

Analysis of the Work Discipline of the Ground Support Equipment (GSE) Unit at Adi Soemarmo International Airport

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Abstract

Punctuality in the world of aviation is an important point in work. Adi Soemarmo International Airport is one of the busiest airports. In serving aircraft movements, the Ground Support Equipment unit plays an important role in it, so that the unit requires to always carry out work discipline. The discipline carried out by GSE officers is very important in handling the movement of aircraft, vehicles and goods that cross the apron area. This is to minimize errors that occur when in the field. This study aims to determine the factors that influence the work discipline of the Ground Support Equipment unit. In addition, this study also aims to obtain the results of the work discipline of the Ground Support Equipment unit carried out by Apron Movement Control. This research is descriptive using qualitative methods with data collection methods in the form of observation, interviews, and documentation. The data obtained was in the form of interviews with AMC and GSE unit personnel at Adi Soemarmo International Airport as well as documents used to carry out daily activities. The results of this study indicate that the factors of work discipline at Adi Soemarmo International Airport include compensation, leadership, goals and abilities, fairness, supervision. The five factors give different influences. In terms of work results, personnel can get better results with the two units having a good relationship, supported by an office location that is not far away, making it easier to coordinate and communicate. Personnel carry out work discipline properly based on existing SOPs. Existing constraints such as the occurrence of violations can be handled by the unit according to the rules in enforcing sanctions.

Keywords: Work discipline, Ground Support Equipment, Adi Soemarmo International Airport



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INTRODUCTION

Air transportation is still the mode of transportation that is most in demand by the public, this is because people can travel quickly, cheaply, and comfortably. Along with the increasing development of the aviation industry in Indonesia, it is necessary to have quality supporting airport facilities. Shobirin and Ali (2019) argue that airports are supporting facilities for taking off and landing aircraft, boarding and unloading passengers, and loading and unloading of goods which must have good service performance in order to produce smooth, safe, comfortable, reliable services. and highly capable and organized in an integrated, orderly, effective, and efficient manner. Until now the airport is perceived as the gateway to an area, region and even a country and has also become a separate symbol that will be remembered by aircraft passengers both domestically and internationally and even now excellent airport services will be a reflection of the company's success.

Indonesia has several airports serving domestic and international flights, one of which is Adi Soemarmo Boyolali International Airport. Adi Soemarmo Boyolali International Airport is one of the busy category airports serving domestic and international civil flights managed by PT. Angkasa Pura I (Persero) (Setyawati & Aristiyanto, 2021). The movement of aircraft at Adi Soemarmo International Airport requires the operational tasks of various units to be as good

as possible. Therefore, every unit engaged in airport services is required to provide customer satisfaction as the main goal. In the field of aircraft movement control services, the airport has a unit responsible for its field called AMC. In general, the task is on the airside (air side) of the airport.

The task that can be carried out by an Apron Movement Control (AMC) is to regulate and supervise the movement of aircraft during takeoff and landing, make arrangements for aircraft parking after receiving directions from the tower. In this case AMC officers play an important role in managing and serving flights to the fullest in order to prevent violations that can lead to flight safety on the air side. AMC also has the authority to carry out surveillance in the airside area, namely the apron, taxiway and runway. Some of the activities carried out include, arranging and supervising aircraft parking stands, operating aviobridges, supervising the movement of all vehicles entering the airside area, and supervising aircraft refueling (Setyawati & Aristiyanto, 2021).

Supervision is carried out in all movements in the area aiming to maximize conditions, objects and all activities. Therefore, in addition to the level of focus on this matter, Apron Movement Control (AMC) officers must have an attitude of discipline and responsibility in carrying out their duties in order to create effective activities in each unit officer (Hernawan et al., 2016). Work discipline is important in the field of aviation. According to Jepry & Mardika (2020), stating discipline is a feeling of obedience and adherence to trusted values which are their responsibilities, for example tasks in the office and employee attendance at adjusted hours at the company.

