aim of improving the depth system of domestic and international aviation, with the hope that this will contribute to the development of effective regulation and integrated management. That is the author's background, which has informed the research "Analysis of Delay Management Supervision by Air Transport Inspectors at Soekarno Hatta International Airport".

Relevant Research

Table 1. Relevant Research

No.	Researcher	Article Title	Research Result
1.	Anis Husnun (2019)	Implementation of Airport Authority Supervision Regarding Air Transport Delay According to Law Number 1 of 2009 concerning Aviation and Islamic Law: Study at the Abdulrachman Saleh Airport Technical Implementation Unit Malang.	Based on the findings of the study, Region III Airport Authority supervised Abdulrachman Saleh Malang Airport in accordance with the Aviation Law. This supervision is carried out once a month by a team from the Airport Authority Region III, who comes directly to the airport to deal with flight delays. In contrast to Islamic law which mandates that a leader's policy towards his followers must be based on benefit, in this case the Director General of Transportation must be careful and act with benefit in dealing with flight delays. When compared to the actions taken by airlines, UPT Abdulrachman Saleh Malang's efforts to prevent aircraft delays or cancellations include coordination, forming committees, and supervision.

2.	Doni Prasetya (2019)	Authority Arrangements for Airport Authority Offices in the Implementation of Airport Supervision According to Law Number 1 of 2009 concerning Aviation (Study at Minangkabau Airport).	The findings of this analysis lead to the conclusion that the supervisory role of the Technical Implementation Unit of the Regional VI Padang Airport Authority Office currently includes supervision of all airport aerialism activities. Office VI - Padang Airport Authority carries out activities such as field monitoring, inspections, ramp checks, socialization to the public, and aspects related to the latest aviation standards in accordance with applicable laws. There are still flight operators who are negligent or careless in following up on problems found in the field, which have a great potential to threaten flight safety. These obstacles were found in the implementation of the authority of the Airport Authority Office in conducting airport supervision.
3.	Faadilah Wara Farah (2019)	Supervision of Region VI Airport Authority on Compliance with Noise Level Standards by PT. Angkasa Pura II Minangkabau International Airport Branch.	The findings from the resulting research are as follows: 1) The Directorate General of Civil Aviation oversees the compliance of the Region VI Airport Authority with the Minangkabau International Airport noise level guidelines. It is not yet clear how the Directorate General of Civil Aviation and the Airport Authority Office will manage environmental preservation. Meanwhile, the Minangkabau International Airport Noise Level Standard is relatively high, especially in the apron area, exceeding the Noise Level Standard by 70 dB in the 2017 monitoring findings. 2) Legal challenges that the Region VI Airport Authority must overcome to ensure that PT Angkasa Pura II Minangkabau International Airport Branch complies with noise level guidelines.
4.	Amarilis Lativa Ifvada (2020)	Analysis of the Role of the Main Class Region I Airport Authority Office in Supervision of Aviation Navigation Inspectors in the Field of Communication Navigation Surveillance (CNS) for Perum LPPNPI Jakarta Air Traffic Service Center (JATSC) Branch.	The findings from the supervision of the navigation inspector in the field of communication navigation surveillance (CNS) at the Jakarta Air Traffic Service Center (JATSC) LPPNPI Perum, especially the LPPNPI Jakarta Air Traffic Service Center (JATSC) branch, are not in accordance with the SOP, are the factors causing the findings of the Standard Operational Procedure.
5.	Rosa Mistika Riang Hepat (2020)	Analysis of Supervision of the Main Class Region I Airport Authority Office in the Use of Airport Passes by Gapura Angkasa Officers at Soekarno Hatta International Airport Apron.	According to the study findings, the Airport Authority Office is responsible for supervising employees using gatekeeper airport tickets while they are on the apron, supervising violations and ensuring that the relevant flow of rules are followed..
6.	Anita Debora Tambingon, Johnny Revo Tampi, Very Londa (2020)	Supervision of Region III Authority Office on Domestic Scheduled Commercial Economy Class Passenger Service Standards at Sam Ratulangi Airport.	In order to accept and follow up on errors in the implementation of service standard operating procedures, this study urges the making of regulations that give authority to the head of the airport authority office to act. His party also urged coordination and synchronization of the supervision program from the Regional VIII Airport Authority Office, with Angkasa Pura II as the manager of Sam Ratulangi airport.

