

Baggage Handling Unit Handling and Constraints during the Loading Unloading Process to Achieve On Time Performance at PT Kokapura at Ahmad Yani Airport Semarang

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Abstract

Baggage handling has an important role, this is because handling is related to passenger satisfaction. Baggage handling must be managed properly to avoid mistakes such as loss and damage. Baggage handling is the process of servicing passenger baggage at the departure station to the arrival station. The baggage handling process must be carried out carefully, conscientiously, caringly and carefully so that timeliness (OTP) can be achieved. This study uses qualitative methods and the data produced is in the form of descriptions. The primary data in this study were the results of interviews with the load master, ramp and porter officers. As for the secondary data in this study in the form of literature and previous research. Data collection techniques used are observation, interviews, and documentation. Data analysis techniques were carried out in the form of data collection, data reduction, data presentation, and conclusions. The handling carried out during the loading unloading process is preparing documents such as loading check lists, loading instructions, stowing, and coordinating with load control or FOO and porters. While the obstacles during the loading and unloading process to achieve OTP include weather factors, aircraft engine damage, lack of supporting facilities and lack of porter personnel.

Keywords: Baggage Handling, Loading Unloading, On Time Performance



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INTRODUCTION

In the world of aviation, there are three main components of operating the aviation business, these three components are airlines and their transportation facilities, namely planes, airports, consumers (in this case passengers). Passenger service is one that must be considered by the airport and by the airline, service to passengers also means service to luggage or passenger luggage. Baggage handling has a very important role, this is because this service is also related to passenger satisfaction, and passenger comfort in using air transportation, so baggage handling must be managed as well as possible to avoid mistakes in handling, such as loss, damage, or left behind. airport.

The baggage handling process at the airport is carried out by a Ground Handling service company, namely PT Kokapura. PT Kokapura is one of the companies engaged in ground handling services in Indonesia, including PT Kokapura Semarang. PT Kokapura Semarang handles Lion Group airlines (Lion AiR, Wings Air, Batik Air) and Sriwijaya Group (Sriwijaya Air, Nam Air, Super Air Jet) and Airfast airlines. The services provided by PT Kokapura include services for passengers, baggage handling, cargo services, postal services, as well as the provision of equipment called ground support equipment (GSE) which is used to assist aircraft movement while on the ground, both during departure and arrival. One of the duties of the Ground Handling unit is baggage handling or Baggage Handling. Baggage Handling is the

process of servicing passenger baggage at the origin or departure station up to the arrival station, the aim is to transport the passenger's baggage on the same plane as the passenger.

The baggage handling process must also be carried out carefully, thoroughly, caring and careful, this is intended to avoid accidents or damage, which can affect customer satisfaction. Therefore, what must be considered in baggage handling and which cannot be ignored by the Baggage Handling unit is safety, security, comfort, timeliness, and reliability of the services provided during the process of loading-unloading baggage. The Loading/Unloading process is an important activity in the Loading/Unloading work system for an aircraft (Megawati, 2010). The function of the Loading Unloading activity is to enter or remove cargo from or into the Compartment of each aircraft. The activity called Loading Unloading is repeated every day. Proses Loading Unloading berkaitan dengan on time performance (OTP), oleh karena itu proses Loading Unloading harus dilakukan dengan cepat, aman, dan tepat waktu dan harus mengacu pada ground time yang ada, yaitu kurang lebih 30 menit untuk pesawat yang menerapkan sistem lowcost carrier (LCC), hal tersebut dilakukan agar tidak menyebabkan keterlambatan pada saat loading unloading.