The purpose of having discipline is so that workers can respect their time for work responsibilities in an organization or company. Workers who are able to show a professional discipline attitude will reflect the quality of their work. In its implementation, the Apron Movement Control (AMC) unit carries out supervision which aims to create discipline for Ground Support Equipment (GSE) unit officers in all activities on the air side, especially the apron area. The Ground Support Equipment (GSE) unit has an effect on the operations of servicing aircraft. According to Falahudin et al., (2022), Ground Support Equipment (GSE) is a tool that is prepared for the needs of aircraft upon arrival and departure which have a high risk to safety. Operational implementation is of course carried out according to procedures both in terms of the readiness of the equipment and staff in order to achieve work discipline.

The discipline carried out by GSE officers is very important in handling the movement of aircraft, vehicles and goods that cross the apron area. This is done for personal and passenger safety by not committing any violations. Types of violations encountered by AMC officers against GSE officers in carrying out operations, namely: there were officers who were late on standby in carrying out operations, officers did not use airport passes, speed when pushback exceeded the limit, officers did not use personal protective equipment (PPE), and spills avtur on the apron. If violations occur, the AMC unit increases work discipline to minimize or reduce the error rate. In addition, it also provides punishment in the form of a verbal warning as the first warning to minimize and reduce mistakes (Fitriatmoko, 2022).

According to Law no. 1 of 2009, aviation is a unified system consisting of the utilization of airspace, aircraft, airports, air transportation, flight navigation, safety and security, environment, as well as supporting facilities and other public facilities. With the application of discipline in GSE, it is hoped that the level of work discipline will increasingly produce the quality of the development of each individual so that the same violation does not occur. Based on the problems described above, the purpose of this research is to: To find out what are the factors that influence the work discipline of the Ground Support Equipment (GSE) unit at Adi

Soemarmo International Airport. Knowing how the results of the work discipline of the Ground Support Equipment (GSE) unit carried out by Apron Movement Control (AMC) at Adi Soemarmo International airport.

Relevant Research

1. Tomy Fajar Fitriatmoko (2022). Analysis of the Handling of GSE Work Discipline Violations at the Yogyakarta International Airport Apron. Based on the results of the analysis, AMC officers supervise the apron area by inspecting the apron twice a day, at 10 in the morning and in the afternoon after changing shifts. In addition, there are direct inspections that are carried out every Thursday, this program is called a random check inspection or without a plan. There was a violation during the inspection in the form of not bringing the airport pass when on duty and the physical condition of the GSE device which should have been replaced. AMC made further monitoring warnings and to immediately update the fleet according to the applicable SOP, the obstacles faced by AMC in making warnings in the field were not found because everyone already knew what AMC's duties and roles were in the apron area.
2. Muhammad Ihsan Saputra (2022). Performance Analysis of Apron Movement Control (AMC) Officers in Supervision of Ground Support Equipment (GSE) Orderliness in the Apron Area at Adi Soemarmo Solo International Airport. The influence of the performance of Apron Movement Control (AMC) officers in supervising the orderliness of Ground Support Equipment (GSE) officers has a positive impact on the GSE operational unit. With a sanction or warning given by the AMC unit if an error is found, it has had an effect on the GSE operational unit to minimize errors. In carrying out the supervision, AMC officers have been quite good and maximal by always referring to the applicable Standard Operating Procedure (SOP), namely the SOP aerodrome manual for Adi Soemarmo International Airport, Solo.
3. Muhammad Hanif Ismail (2022). Analysis of the Implementation of the Standard Operating Procedure (SOP) for the Apron Movement Control (AMC) Unit at Adi Soemarmo Boyolali Airport. Based on the results of the analytical research regarding the implementation of the AMC SOP at Adi Soemarmo Boyolali Airport, the results of research observations in the field of AMC officers in carrying out their duties were in accordance with the SOP even though it was not optimal and there were still several obstacles and violations encountered and based on documents obtained from the head's assessment AMC service, the performance of AMC officers at Adi Soemarmo Boyolali Airport in 2021 is in the sufficient category so it can be concluded that superiors' assessment of AMC officers at Adi Soemarmo Boyolali Airport in accordance with the Standard Operating Procedure (SOP).
4. Aswanti Setyawati and Francis Kresna Aristiyanto (2021). Apron Monitoring Study by Apron Movement Control (AMC) in Improving Discipline at PT Angkasa Pura I (Persero) Apron Adi Soemarmo Airport Surakarta in 2019. From the results of analysis and discussion by resource persons, it resulted in the need for coordination between stakeholders in carrying out the Standard Operational Procedure (SOP)) on the implementation of duties and work functions. There are several violations of various forms of violations in the airside area. The lowest aspect of the work role of the AMC unit in raising the level of discipline is manpower, machines, and two motivational sub-variables.
5. Dhimas Dwiki Ian Andrian (2021). The Role of Apron Movement Control (AMC) Officers in Monitoring Activities to Support the Safety of the Air Side of the Tunggal Wulung Cilacap Airport. The results of the study show that the role of the AMC unit officers has fulfilled the objectives. Then for the training aircraft parking stand, the AMC unit officers overcome this