7.	Muhammad Dwi Saputra (2020)	Optimizing the Role of the Soekarno Hatta International Airport Authority in Monitoring the Performance of Ground Support Equipment (GSE) Officers.	According to the study findings, there are still operators and employees who do not renew their licenses or ratings but still drive GSE vehicles in violation of established protocols. In addition, supervision of GSE employees is still minimal, causing frequent violations on the air side.
8.	Alifqa Vania Mentari Ilyas (2021)	Oversight Function of the Airport Authority Office at Sultan Hasanuddin Maros International Airport.	Based on this study, the Airport Authority Office has difficulty allocating funds and staff effectively and efficiently in 24 working areas, one of which is Sultan Hasanuddin Maros International Airport.
9.	Kartika Fajar Nieamah (2021)	Handling of Flight Delays (Delay Management) on Lion Air Airlines at Yogyakarta International Airport (YIA).	The study findings show that Lion Air airlines in March and April 2021 have data indicating that they experienced small-scale flight delays at Yogyakarta International Airport. Flight delays on Lion Air airlines are caused by bad weather, technical problems, and flight delays (restrictions from previous airports). Lion Air airline handled it in this scenario according to protocol. Before paying compensation to passengers, Lion Air provides information through manual announcements or through AOCC at Angkasa Pura, offering warm service and payment according to the length of the delay.
10.	Ridiyan Kurniansyah (2022)	Implementation of Airport Authority Inspection Activities for Supervision and Control of Domestic Scheduled Commercial Air Transport Delay Management at Soekarno-Hatta International Airport.	Based on the findings of the study, inspection activities at Soekarno-Hatta International Airport still face various challenges in dealing with delays. The lack of awareness and responsibility of airlines in dealing with flight delays, the professionalism of operators who sometimes decreases, the response of air transport service users which is sometimes noisy which hinders inspection activities, and the lack of awareness of passengers on applicable regulations. In PM No. 89 of 2015 are some of these inhibiting and inhibiting factors. Sanctions are imposed if the airline violates one of the limitations/obstacles mentioned in the Delay Management monitoring and control activities. Written warnings, lane freezing, lane reduction, and company sanctions are examples of sanctions.

Source: Previous Researchers

Similarities related to the title of the research with the previous researchers both explained about the supervision of the object of the problems that occurred at the airports in their respective regions. Research uses qualitative methods by using observation data collection, interviews and documentation. Differences in research with previous researchers are found in data validity tests, research locations, the process of supervising problems, obstacles that occur in the monitoring process, and the results of monitoring reports that occur regarding the problems that occur and the problems caused.

RESEARCH METHODS

Sugiyono (2017) claims that the idea of a research method is a scientific tool for collecting data with specific purposes and uses. Based on this, the scientific method, data, objectives, and uses are four keywords that need attention. Based on this understanding, it can be said that the research method is a scientific methodology or procedure used to collect information about a subject of study with the intention of answering a problem. The purpose of this study is to

analyze and obtain information regarding Air Transport Inspectors under the supervision of Delay Management at Soekarno-Hatta International Airport. This chapter will discuss research design, place and time of research, data sources, data collection methods, data analysis methods, and research steps.

According to Pabundu (2015), research design is a methodical and directed method of collecting, processing and analyzing data in order to carry out research effectively and efficiently in accordance with research objectives. Since this research has a scientific leaning, a qualitative methodology is used. In contrast, the qualitative research method as defined by Sugiyono (2019) is a data collection method that uses triangulation (combined) data collection techniques and inductive/qualitative data analysis. It is used to evaluate natural object situations as opposed to experiments.

