

The Impact of Standard Operating Procedures on Lost and Found Unit Officer Services to Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport

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Abstract

Lost and Found is a unit that handles problems with passenger luggage, including loss, damage, and finding of goods with various strategies that will be carried out by lost and found unit officers to gain the trust of passengers who have chosen transportation, so that if luggage damage occurs, the lost and found unit will take care of it. Standard Operating Procedures are a series of instructions used to solve a problem. Therefore, standard operating procedures are very useful for the work of lost and found unit officers to avoid mistakes, delays, obstructions in the process of carrying out their work. This study aims to determine whether there is influence and how much influence standard operating procedures have on the service of lost and found unit officers to Garuda Indonesia airline passengers at Supadio Pontianak International Airport. The research method used in this study is a sequential mixed method with a sequential explanatory type. Data collection techniques in this study used questionnaires, interviews, observation, documentation and research sites at the Lost and Found unit of PT. Garuda Indonesia on the Garuda Indonesia airline at Supadio Pontianak International Airport. The results of the t test show that the independent variable (X) has a significant effect on the dependent variable (Y) with a significant value of $0.000 \leq \alpha 0.05$, and the results of the coefficient of determination test (R²) show that the magnitude of the effect of the independent variable (X) on the dependent (Y) with the magnitude of the effect reaching 70.4% indicates that standard operating procedures are an important role for lost and found unit officers in serving passengers and 29.6% are influenced by other variables outside of this study.

Keywords: Effect of Standard Operating Procedures, Standard Operating Procedures, Services, Lost and Found.



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INTRODUCTION

The current development of transportation triggers more and more transportation that can be chosen by the community to facilitate long journeys that will be taken. One of the mainstays of transportation for long trips is air transportation. In line with more and more people using air transportation, this will make airline companies add to the number of aircraft fleets. This is one of the various airline companies' efforts to improve the performance they produce. Apart from that, this airline company competes in increasing the performance it produces, as in this case, providing the best service to its service users. This fundamental service is intended to give a positive impression on its users. This good service certainly has implications for customer satisfaction. As many people are interested in using air transportation services, the government has opened many new airports in Indonesia or revitalized existing airports, so that they can accommodate the development of air transportation. One of the airports that underwent revitalization was Supadio Pontianak

International Airport in 2017 and is currently still under construction for additional garbarata facilities.

Supadio Pontianak International Airport is one of the airports in Indonesia, located in Kubu Raya Regency, West Kalimantan. This airport was originally founded in the 1940s as Sungai Durian Airport. In the 1980s, the airport was renamed Supadio Airport. Since 1989, international routes have been opened from Supadio Airport to Kuching International Airport. This airport is located 17 km south of Pontianak City. Along with developments from year to year, Supadio International Airport has a new terminal with a wider and longer runway, which is intended to become a world-class airport.

PT. Angkasa Pura II is the party that manages Supadio Airport. The area of Supadio International Airport is 528 ha/hectare. Supadio Airport in 2017 has a new terminal building whose area is 32,000 m² with a capacity of four million passengers per year, which began operating in early 2017. Along with the development of the aviation world, especially Supadio Pontianak International Airport, there have been many improvements. In the new development, which already has a new terminal building, it is also equipped with four gates for the convenience of airplane passengers, but in 2019 there will be an addition with three garbarata units, thus Supadio Pontianak International Airport in 2020 has a total of seven garbarata facilities.

For the majority of passengers on each of these flights, they carry their own baggage and in order to fulfill the satisfaction of service users, a special unit is needed to handle or control baggage. Due to the large number of flights, this does not rule out the possibility of baggage irregularities. These irregularities can occur because these baggage irregularities need to be addressed. The unit that handles baggage storage is the Lost and Found Unit or Baggage Service. Lost and Found Unit or Baggage Service is defined as a service unit in post flight service that airlines or ground handling prepare at the arrival terminal to provide services to flight service users who have just landed at the airport regarding their baggage.

In the world of aviation, there must be a service (Customer Service). This service (customer service) is generally defined as an activity that is intended or intended to satisfy service users. By means of this service, their needs and satisfaction will later be fulfilled. Referring to the description stated by Poewadarmita in Hardiyansyah (2011) in (Nurhadi. 2016), reveals that this etymological service comes from the basic word "service" which means helping in managing or preparing various things that an individual needs, then this service can be defined in a way or in terms of providing services, with regard to the sale and purchase of services and or goods. Service (service) is defined as an effort to manage or prepare what an individual and other people need in forming an attachment to their respective rights and obligations (Rusydi, 2017).