by going directly to the field to arrange the parking of the training aircraft so that the distance between the aircraft with one another and with obstacles does not collide. Thus, safety at the airport at Tunggul Wulung Cilacap Airport is very good.

6. Aulia Rizkyana Safitri Kusno (2021). Analysis of the Implementation of Apron Movement Control (AMC) Personnel Supervision on the Performance of Ground Service Operators at Airside International Airport in Soemarmo Surakarta. Based on the research, it can be concluded that several officers or ground service operators who work in the airside and apron areas do not comply with a rule. So that the existing violations result in many errors and human errors in work. Therefore these violations require the company to take actions and efforts to deal with and reduce these violations through the supervision of AMC personnel.
7. Nurul Maflika and Rahimudin Samsuri (2020). Implementation of the Standard Operating Procedure (SOP) for the Apron Movement Control (AMC) Unit at Nusawiru Pangandaran Airport. The results showed that the supervisor's assessment of Apron Movement Control (AMC) officers was in accordance with the Standard Operating Procedure (SOP). The types of violations that are often found are officers not wearing earmuffs, not wearing airport passes, not wearing vests, not wearing sun protection glasses, not wearing safety shoes, and smoking in the AMC room.
8. Raihan Pamungkas, Aulia Regia, and Bahri Ramadhan (2019). Study on Supervision of Apron Movement Control (AMC) Personnel on Ground Support Equipment (GSE) at Apron Terminal 3 Soekarno-Hatta International Airport Jakarta. In the apron area of Terminal 3 Soekarno-Hatta International Airport there are still many violations by vehicle drivers such as vehicle drivers who exceed the maximum speed, crossing when the aircraft pushback and many other violations. This is because the driver's awareness in understanding and obeying the rules of driving on the air side is still lacking. There were cases of violations on the air side due to the weakness of the AMC unit in supervision. this is because the number of aircraft movements is dense, and the implementation of the duties of the AMC unit is more focused on recording flight data so that this affects the duties and functions of other AMC personnel, especially the supervisory function. In addition, the supervised apron is also wide enough so that the surveillance objects are not completely monitored, and there are only a few CCTV surveillance cameras that point to the entire Terminal 3 apron.
9. Filda Jentika BR Ginting (2019). Analysis of the Performance of the Apron Movement Control Unit (AMC) on the Discipline of Apron User Officers at Sultan Syarif Kasim II International Airport Pekanbaru. Based on the results of research on the supervision of the AMC unit on the discipline of apron user officers it has not been carried out optimally because AMC unit officers in carrying out their duties focus more on the service function, while the AMC unit's supervisory function on the discipline of apron users has not been carried out properly, because there are still disciplinary violations committed by officers in the apron area.
10. M. Arif Hernawan, Faisal Akbar, and Alit Sodikin (2016). Supervision of the Apron Movement Control (AMC) Unit and Service User Discipline at the Apron of Husein Sastranegara International Airport. Supervision by the Apron Movement Control (AMC) unit has been going very well, this is evidenced by the results of the analysis with the amount of data variable X (supervision), by the Apron Movement Control (AMC) unit using the Likert scale method seen from the average value of 4.01, this means the average value is at 4.01-5. The discipline of service users at Apron is very good and according to what it should be. This is evidenced by the amount of data variable Y (discipline) of service users using the Likert scale method showing an average value of 4.16, this means that the average value is at 4.01-5.