The subjects of this study were the Head of Section for Air Transportation and the Air Transport Inspectors who worked at the Airport Authority Office Region I Main Class Tangerang. Meanwhile, the object of this research is Soekarno Hatta International Airport, Tangerang. The location of the implementation research was carried out at the Regional I Airport Authority Office, Main Class, Tangerang and Soekarno Hatta International Airport. The time of the research was conducted on 1 August-31 August 2022. Data sources consist of:

1. Primary Data. Primary data obtained by means of interviews, individual or group polls and by using observation of an object. The interview was submitted to the Section Head of Air Transport and four Air Transport Inspectors at the Airport Authority Office Region I Main Class Tangerang, Banten.
2. Secondary Data. This secondary data is obtained through Ministerial Regulations, Delay Management SOP Data, Air Transport Inspector Supervision Data, surveillance documentation data. The collection of primary and secondary data was collected based on phenomena or findings that were at Soekarno Hatta International Airport during the Delay Management supervision carried out by the Air Transport Inspector of the Airport Authority Office Region I Main Class Tangerang.

Data Collection consists of:

1. Observation. This method is used to directly observe events/phenomena that are the focus of research (Sugiyono, 2019). The observation method carried out by the author at the Airport Authority Office Region I Main Class Tangerang, Banten with non-participants observing the Air Transport Inspector carrying out Delay Management monitoring activities at the terminal section at Soekarno-Hatta International Airport.
2. Interview. An interview is a meeting between two people between the questioner and the resource person who will be asked with the aim of obtaining information or exchanging information on a particular topic (Sugiyono, 2013). Interviews will be submitted to the Section Head of Air Transport and the four Air Transport Inspectors. This interview will be carried out during research later at the Airport Authority Office Region I Main Class Tangerang, Banten with four employees of the Air Transport Inspector and the Head of the Air Transport Section.
3. Documentation. The data obtained is based on internal data from the Airport Authority Office Region I, monitoring report data and Ministerial Regulations which are used by the Air Transport Inspector for the Airport Authority Region I in carrying out delay monitoring activities, then data retrieval with sound recordings and photos during joint activities Air Transport Inspector.

Research Instruments

According to Sugiyono (2018) a research instrument is a tool used to measure natural and social phenomena that are observed or researched. Research instruments are used to carry out research activities primarily as data in the form of questionnaires, a set of test questions, observation sheets and so on. In this study, researchers used several research instruments including cameras, recorders, books, bullpoints, interview guidelines and observation sheet guidelines. This can support the research system in order to make it easier to obtain information from sources/from direct objects.

RESEARCH RESULTS AND DISCUSSION

The Role of an Air Transport Inspector

From the results of interviews and observations that have been carried out in the study, it occurs that the Air Transport Inspector has an important role in supervising and controlling flight delays. It is stated in PM 59 of 2015 concerning Criteria, Duties and Authorities of Flight Inspectors that the role of the Air Transport Inspector is one of the Airport regulators as supervision and control when problems occur in the field.

From 18 August to 21 August 2022, the Transport Inspector supervised flight delays at Soekarno Hatta International Airport terminal 2. Supervision was carried out by 3 (Three) Air Transport Inspector Personnel who were on duty to carry out supervision. Supervision occurs when one of the Batik Air airlines experiences a flight delay caused by 3 (three) obstacles, namely a previous flight delay at the airport of origin (Late Arrival), VIP movement at Soekarno-Hatta International Airport at terminal 2, and the existence of a Technical Service.

From these reasons, the Air Transport Inspector made notes directly and asked about the conditions that occurred in the field. Three Air Transport Inspector personnel also supervise the distribution of compensation by the airline to passengers who are in the category of flight delays. The air transport inspector also asked the airline staff what were the reasons for the flight delay. The Air Transport Inspector also checks the control sheet resulting from the monitoring of flight delays that occur for making a report to the Head of Region I Airport Authority Office.