SOP enforcement in terms of company and organization management is urgently needed. This is because it will be able to manage all processes and activities that can be carried out based on planning. Thus, the targets and goals of this organization or company will be able to take place properly and well. SOP (Standard Operating Procedure) is defined as a document that contains various instructions and steps to guide employees on how to carry out technical processes that are carried out repeatedly in a particular organization. This document can also be known as a technical manual on how to complete the task. According to Armani. P (2016), states that Standard Operating Procedures (SOP) are defined as a series of work instructions in writing that are documented or standardized regarding the process of carrying out company administration, when and how it must be carried out, by and where it is carried out. Based on the various understandings above, the authors would like to convey that there is a connection

between standard operating procedures (SOP) and lost and found unit services, because standard operating procedures (SOP) have an important role in the course of work by lost and found unit officers. Therefore, standard operating procedures (SOP) are very useful for the work of lost and found unit officers to avoid mistakes, delays, delays in the process of carrying out their work. So the conclusion is that standard operating procedures (SOP) greatly affect the performance of lost and found units so that they get smooth work.

According to news from Kompas.com 2019, it was explained that a passenger on a Garuda Indonesia flight, Rendy Lesmana, with a flight route from Jakarta to Pontianak, had experienced the loss of goods stored in the passenger's luggage. The passengers brought 8 birds consisting of 3 types of birds, 2 kecer, 3 magpies, and 3 love birds. As time went on with the loss case, the passengers must have suffered enormous losses, so the Garuda Indonesia manager had to solve the problem. So, the above problems were caused by the negligence of Soekarno Hatta Airport officials. This can be resolved by the lost and found unit according to the applicable SOP (Standard Operating Procedure). Based on the story above, it can be concluded that SOP (Standard Operating Procedure) is very influential on the service of lost and found unit officers in serving an existing problem.

The Lost and Found Unit is a unit that deals with problems with passenger luggage, including loss, damage, and finding of goods, with several types of strategies that the lost and found officers will later implement in order to gain the trust of passengers who have chosen a particular type of transportation, so that if there is damage to the baggage, then this lost and found unit will be able to handle it later. One of the problems that often occurs in Lost and Found Units is damage to passenger luggage and lost luggage. Thus this problem becomes interesting for further research for writers regarding the Lost and Found Unit, because the Lost and Found Unit section is one of the most important parts in baggage handling.

The aims of this study are as follows: To find out whether there is an influence of standard operating procedures on the service of lost and found unit officers to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport. Knowing how much influence standard operating procedures have on the service of lost and found unit officers to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport. Do you know how standard operating procedures can affect the service of lost and found unit officers to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport?

Relevant Research

Table 1. Relevant Research

No	Name	Title	Year	Research Result
1.	Syuhrah Anuri	Handling of Lost And Found Officers in Cases of Delayed Baggage of Garuda Indonesia Passengers at Supadio Pontianak International Airport	2020	The results showed that the lost and found officers in handling the baggage of passengers who experienced delays in the February 2020 period were in accordance with standard operating procedures (SOP) because the luggage was found on the same date as the arrival of passengers who were sent to the next flight, only one passenger got first need compensation (FNC) for exceeding the search period by 3 days. Baggage that arrives late is caused by loose luggage tags, make-up areas that mistakenly put baggage in because the luggage tag writing is not clear and transit passengers who arrive late or passengers arrive at the last minute because passengers are prioritized.