RESEARCH METHODS

Research Design

Research design is a method or method used to achieve research objectives. In this study the method used is descriptive qualitative research method. Sukmadinata (in Utami et al., 2021), qualitative descriptive research is research that is used as a tool to describe and describe phenomena that exist naturally or are human-engineered, in which the research emphasizes characteristics, quality, and relationships between activities. Raihan (2017), argues that qualitative research is research that emphasizes the analysis of the dynamics of relationships between observed phenomena using logic based on predetermined subjects. Meanwhile, according to Kusumastuti & Khoiron (2019), a qualitative approach to research is related to subjective assessment of attitudes, opinions, and behavior. Generally, focus group interview techniques, projective techniques and in-depth interviews are used. From the opinions of the experts above, it can be concluded that qualitative descriptive research is a tool used to describe existing phenomena, while qualitative research is research related to human behavior or attitudes, which connects phenomena that occur by using logic in describing or describing a predetermined subject.

Time and Place of Research

This research was conducted at Adi Soemarmo Boyolali International Airport from 20 December 2022 to 27 December 2022. This research was carried out at the Ground Support Equipment (GSE) unit at Adi Soemarmo International Airport

Data Collection Technique

Data collection techniques are methods used by researchers to obtain data in research that can be carried out with various techniques, (Sugiyono, 2013). Data collection techniques used in this study were observation, interviews and documentation. Explanation of each data collection technique as follows:

1. Observation. The intended observation is direct observation. Observation data collection techniques are data collection activities carried out by observing and recording the scope or behavior of the target object. According to Sugiyono (2013) data collection techniques using the observation method can be used if the research is related to human behavior, work processes, natural phenomena, and if there are not too many respondents. In this study, to obtain maximum data, the researcher made direct observations of the results of the GSE work discipline carried out by AMC, the results of which could strengthen the research results. Researchers can also see when Apron Movement Control (AMC) unit officers supervise aircraft movements during landing and take off assisted by the Ground Support Equipment (GSE) unit.
2. Interview. According to Raihan (2017), interviews are data collection with direct or indirect communication by researchers to respondents/informants by providing a list of questions to be answered directly or at other times. The interview system is carried out by asking questions directly with the informant, where the interviewer asks about the object to be studied. The author conducted interviews with 2 (two) sources from the Apron Movement Control (AMC) unit and 4 (four) sources from Ground Support Equipment (GSE) officers at Adi Soemarmo International Airport. The method used is semi-structured interviews, in which the interviews use guidelines that have been prepared and then developed one by one to obtain results from the research topic.

3. Documentation. The final stage of data collection techniques in this study is documentation. Yusuf (2017) argues that 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 are very useful in qualitative research. In this study, to obtain data with documentation techniques, namely by collecting documents in the form of applicable Standard Operating Procedures (SOP), taking pictures of the AMC unit regarding work discipline supervision given to the GSE unit at Adi Soemarmo International airport, and photos of what becomes documentation support in this research.

RESEARCH RESULTS AND DISCUSSION

After conducting the research, the results are obtained in the form of observations, interviews, and supporting documentation. The main objective of this research is to find out the factors of work discipline in the Ground Support Equipment (GSE) unit and how the results of the work discipline in the Ground Support Equipment (GSE) unit are carried out by the Apron Movement Control (AMC) unit as supervisors. To obtain the validity of the data from the two formulations of the problem, the researcher used the validity of the data method through three data collection techniques, namely observation, documentation and interviews. Although according to the author, some of the documentation data is incomplete due to constraints. Apart from that, to strengthen the validity here, the writer also uses the validity of the sources that the writer got from several interviews with 6 informants. The discussion regarding the formulation of the research problem is as follows:

The relationship between the GSE unit and AMC was well developed because the two units played an important role in the movement of the aircraft. The GSE unit serves aircraft movements and AMC acts as a supervisor. At Adi Soemarmo International airport, the locations of the two units are very close. This makes it easier to coordinate with each other. There are several similarities and differences in this research. In terms of work definition, each source has different information but still has the same meaning. The DH resource person's description of work discipline is clear enough which must arrive on time at the work location. Apart from that, there are SOP rules that are mandatory in carrying out daily work. The second informant's statement, namely the initials HP, that work discipline is working on self-awareness and obeying existing regulations. GP said work discipline is work based on existing SOPs both in terms of discipline and on time.