Air Transport Inspector Supervision Process

From the results of interviews and observations that have been carried out, that the Air Transport Inspector has carried out the supervision process according to the SOP and is well organized when monitoring flight delays from 18 August to 21 August 2022 at Soekarno-Hatta International Airport terminal 2. Researchers are also noted several processes carried out by the Air Transport Inspector in the ongoing supervision process. The supervision process carried out by the Air Transport Inspector regarding delay management is as follows:

1. The Air Transport Inspector makes a control implementation plan.
2. Then an Assignment Warrant (SPT) was issued regarding the oversight of delay management from the Head of the Airport Authority Office Region I Main Class Tangerang.
3. Once approved, determine the personnel who will carry out supervisory duties in the field.
4. Make an Official Note that the Air Transport Inspector will carry out delay management monitoring activities for the airline concerned.
5. Prepare equipment in the form of monitoring devices such as surveillance vests, notebooks and others.
6. The Air Transport Inspector ensures that the flight has been informed about the delay management and the reasons.

7. The Air Transport Inspector ensures to the airline that there are officers available who provide this information either through social media or direct notifications in the departure area.
8. Air Transport Inspector supervises delay management at the destination airport.
9. Then the Air Transport Inspector interviewed the airline and monitored the services of airline officers, passenger activities, and compensation related to delay management.
10. Compilation of reports on the results of supervision in delay management which are known by the Head of Air Transport and Airworthiness.
11. Submit a written report to the Head of the Main Class Region I Airport Authority Office no later than 7 (seven) working days after carrying out supervisory duties.
12. If in the evaluation there are findings under supervision, the report is submitted to the Director of Air Transportation through a Letter from the Head of the Airport Authority Office Region I Main Class for evaluation.

Acts of Air Transport Inspector

From the results of research in the form of observations and interviews yesterday occurred in the supervision of the Air Transport Inspector for flight delays. From the supervision that was carried out from 18 August to 21 August 2022, no violations were found that had an impact on flight security and safety. The occurrence of flight delays was caused by previous flight delays at the airport of origin (Late Arrival), VIP movements at Soekarno-Hatta International Airport in terminal 2, and the presence of Technical Service. So supervision has been running in a conducive and controlled manner safely. It's just that the compensation given by the airline to passengers according to category.

During an interview with one of the sources, the Air Transport Inspector explained that, if a violation occurs, the first action taken by the Air Transport Inspector is to make an official report for supervision of the violator, prepare a Supervision Report (LHP) to be reported to the Air Transport Business Entity for evaluation. and see whether it has an impact on aviation safety and security. If it has an impact on aviation security and safety, administrative sanctions will be given in the form of warnings, suspensions, revocations, and administrative fines.

Air Transport Inspector Supervision Report Mechanism

Based on the results of the research, from the sources the Air Transport Inspector explained regarding the reporting mechanism that when the violation was committed, the Air Transport Inspector would make a report on the findings prepared based on the results of supervision. Then write a letter from the Airport Authority Office Region I to the Directorate of Air Transport for legal division. Then if the letter has been written, a coordination meeting will be held in order to clarify between the Air Transport Inspector who made the LHP and the airline. If there are findings of violations during supervision that have an impact on flight security and safety, they will be followed up and evaluated together with the Directorate of Air Transport. If violations are found, sanctions will be made in the form of administrative sanctions in accordance with the law.

Based on the supervision that was carried out from 18 August to 21 August 2022 no violations were found, which means that the supervision was running smoothly and conducive. Only a few causes were found for flight delays, namely the previous flight delay at the airport of origin (Late Arrival), the VIP movement at Soekarno-Hatta International Airport at terminal 2, and the existence of a Technical Service.