2.	Anisa	The Role of the Lost and Found Unit in Handling Silk Air Passenger Baggage By PT. Angkasa Semestras Services at Yogyakarta Adi Sutjipto International Airport	2020	The results of the study indicate that the causes of lost and damaged luggage on Silk Air airlines are caused by several factors such as damaged luggage tag tags, wrong flight routes or being carried by other passengers. In this case the handling carried out is by issuing a Property Irregularity Report document as a sign of loss or damage to passenger luggage so that it can be accounted for by the airline..
3.	Lenny Yopita Nadeak	The Role of Lost And Found Unit Officers in Handling Cases of Improper Handling of Passenger Baggage at Citilink Indonesia Airline Arrival Stations at Halim Perdana Kusuma International Airport Jakarta January-March 2019 Period	2019	The results of this study indicate that the lost and found unit plays an important role in dealing with baggage deviation cases at the airport regarding baggage deviation, and is responsible for loss, damage, discovery or items left on the plane and everything related to passenger luggage according to with PT. SOP performance procedures. Gapura Angkasa and PT. Citilink Indonesia.
4.	Nur Diniyati	The Influence of Damaged Baggage Handling on the Level of Passenger Satisfaction at Lombok Praya International Airport	2021	The results showed that there was an influence between service quality variables on passenger satisfaction with an influence size of 23.5%.
5.	Dwi Setiarini	The Influence of Service Quality of Lost And Found Officers on Lion Air Airlines on Passenger Satisfaction at Adi Soemarmo Boyolali International Airport	2021	The results showed that there was an influence between the service quality of Lost and Found officers on passenger satisfaction at Adi Soemarmo Boyolali International Airport. The effect of variable X (quality of service) is 58.2% on variable Y (satisfaction), and the other 41.8% is influenced by other factors outside variable X (quality of service).
6.	Devie Larasati Mareta K. P	The Effect of Baggage Service on Garuda Indonesia Airline Passenger Satisfaction at Yogyakarta International Airport. Thesis Thesis, Yogyakarta College of Aerospace Technology	2021	The results of this study showed that tcount 11.441 > ttable 1.984 which proves that baggage service affects passenger satisfaction of Garuda Indonesia Airline at Yogyakarta International Airport. With the magnitude of the influence, it reaches 57.2% indicating that baggage service is an important aspect that needs attention and 42.8% is influenced by other variables outside of baggage service.

Source: Processed Secondary Data, 2022.

Based on the five studies above, this is one of the processes of comparing research results that are related to the research that will be carried out by researchers. The research difference from the five studies above is the place of research, a different time. This research may also explore problems that have not been resolved by previous researchers. This research still refers to research that has been done before as a reference for the author in carrying out research activities.

RESEARCH METHODS

In this research, the research method is in the form of a mixed method (Mixed Methods), which is defined as a research method used in research activities simultaneously by combining qualitative methods and quantitative methods, thus this will be able to produce research data that is more objective, reliable, valid and comprehensive (Sugiyono, 2018). In this research, the research method is in the form of a sequential or sequential mixed research method (Sequential Mixed Methods) with a sequential explanatory type. Data collection will be carried out in stages,

namely the first stage the author collects quantitative data first, then in the second stage it is carried out by collecting qualitative data so that it can describe and explain the research results obtained in this quantitative data, thus the two research data are related connection.

The time and place of research determines when it will be carried out and where it will be carried out. The place of this research will be conducted at PT. Gapura Angkasa branch of Supadio Pontianak International Airport which was carried out on 01 August 2022 to 31 August 2022. In this research, the research population is defined as the overall research object which consists of various elements or components, including events, test scores, symptoms, plants, animals, objects and humans which are sources of research data which have certain characteristics in a research conducted (Margono, 2004) in Hardani (2020). For each member of the research population it is intended to be able to find out the nature or characteristics of the population itself. For this study, the research population was in the form of all passengers who visited the Lost and Found Counter on the Garuda Indonesia airline at Supadio Pontianak International Airport.

For this research, the research sample is defined as an element or part of the population members taken or selected using a research sampling technique (Husain and Purnomo, 2001) in Hardani (2020). If the research population is large, it is certainly impossible for the researcher to be able to study and explore the entire population as a whole, this is due to various obstacles that will be faced later, including limited time, funds and manpower. For this it is necessary to use research samples taken from the research population. Then, what can be learned based on this research sample is to use research samples that come from the research population. Furthermore, what is learned based on the research sample, thus will produce research conclusions. Thus, the research sample obtained based on the research population must truly represent and represent it.

Determining the size of the research sample is based on Roscoe in the book *Research Methods for Business* (1982) in Sugiyono (2018), namely the appropriate and appropriate research sample size is between 30 and 500. The sample in this study uses as many as 100 respondents, because to make it easier on when distributing the questionnaire and seeing from the author's ability in terms of limited time and effort.

The sampling technique is defined by the technique of taking research samples which will later be used for the course of this research. This type of research sample is in the form of non-probability sampling, namely the chance of selecting a member of the population is unknown (Purwanto, 2016). For this study, the sampling technique used by researchers was purposive sampling, in this case the researcher assumed that the research sample had been able to use its knowledge of the research population to conduct research whether the research sample truly represented the research population or not (Purwanto, 2016). Based on various criteria that need to be observed in taking samples of this study are as follows: Passengers who have experienced damage, loss, exchange of luggage and passengers who are at least 17 years old.