Another definition explained by resource person H is about being on time and complying with SOPs for smooth work. The different definitions conveyed by PD sources that work discipline is to make regulations and that is a must that must be carried out. Another definition that is different from the RH source stated that work discipline is arriving early, getting dressed early, and being responsible for work. Being a worker does need work discipline as a daily foundation. This will facilitate various tasks.

Work Discipline Factors

Work discipline factors become one of the success of work discipline. Factors of work discipline according to sources include compensation, leadership, goals and abilities, fairness, and supervision. The majority found similar views with the compensation, leadership, fairness, and supervision factors that these factors were very influential in carrying out work. Compensation when associated with Singodimedjo's theory (in Hendra et al., 2019) is an award in the form of material as a form of appreciation. So if it is related to the views of the sources it is very appropriate and it is true that it is very influential.

In terms of leadership, everyone needs to control all attitudes and behavior so as not to offend other people. Being a boss is a must in order to be emulated by his subordinates. The views of all informants when connected with work discipline factors by Singodimedjo (in Hendra et al., 2019) can enter into leadership work discipline factors, which to become a leader must think about words, actions, and behavior. Another work discipline factor found in this study is the fairness factor. In accordance with the explanation of justice according to Singodimedjo's theory (in Hendra et al., 2019), namely the courage of leaders in taking action on violations made by employees. The informant does the same thing if there is a violation in the implementation of work discipline, namely still making decisions for the violator to the relevant party.

The facts obtained in this study are that violators have 3 opportunities for sanctions or punishment and violators do not immediately leave their jobs. However, during the opportunity period, the offender becomes the main monitoring to see whether there is a change or not. Furthermore, in the Singodimedjo work discipline factor (in Hendra et al., 2019) it can be seen that all sources have a supervisory factor. All informants had a positive view of the supervision being carried out in the future. With the supervision carried out by the related unit, the resource person does the job seriously.

The resource person tries to provide good work results according to their respective jobdesk. Some work will still be carried out even though it is not always supervised by superiors, because each personnel already adheres to the applicable rules or Standard Operating Procedures (SOP). The research presented by the first to the last informant, has also been presented in the work discipline factor theory by Singodimedjo (in Hendra et al., 2019), so it is influential and relevant to the discipline carried out in this research. The rules in the company are not all understood by employees, so that work discipline factors arise.

The work discipline factor is one of the reasons employees are able to implement these rules. The existence of this factor can achieve research objectives as well as the goals of the discipline itself. It was found that the disciplinary factors described included 5 factors namely compensation, leadership, goals and abilities, fairness, supervision. On the other hand, compensation is also obtained as a second chance for someone's mistakes. The goals and abilities put forward by each informant mean that the standardization in the work of the GSE unit is appropriate, however, this conformity is supplemented by support. Supporters include work attributes, tools and areas that must be checked. The researcher found in this study that all informants respected their superiors according to what they were doing and the need for supervision so that they could uphold justice for each offender.

Results of Work Discipline

The achievement of work discipline or the results of its implementation can be seen from the everyday life of the resource persons. Punctuality, responsibility, compliance with regulations, work productivity, and thoroughness are points to find out the results of work discipline in this study. Personnel always check the equipment before starting activities. Checking tools have been adjusted to the division of each task. This aims to minimize obstacles when in the field. Based on the results of the research, if there are problems the personnel will report to the next authorized section to be corrected. Apart from that, it also confirms with related parties or other ground units as a solution to get a backup of the tool.