Based on on time performance data from the Lion Air Group's Integrated Operation Control Center (IOCC) report, in 2019, Lion Mentari Airlines recorded an average OTP of all airlines of 85.78% of 12,300 flights. In 2018, Lion Air only achieved 65.3% on time performance (OTP). Whereas in 2017, Lion Air's flight punctuality was 64.6 percent. According to the independent rating agency OAG Flightview, the flight timeliness of Lion Air Group, which is handled by PT Kokapura, is above 96 percent. The OTP or timeliness is calculated based on the timeliness of arrival and departure with a delay limit of not less than 15 minutes from the specified schedule. (Source: Tempo.co) The on-time arrival rate for Lion Air was recorded at only 42.27 percent, which means that this airline often experiences delays. From Lion Air and Wings Air data for 2022, Lion Air's OTP reached 76.10 percent while Wings Air reached 77.19 percent. To improve the level of timeliness, Lion Air and Wings Air coordinate and communicate intensively by following Standard Operating Procedures. The factors that affect flight delays are influenced by weather, technical conditions and the process of loading and unloading. The delay in the loading and unloading process was caused by several things, such as passengers who were late reporting tickets and passengers carrying baggage. This can cause the baggage handling unit to be hampered in achieving on time performance. The existence of flights simultaneously can also be a cause of not achieving on time performance. Not only that, delays in the loading and unloading process can also be caused by engine problems both on the aircraft and on the system in the check-in counter unit. Of the several reasons for not achieving on time performance during the loading and unloading process, to achieve on time performance (OTP), the baggage handling unit must maximize performance and coordinate with the baggage handling unit officers, this is done to avoid aircraft delays when loading unloading process.

Based on the description that has been described in the background above, several problem formulations are identified as follows: How to handle baggage in the Baggage Handling unit in the Loading Unloading process to achieve On Time Performance carried out by PT. Kokapura Ahmad Yani Airport Semarang? What are the obstacles in the Baggage Handling unit in achieving On Time Performance (OTP) at PT. Kokapura Ahmad Yani Airport Semarang? The objectives of this study are as follows: To find out how baggage handling is carried out by the baggage handling unit during the loading and unloading process to achieve on time performance at PT. Kokapura Ahmad Yani Airport Semarang. To find out what are the obstacles faced by the baggage handling unit to achieve on time performance (OTP) at PT. Kokapura Ahmad Yani Airport Semarang.

Theoretical Basis

1. Airport. According to Annex 14 of ICAO (International Civil Aviation Organization), an airport is a certain area on land or water (including buildings, installations and equipment) which is intended either in whole or in part for the arrival, departure and movement of aircraft.
2. Ground Handling. According to Triyuni quoted by Ginting (2013: 5) Ground operations or Ground Handling is an activity at the airport related to the services of airlines (airlines) to passengers and goods or baggage during departure and arrival processes. it also handles transit, cancel, transfer, delay.
3. Baggage. Baggage is personal belongings in the form of property belonging to passengers that are brought onto a flight to meet the needs during the flight and the final destination with the permission of the airline (Vivi, 2022). In baggage handling, passengers are required to report to the check-in counter to register baggage according to the requirements.
4. Baggage Handling. According to the Airport Handling Manual, Baggage Handling or baggage handling is a procedure for handling passenger luggage that has been placed at the check-in counter from the departure station to the destination station. Baggage handling procedures go through several processes, starting with checking the baggage by going through security check Baggage inspection such as x-rays. The aim is to ensure that there are no dangerous and prohibited items on board the passengers. exceeds the provisions, the passenger is required to make payments in accordance with the provisions. After that the baggage will be processed at the Baggage sorting area to be put on the plane or the loading process, and departed for the destination airport. And when it is at the destination station, the baggage will be unloaded or unloaded by Ground Handling (Unloading) officers then the baggage will be taken to baggage claim. When the passenger has received the baggage, the officer will match the number of the baggage tag printed on the suitcase and the Baggage Claim Tag on the ticket.
5. On Time Performance (OTP). According to Soemohadiwidjojo (2017: 82) says that on time performance (OTP) is a measure that shows the ability of transportation facilities to arrive on time at their destination. Timeliness (on time performance) is important in the world of aviation, because the timing of flight schedules must be in accordance with the actual departure time, this will give confidence to passengers and can increase the competitiveness of airline companies.