This study uses a research instrument in the form of a questionnaire consisting of various questions with various descriptions of the answers that have been provided and collects data from lost and found parties on the Garuda Indonesia airline at Supadio Pontianak International Airport and standard operating procedure (SOP) variables become variables independent variable and service variable lost and found unit officers become the dependent variable. For this research, the scale of measurement is to use a Likert scale.

Referring to the description stated by Sugiyono (2018), explains that this Likert scale is defined by a scale that is a type of research data which is always used in its efforts to carry out measurements of perceptions, attitudes and opinions of individuals or groups of individuals

regarding social phenomena which are the subject of their research. For this research, the research respondents in answering this Likert scale are only by giving a mark, for example in the form of a cross (checkbox) for the answer they choose based on the questions asked to them.

Table 2. Likert Scale Measurement

Answer Choices	Code	Skor
Strongly agree	SS	5
Agree	S	4
Disagree	KS	3
Don't agree	TS	2
Strongly Disagree	STS	1

Source: Setiarini (2021)

Data collection

The method used for data collection in this study, namely:

1. **Questionnaire.** The questionnaire is defined as a tool to obtain data on a particular research topic, which involves distributing forms, which consist of various questions related to the research topic being researched. The questionnaire is defined as a technique for collecting research data which is carried out by distributing various statements and written questions to the research respondents to answer the research (Sugiyono, 2018). The questionnaire method that will be carried out is in the form of online and offline questionnaires, namely where the sample can be free to answer and does not use sample activities.
2. **Observation.** The Observational Method is defined as an element in collecting research data carried out on research objects and in the field directly. For this method, the most important goal is to provide a realistic description of events and/or behaviors that are related to the object of research, so that there are no errors in the actual situation and its meaning. This research will be observed at Supadio Pontianak International Airport. After that, the author observed various conditions in the field, especially in the lost and found unit and requested data for the materials needed to write this research proposal.
3. **Interview.** According to Sugiyono (2018) interviews are an exchange of information and ideas of two or more people through questions and answers, thus this will give meaning to a particular research topic. For the research conducted, this research interview was carried out using or through structured interviews, which were intended to be able to find research problems in more detail, and the writer recorded what the informants stated. This interview will be addressed to five lost and found unit officers.
4. **Documentation.** Referring to the description of Sugiyono (2018), states that documentation is defined by records of events that occurred in the form of sketches, photographs, drawings and so on. The data that has been collected can be used as the supporting data needed in this study. The documentation used in collecting this qualitative data is in the form of information sourced from documents containing data and information regarding the Services of Lost and Found Unit Officers for Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport.

Data Type

1. **Primary Data.** According to Sugiyono (2018) suggests that the collection of data generated directly from the original source is usually in the form of interviews, opinions from individuals or groups, as well as the results of observations of an object or event. Primary data can be obtained from interviews with lost and found unit officers and observations.

2. Secondary Data. Secondary data is defined by sources of research data that researchers obtain indirectly through intermediary media. This data itself is in the form of physical evidence, notes or documents, journals and final assignments. Secondary data for this study is in the form of detailed data on cases of baggage deviation against lost and found unit officers at Supadio Pontianak International Airport.

RESEARCH RESULTS AND DISCUSSION

The discussion in this study is the Effect of Standard Operating Procedures on the Services of Lost and Found Unit Officers for Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport. In this study, interviews were conducted with 3 informants who were conducted offline and online (via WhatsApp chat) due to the limited distance between the authors and the informants and online questionnaire distribution. Based on the results of data processing that has been carried out by the author at the Lost and Found unit at Supadio Pontianak International Airport, it can be seen that the performance of the Lost and Found unit officers in dealing with baggage irregularities is quite good. Lost and Found unit officers are also required to record data on passengers who have experienced damage, loss, exchange of baggage and documentary evidence of items found by Lost and Found unit officers. Then based on the results of the data processing that has been done, there are obstacles experienced by the Lost and Found unit officers, namely when the wrong baggage claim on arrival is carried out by passengers, but if you get honest passengers it can minimize the obstacles found by unit officers Lost and Found.