Air Transport Inspector Constraints

From the results of the research through interview and observation methods, the researcher obtained some information about the obstacles experienced by the Air Transport Inspector while experiencing flight delay supervision. The first obstacle is the lack of personnel in the field of Air Transportation. The number of personnel is currently 15 with limited Human Resources (HR). Limited personnel make supervision less effective and efficient. The results are supported by a statement by a source from the Air Transport Inspector of the Regional Airport Authority Office: "We cannot carry out surveillance at any time to find out whether there is a delay or not. Due to the limited human resources in the field of air transportation as many as 15 people. The Air Transport Inspector is not in the airport terminal area at any time. Because of that limitation, they don't know if the flight is experiencing a delay or not. Unless the airline provides information to the Regional Airport Authority Office if there is a delay or the airport provides information. News of delays can be obtained when there are relatives who want to carry out flight activities and also from the news media that have disseminated information regarding delays." (Informant 2).

The second obstacle is that Air Transport Inspectors often get late information or have passed the time from the airline. This makes it difficult for Air Transport Inspectors to get information directly when a certain time has passed. This is supported by a statement by one of the sources, Inspector of Air Transport, Regional Airport Authority Office I: "The obstacle that is a challenge in monitoring delay management is that sometimes when we get information that the flight delay has passed the time. So when we looked at the field it turned out that the flight had already departed. So we can only see the results of the delay by asking for supporting data, for example proof of compensation, reasons for the delay, and so on." (Informant 4).

Discussion

Implementation of Supervision of Flight Delays by Air Transport Inspectors Directly in the Field in Implementing Delay Management Standard Operating Procedures (SOP)

Based on the results of interviews, observations and documentation, the Air Transport Inspector has properly supervised delays when conducting research. Basically the Air Transport Inspector has supervised flight delays according to Standard Operating Procedures (SOP). Not only that, the Air Transport Inspector is also guided by Ministerial Regulation 89 of 2015 concerning handling flight delays.

Implementation of direct supervision with the application of Standard Operating Procedures (SOP) is appropriate. Because the Air Transport Inspector adheres to Standard Operating Procedures (SOP) that have been made to be used as a reference for monitoring flight delays to comply with applicable regulations. The Standard Operating Procedure (SOP) also contains provisions for monitoring delay management:

1. Demanding the need for supervision of delay management following health protocols that apply effectively and efficiently.
2. The time difference between the scheduled departure or arrival time and the actual time, especially when the blocked aircraft leaves the apron or when the blocked aircraft parks on the destination airport apron, is used to determine flight delays.
3. The SOP for handling flight delays for Scheduled Commercial Air Transport Business Entities and foreign air transport business entities needs to be improved through better cooperation between stakeholders.
4. Improving the implementation of the SOP for handling flight delays in Scheduled Commercial Air Transport Business Entities and Foreign Air Transport Companies.

5. Monitoring the handling of scheduled Commercial Air Transport Business Entity flight delays periodically or at any time if deemed necessary in accordance with laws and regulations, but not to interfere with the rights of other work units to carry out inspections in accordance with the provisions of the inspection authority of the Directorate General of Civil Aviation.
6. The period of time for observing or supervising is 5 (five) working days.

Results of Supervision of Flight Delays by Air Transport Inspectors at Soekarno-Hatta International Airport

The implementation of Delay Management supervision was carried out from 18 August to 21 August 2022 at Soekarno-Hatta International Airport. The following is the supervision of Delay Management by the Air Transport Inspector that occurred at Soekarno-Hatta International Airport:

Table 2. Recapitulation of Flight Delays for Batik Air for the period 18 August to 21 August 2022