Table 1. GSE Motorized Tool Data PT. Natra

No	Name of GSE	Type	Eligibility Status	Total
1	Aircraft Towing Tractor (ATT)	Motorized	Serviceable	2

2	Baggage Towing Tractor (BTT)	Motorized	Serviceable	2
3	Mobile Passenger Stair	Motorized	Serviceable	1
4	Air Starter Unit (ASU)	Motorized	Serviceable	1
5	Air Conditioning Unit (ACU)	Motorized	Serviceable	1
6	Ground Power Unit (GPU)	Motorized	Serviceable	2
7	Conveyor Belt Loader (CBL)	Motorized	Serviceable	1
8	Lavatory Service Truck (LST)	Motorized	Serviceable	1
9	Water Service	Motorized	Serviceable	1

Source: GSE Tool Data PT. Natra (2022)

Table 2. Non-Motorized GSE Tool Data PT. Natra

No	Name of GSE	Type	Eligibility Status	Total
1	Aircraft Towbar	Non Motorized	Serviceable	2
2	Baggage Cart	Non Motorized	Serviceable	2
3	Passenger Stairs Manual	Non Motorized	Serviceable	1
4	Cleaning Cart	Non Motorized	Serviceable	1

Source: GSE Tool Data PT. Natra (2022)

Based on the results of the interviews, there are procedures for enforcing sanctions in terms of complying with regulations, as contained in the SOP as follows:

1. The first warning is in the form of a verbal warning. Oral warnings can be issued by the AMC unit as the supervisory unit as well as from the superiors of the GSE unit itself. This warning opportunity is three times. Verbal reprimand is given as a warning to correct the offender's mistake.
2. The second warning is in writing. Superiors will issue a Warning Letter to violators.
3. Revocation of PAS Airport. This revocation was carried out because the violator did not correct his mistake after receiving the opportunity for the verbal and written warning.

In addition, based on the results of the initial interviews, the researcher also obtained Standard Operating Procedures (SOP) regarding the rules for vehicles crossing the airside area, including the following:

1. The outer area of the Apron is a maximum of 40 km/hour
2. On the aircraft service road, the maximum speed is 25 km/hour
3. Maximum make-up area of 15 km/hour
4. The aircraft parking stand area (Apron) is a maximum of 10 km/hour

According to what was conveyed by the resource person, GP as the coordinator of the station head PT. Natra at Adi Soemarmo International Airport, the warnings made will indeed deter offenders. It gives wide effect and corrects the error. Research related to the results of work discipline is in accordance with the theory (Rizky & Suprajang, 2017) about the purpose of work discipline which was also written by researchers. These 2 objectives are in accordance with the results obtained by this study, both from general objectives and specific objectives. At this time, in order to get the results of their work discipline, the personnel continue to carry out work according to their respective duties even though there is no set time given by the aircraft movement supervisor. Both units continue to communicate and coordinate with each other in their daily activities. The existence of SOP helps personnel in carrying out their duties and comply with applicable regulations. The violations committed will still be punished according to the rules.

CONCLUSION

Based on the results of the research and discussion by the researchers, the conclusions are presented as follows: There are 5 factors of work discipline in the Ground Support Equipment (GSE) unit at Adi Soemarmo International Airport, namely compensation, leadership, goals and capabilities, fairness, supervision. Results on the work discipline of the Ground Support Equipment (GSE) unit at Adi Soemarmo International Airport include punctuality, communication, compliance with regulations, productivity, and thoroughness.

The researcher realizes that there are still many shortcomings in this research. Therefore, the author would like to convey some input suggestions as follows: For companies; Even though the work is not burdened by a fixed time for aircraft servicing, workers must still carry out the existing rules. It is also hoped that along with the times, personnel can follow the rules, especially in terms of reports in the form of a checklist system. For further researchers; For future researchers, it is hoped that they can dig further to obtain information on supporting documents and the weight of the value of each work carried out in this study. So it is also hoped that this research can attract readers to develop studies related to the work discipline of the Ground Support Equipment (GSE) unit and not stop here.

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