Hypothesis Test

1. Simple Linear Regression Analysis Test Results. Simple linear regression test between Standard Operating Procedures (X) to Lost and Found Unit Officer Services to Passengers (Y). The following are the results of a simple linear regression analysis that has been tested using the SPSS application for windows version 21.

Table 3. Results of Simple Linear Regression Output Analysis

Model		Coefficients ^a				
		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.723	2.714		.635	.527
	SOP	.792	.052	.839	15.268	.000

Source: Researchers (2022)

Based on table 3, the coefficient value of the regression equation is presented. Therefore, the regression equation is:

$$Y = A + BX + e$$

$$Y = 1.723 + 0.792X + e$$

From these equations can be explained:

- a. The constant value (a) of 1.723 explains that the consistent value of variable Y or lost and found unit officer service to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport is 1.723.
- b. The value of the regression coefficient X or the effect of standard operating procedures of 0.792 explains that for every 1% addition of the value of the Standard Operating Procedure (X) variable, the value of the Lost and Found Unit Officer Service increases by 0.792. So the regression coefficient is positive (0.792), so it can be said that the direction of the influence

of the Standard Operating Procedure (X) variable on Lost and Found Unit Officer Service (Y) is positive.

2. Partial Test (t test). The purpose of this test is to determine the significant level of standard operating procedures (X) for the service of lost and found unit officers (Y). The following are the results of the t test below:

Table 4. Partial Test Output Results (t test)

Coefficients ^a						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	1.723	2.714		.635	.527
	SOP	.792	.052	.839	15.268	.000

Source: Researcher (2022)

Based on table 4, the results of the t test explain that Standard Operating Procedures (X) has a significant value of $0.000 \leq \alpha 0.05$. So it can be stated that the Standard Operating Procedure (X) has an influence on the Service of the Lost and Found Unit Officer (Y).

3. The coefficient of determination (R^2). The coefficient of determination (R^2) aims to determine how much the independent variable (The Influence of Standard Operating Procedures) is able to explain the dependent variable (Lost and Found Unit Officer Services). The following are the results of the coefficient of determination test (R^2) below:

Table 5. Results of the Determination Test Output (R^2)

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.839 ^a	.704	.701	3,297

Source: Researcher (2022)

Based on table 5, the results of the determination test output (R^2) can be explained that the correlation or relationship (R) is 0.839, while the coefficient of determination (R^2) is 0.704. This means that the dependent variable, namely Service Officer Unit Lost and Found (Y) in the model can be explained by the independent variable, namely Standard Operating Procedures (X) of 70.4% and the remaining 29.6% which is influenced by other variables outside of this study.

Discussion

The Effect of Standard Operating Procedures on Lost and Found Unit Officer Services to Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport.

Based on the results of data analysis using simple linear regression, it shows that the variable Standard Operating Procedure (X) on Lost and Found Unit Officer Services to Passengers (Y) at Supadio Pontianak International Airport, with a regression coefficient value of X or the effect of standard operating procedures of 0.792 has a positive value. , a significance value of $0.000 < 0.05$ which can be concluded that the independent variable (X) has an effect on the dependent variable (Y) which means that H_0 is rejected and H_a is accepted, so that standard operating procedures affect the service of lost and found unit officers to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport

In order to ensure that all activities of lost and found unit officers run smoothly or are in accordance with operational standards, it is necessary for the authors to know that standard operating procedures are a series of instructions used to solve a problem where standard operating procedures have an important role in the course of work by unit officers. lost and found especially in service. Therefore, standard operating procedures (SOP) are very useful for the work of lost and found unit officers to avoid mistakes, delays, delays in the process of carrying out their work. Based on the results of previous research with the results of the current research, the authors both have an influence between variable X and variable Y.

How big is the influence of Standard Operating Procedures on the Services of Lost and Found Unit Officers for Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport.

Based on the results of data analysis, the coefficient of determination (R^2) is 0.704, which means that the contribution of the independent variable (X) in forming the dependent variable (Y) is 70.4%. This shows that the effect of the standard operating procedure variable (X) on the lost and found unit officer service variable (Y) is 70.4% and the remaining 29.6% is influenced by other variables outside this study. Based on the results of previous research with the current author's research it can be distinguished, because previous research from Setiarini (2021) with the title "The Effect of Service Quality of Lost And Found Officers at Lion Air Airlines on Passenger Satisfaction at Adi Soemarmo Boyolali International Airport" with the results of the study namely the influence variable X (quality of service) of 58.2% of variable Y (satisfaction), and another 41.8% is influenced by other factors outside variable X (quality of service) in which the current author's research has a significant influence value greater than the value significant from the results of previous studies. So this standard operating procedure is very important or influential for the work of a lost and found unit officer.