DATE	NO	FLIGHT NUMBER	RUTE	STD	ATD	DELAY TIME MINUTES	TYPE	REG	BAY	PAX	RMKS
18-Aug	1	ID 6830	KNO	07.00	09.48	168	738	LBK	D72	115	REGULER
	2	ID 6584	SUB	07.40	08.45	65	738	LBS	C63	153	REGULER
	3	ID 8856	PKU	08.00	08.50	50	A320	LAW	C53	84	REGULER
	4	ID 6574	SUB	12.00	13.40	100	738	LBS	D11	159	REGULER
	5	ID 6884	KNO	12.00	13.15	75	735	LZS	D21	134	REGULER
	6	ID 6802	DJB	15.05	15.50	45	738	LZO	F61	156	REGULER
19-Aug	1	ID 6352	SRG	06.30	07.11	41	A320	LZZ	D51	128	REGULER
	2	ID 6256	AAP	10.15	11.05	50	A320	LUG	D72	105	REGULER
	3	ID 6852	PKU	10.15	11.20	65	A320	LZZ	D41	133	REGULER
	4	ID 6518	DPS	16.30	17.05	35	A320	LUS	D11	149	REGULER
20-Aug	1	ID 6594	SUB	16.00	16.40	40	A320	LUS	D21	152	REGULER
	2	ID 6372	YIA	16.05	16.40	35	A320	LUV	D31	117	REGULER
21-Aug	1	ID 6658	LOP	09.00	09.40	40	738	LZZ	D51	69	REGULER
	2	ID 6582	SUB	10.00	12.34	154	738	LZQ	D21	152	REGULER
	3	ID 6522	LBJ	11.40	12.35	55	738	LDH	D71	135	REGULER
	4	ID 6406	SUB	13.00	13.40	40	738	LBS	D11	156	REGULER
	5	ID 8500	DPS	14.30	15.20	50	A320	LAO	D31	47	REGULER
	6	ID 6848	PKU	15.10	16.00	50	A320	LZZ	D21	144	REGULER
	7	ID 7368	SOC	15.20	16.40	80	A320	LUS	D51	145	REGULER
	8	ID 6710	TKG	16.10	16.45	35	A320	LUG	D62	149	REGULER
	9	ID 6876	PLM	17.30	18.00	30	A320	LAZ	D61	152	REGULER

Source: Flight Delay Monitoring Report for the period 18 to 21 August 2022

During the surveillance period from 18 August to 21 August 2022 there were a total of 21 delays in flight departures according to the late category of Ministerial Regulation Number 89 of 2015 with departures from Soekarno-Hatta International Airport at terminal 2 as follows:

1. Category 1: Delay of 30 to 60 minutes with a total of 14 flight departures.
2. Category 2: Delays of 61 to 120 minutes with a total of 6 flight departures.
3. Category 3: Delays of 121 to 180 minutes with a total of 1 flight departure.
4. Category 4: 181 to 240 minutes of delay, no delay.
5. Category 5: There is no delay for more than 240 minutes.

After monitoring, the follow-up action from the Air Transport Inspector reports to the Head of Region I Airport Authority Office which will be addressed to the Air Transport Business Entity. In accordance with the results of coordination with the Air Transport Business Entity, there are several things that cause delays to occur, including:

1. Category 1 delays are caused by delays in the arrival of the previous flight from the airport of origin (late arrival).
2. Category 2 delays were caused by VIP movements at Soekarno-Hatta International Airport.
3. Category 3 delays are caused by technical service.

Under supervision that has been coordinated with the Air Transport Business Entity, passengers receive compensation in the event of a flight delay according to PM 89 of 2015. The following categories of flight delays:

1. Late category 1, compensation in the form of soft drinks.
2. Late category 2, compensation in the form of drinks and snacks (snack box).
3. Late category 3, compensation in the form of drinks and heavy meals (heavy meal).
4. Late category 4, compensation in the form of drinks, snacks (snack boxes) and heavy meals (heavy meals).
5. Late category 5, compensation in the form of compensation of Rp. 300,000.00 (three hundred thousand rupiah).
6. For category 6 delays, the Air Transport Business Entity is required to transfer to the next flight or return the entire ticket fee (refund ticket) and
7. Delays in categories 2 to 5, passengers can be transferred to the next flight or refund the entire ticket fee (refund ticket).