Relevant Research

Table 1. Relevant Research

No.	Research Title	Name and Year	Research result
1.	Handling and Constraints on the Baggage Handling Unit during the Loading Unloading Process to Achieve On Time Performance (OTP) and Safety at PT Garuda Angkasa at Halim Perdana Kusuma Airport, Jakarta	Restu Ageng Aprilina (2019)	Constraints experienced during the loading unloading process to achieve on time performance, namely the lack of ground support equipment such as baggage carts (BCT), the conveyor belt does not work, the compartment door is difficult to open, and the lack of porters when loading unloading is a lot, lack of communication between officers in the field , and because of bad weather like rain.
2.	The Role of the Baggage Handling Unit in Achieving On Time Performance at PT Garuda	Erix Galang Saputra (2021)	In achieving on time performance (OTP) there are several obstacles that the baggage handling unit has experienced, namely due to

	<p>Angkasa Yogyakarta International Airport</p>		<p>technical problems, weather, or it can be caused by the fact that the ground time of an aircraft is not optimal according to applicable regulations. Even though there were several obstacles experienced by the baggage handling unit in the loading and unloading process, the baggage handling unit was able to overcome the obstacles well so as to maximize ground time and on time performance (OTP) can be achieved without neglecting safety aspects.</p>
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RESEARCH METHODS

Research design

Research design is a strategy used by researchers to integrate as a whole a study that is discussed and analyzed what is the focus of research. Research design can be interpreted as a research technique chosen by a researcher. This study was designed using a descriptive qualitative method. Qualitative method is a method based on post positivism philosophy. This method is used to examine the condition of objects naturally, where the key instrument is the researcher himself. (Sugiyono, 2011). Described by Sugiyono (2014: 22), descriptive method is a method used to analyze research results but not to conclude a research result broadly.

Data Source

Arikunto (2013: 172) defines "the source of data referred to in research is the subject from which data can be obtained". According to Lofland in Moleong (2013: 157) that the main data sources of a qualitative research are words and actions, the rest is additions such as documents and others. Research data sources are divided into 2, namely primary data sources and secondary data sources (Sugiyono, 2015).

1. Primary data. Primary data according to Sugiyono (2015) is a data source that directly provides data to data collectors. Meanwhile, according to Sunyoto (2013), primary data is data collected by a researcher himself which is useful for answering the formulation of the problem in his research. Primary data in this study are data obtained by researchers directly from research sources (loading master staff and load control staff at PT Kokapura Ahmad Yani Semarang).
2. Secondary data. Secondary data according to Sugiyono (2015) is a data source that does not directly provide data to data collectors but rather through other people or through a document. Meanwhile, according to Sunyoto (2013), secondary data is data whose source comes from existing records at the company and comes from other sources. Secondary data in this study is a library study, Standard Operational Procedure (SOP) of PT Kokapura Ahmad Yani Semarang.

Method of collecting data

Data collection techniques are a method used by researchers to collect data (Abdulrahman and Ali, 2012: 84). The data collection techniques used by the authors are as follows:

1. Observation. Observation is a direct and systematic observation of the symptoms to be studied (Pasolong, 2013: 131). Patton defines that observation is an accurate research method for collecting data. The aim is to find information about ongoing activities and then serve as the object of research study. Sugiyono (2018: 229) explains that observation is a

data collection technique that has more specific characteristics compared to other techniques. Observation is not limited to people but to other objects. From the above understanding, it can be concluded that observation is a data collection technique that is carried out directly in the field by researchers.

2. Interview. According to Moelong (2012: 186) explaining the interview is a conversation that has a specific purpose. Interviews were conducted from the interviewer to the interviewee (source person). In this study interviews will be conducted with managers or Assistant Managers of PT Kokapura Ahmad Yani Semarang and Load Master officers regarding Baggage Handling and Loading Unloading.
3. Documentation. According to Sugiyono (2018: 396), documents are records of past events. The document in question can be in the form of writing and pictures. Documents in the form of images, for example photos. While written documents are in the form of history, diaries, and policies.