How Standard Operating Procedures Can Affect the Services of Lost and Found Unit Officers for Garuda Indonesia Airline Passengers at Supadio Pontianak International Airport.

Standard operating procedures are documents containing step-by-step instructions to guide employees on how to perform repetitive technical processes within an organization. This document can also be called a technical manual on how to complete tasks. Every assessment made by passengers in assessing the performance of lost and found unit officers cannot be separated from how the lost and found unit officers carry out their work in accordance with existing standard operating procedures.

The results of the qualitative research show that standard operating procedures affect the service of lost and found unit officers in serving Garuda Indonesia Airline passengers at Supadio Pontianak International Airport. Thus the influence of standard operating procedures greatly influences the services provided to passengers. The results of the interviews prove that the SOP has also been regulated in Ministerial Regulation Number 77 of 2011 concerning regulations for all - all issues that are handled by the baggage service.

The implementation of the SOP based on the results of the interview explained that all the answers from the three informants, the officers always handled problems regarding baggage service with the existing SOP and Ministerial Regulation Number 77 of 2011 where when there were problems especially lost luggage, damaged, left behind, targeting other routes all served by lost and found unit officers properly. So what the officers know is that they work at the airline, namely Garuda Indonesia, which must have a very good full service, what must be sold

is the service. So what the officer pays attention to is that it has to be about service where the passenger must have the right to get full service from the officer, namely about passenger priority. If the problem occurs, all of these will be prioritized, for example, if the baggage has been found, it will be informed to the passenger, then the item will be delivered to the location of the passenger's destination address.

In order to find out the obstacles faced by lost and found unit officers, namely equating standard operating procedures with policies or decisions and passengers still carry luggage that is not in accordance with the compensation stipulated by Ministerial Regulation Number 77 of 2011 where the replacement is if the passenger carrying 5 kilos of luggage is only multiplied by 200,000 plus the first need compensation (FNC) because the search period has exceeded. Based on the results of observations that have been carried out by the author, namely where the observed results are in the form of the process of retrieving and checking baggage labels running smoothly, the handling carried out by officers is in accordance with standard operating procedures, the process of loading and unloading passenger luggage, and observing whether or not there is an influence on operational standards procedures for the service of lost and found unit officers to passengers have been carried out according to existing conditions in the field or in accordance with standard operating procedures and standard operating procedures have an influence on the service of lost and found unit officers to passengers. So the conclusion is that this Standard Operating Procedure is very influential on service, because if there is no SOP then the service provided will be inconsistent and irregular.

CONCLUSION

Based on the results of research entitled the influence of standard operating procedures on the service of lost and found unit officers to passengers of Garuda Indonesia Airlines at Supadio Pontianak International Airport. So the following conclusions can be drawn: Based on the test results using simple linear regression analysis in the SPSS 21 application, a significance value (Sig.) is 0.000. Because the value of Sig. $0.000 < 0.05$, then according to the basis for making a decision in the t test it can be concluded that H_0 is rejected and H_a is accepted, which means that there is an influence between variable X or standard operating procedures on variable Y or the service of lost and found unit officers. Based on the results of the simple linear regression analysis test in the SPSS 21 application, the value of the coefficient of determination (R^2) of 0.704 can be obtained. So it can be concluded that the X variable or standard operating procedures have an influence of 70.4% on the Y variable or the service of the lost and found unit officer. While the remaining 29.6% is influenced by other variables outside of this study. The importance of Standard Operating Procedures is a document that contains step-by-step instructions to guide officers regarding the course of a job carried out by officers, both in terms of service and the consistency of a job. So the conclusion is that this standard operating procedure is very influential on service, because if there is no SOP then the service provided will be inconsistent and irregular.

The suggestions that the author can give based on the conclusions obtained in this study are as follows: For the Lost and Found Unit of PT Garuda Indonesia Supadio Pontianak International Airport related services need to be maintained and further improved according to existing standard operating procedures related to services so that every activity at the airport runs properly without any obstacles or problems that result in losses for both the passenger and the airline itself. For further research in order to be able to develop and add to the deficiencies that exist in this research, so as to perfect this research. It is also hoped that further research will pay more attention to the discussion on other aspects such as documents, policies, regulations and others.

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