CONCLUSION

From the results of research that has been carried out according to the problems related to the Analysis of Delay Management Supervision by Air Transport Inspectors at Soekarno-Hatta International Airport, the following conclusions can be drawn: Air Transport Inspectors Office of Regional Airport Authority I have an important role in surveillance activities, especially in supervise Delay Management at Soekarno-Hatta International Airport. Of course the Air Transport Inspector has carried out supervision in accordance with the applicable Standard Operating Procedures (SOP). The Air Transport Inspector carries out his supervisory activities in a transparent manner and according to the chronology that occurs in the field. In the study, flight delays were found at Soekarno-Hatta International Airport during the supervision period from 18 August to 21 August 2022. Flight delays were caused by delays at the previous airport, VIP movements, and technical service. The incident has been handled properly and compensation has been given based on the categories listed in PM 89 of 2015.

From the research that has been carried out, there are several suggestions submitted by the author to the Air Transport Inspector of the Airport Authority Office Region I Main Class Tangerang and to further researchers as follows: For the Airport Authority Office for Region I, it is hoped that the Airport Authority Office Region I Main Class so that supervision activities are carried out effectively and efficiently, add Inspector personnel in the field of Air Transportation, coordinate supervisory activities in a structured and regular manner so that supervision can be carried out smoothly, and be responsible as an airport regulator according to the work area. For future researchers, the results of this study are expected to provide benefits and have a good impact on future researchers to be used as reference material and knowledge in future research. The next researcher is to be able to find out the government

system in Indonesia, especially in the field of aviation so that the world of aviation can develop as new ideas emerge in the future.

BIBLIOGRAPHY

- Devy, P. C. (2015). Pengawasan Pengembalian Biaya Tiket Kepada Penumpang Akibat Pembatalan Penerbangan Berdasarkan Pasal 10 ayat (1) dan (2) Peraturan Menteri Perhubungan No. 89 Tahun 2015 Tentang Penanganan Keterlambatan Penerbangan Pada Badan Usaha Angkutan Udara Niaga Berjadwal. *Jurnal Hukum*, Vol. 2, No. 3 (2015).
- Hakim, L. A. (2022). Analisis Peranan Inspektur Angkutan Udara Otoritas Bandar Udara Wilayah I Kelas Utama Terhadap Pelaksanaan Pengawasan Standart Pelayanan Minimal Penumpang Angkutan Udara PT. Citilink Indonesia di Bandar Udara Internasional Soekarno-Hatta. Retrieved From Flight Attendent Kedirgantaraan
- Kurniasari, Dita. (2021, Maret). Teknik Pengolahan Data Kualitatif Mengenal 3 Tipe Observasi.
- Kurniasyah, Ridiyan. (2022). Implementasi Kegiatan Inspeksi Otoritas Bandar Udara Terhadap Pengawasan dan Pengendalian Delay Management Angkutan Udara Niaga Berjadwal Dalam Negeri di Bandar Udara Internasional Soekarno-Hatta. Retrieved From Flight Attendent Kedirgantaraan
- Mapen, S. (2019). Pengertian penerbangan dan Bandar Udara.
- Miftah, S. (2021). Teknik Analisis Data: Mengenal lebih dalam Analisis Data.
- Pedhiena, Genta. (2011). Kewenangan Kantor Otoritas Bandar Udara. *Jurnal Ilmu Hukum*, Vol. 7, No. 13, 21-34.
- Sathya Adhie (2018). Hak kompensasi kamu jika penerbangan kena Delay.
- Setiawan, S. (2021). Pengertian Pengawasan–Makna, Jenis, Tujuan, Manfaat, Fungsi, Prinsip, Tahap, Para Ahli.
- Sugiyono. 2013. Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.
- Sugiyono. 2015. Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.
- Sugiyono. 2018. Metode Penelitian Pendidikan Pendekatan Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta.
- Wahyu Hidayat, Marifka. (2018). Kehebohan penumpang Airasia di Bandara Soekarno Hatta kena Delay.
- Wikipedia. (2019). Otoritas Bandar Udara daari Wikipedia bahasa Indonesia, ensiklopedia bebas.
- Wiryo, S. (2020). Dampak Corona jumlah penumpang di bandara Soetta turun sejak awal tahun.