RESEARCH RESULTS AND DISCUSSION

How to handle baggage in the baggage handling unit during the loading and unloading process to achieve on time performance carried out by PT Kokapura at Ahmad Yani Airport, Semarang

Baggage handling is carried out by a ground handling company, one of which is PT Kokapura, this handling must be done quickly and precisely in order to achieve on time performance. Based on interviews conducted by researchers, the handling carried out by the baggage handling unit during the loading and unloading process greatly influences the achievement of on time performance. The loading process starts with the passenger reporting the ticket (check-in ticket), then the baggage carried by the passenger is labeled as baggage and then sent to the make-up area with a baggage handling system and sorted according to the destination on the passenger baggage tag. BTT or Baggage Towing Tractor is a vehicle used for coupling GSE (Ground Support Equipment) equipment such as baggage carts (BCT). The baggage towing tractor functions in the loading process, namely pulling the baggage cart from the make up area to the apron area. Meanwhile, BCT or Baggage Cart is a cart where luggage or cargo is loaded.

What are the obstacles in the baggage handling unit in achieving on time performance (OTP) at PT Kokapura at Ahmad Yani Airport Semarang

In handling the baggage handling unit during the loading and unloading process to achieve on time performance, there are several obstacles encountered. With a ground time of 30 minutes for Batik Air airlines with the Airbus A320 type, Lion Air airlines with the Boeing B737 type, Wings Air airlines with the ATR 72-500 type, and Lion Air airlines with the Boeing B739 ER type, then the baggage handling unit must prepare everything so that it can carry out the loading and unloading process properly. Even though it has been prepared in such a way, the officers, especially the baggage handling unit, are still experiencing problems in the field. In this case, the baggage handling unit must use the time as well as possible during the loading and unloading process so that on time performance is achieved. On time performance (OTP) may not be achieved if loading handling experiences delays or delays.

Based on the results of interviews conducted by the author with officers in the baggage handling unit, the obstacle experienced in achieving on time performance is the weather factor. When the weather is bad, it even rains until lightning and thunder occur, this will certainly hinder the loading and unloading process. Officers on duty must be alert such as using a raincoat and preparing other necessities such as tarpaulins to protect luggage from being

damaged. Officers on duty in the baggage handling unit must also ensure that no passenger baggage is damaged or leaks. Another factor that becomes an obstacle in achieving on time performance is damage to the aircraft. When the plane is damaged suddenly it will certainly make the plane experience a delay or delay. When an airplane engine is damaged, the technician must check the engine again in an unknown period of time sooner or later. So that when the plane is damaged, the OTP will not be achieved. Apart from that, other obstacles experienced were the lack of porter personnel and the lack of supporting facilities such as BCT.

CONCLUSION

Baggage handling in the baggage handling unit during the loading unloading process to achieve on time performance is carried out by PT Kokapura at Ahmad Yani Airport in Semarang by preparing equipment such as loading checklists, loading instructions, stowing. Officers in the baggage handling unit must coordinate with each other so that there are no mistakes that cause the loading and unloading process to be hampered and cause on time performance to be not achieved. In achieving on time performance (OTP), there are several obstacles experienced by the baggage handling unit during the loading/unloading process such as weather factors, aircraft engine damage, lack of supporting facilities for the loading/unloading process, and lack of porter personnel. Even though there are several obstacles experienced by the baggage handling unit at PT Kokapura Ahmad Yani Airport Semarang, the baggage handling unit can overcome the existing obstacles so that the ground time is 30 minutes and the loading and unloading process can be carried out quickly and precisely so as to achieve on time performance (OTP).).

Suggestions for companies: This research can provide an overview for PT Kokapura at Ahmad Yani Airport in Semarang to always coordinate between officers so that mistakes do not occur which cause the loading and unloading process to be hampered and cause on time performance not to be achieved. For future researchers: This research is expected to be a source or reference for future researchers. If the next researcher wants to examine the same thing, it is hoped that it will be even better in terms of discussion, maybe it can be added regarding the process of loading and unloading mail and documents that are hard files. This research is expected to be evaluated and used as further research that is better.

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