

## **Transfer of Airport PAS Administration Procedures from Offline to Online at the Makassar Regional V Airport Authority Office**

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### **Abstract**

Airport Public Address System (PAS) Card is a limited area entry permit card in the Airport area. Airport PAS is issued by the Directorate General of Civil Aviation. In order to improve security at airports, Minister of Transportation Regulation Number PM 167 of 2015 has been stipulated which is an amendment to Minister of Transportation Regulation Number PM 33 of 2015 concerning Access Control to Limited Security Areas at Airports. In it there are several articles that regulate airport security areas, control of entrances to airports and administrative sanctions for violating airport security regulations. To find out the form of transition of airport pass administration procedures from offline to online at the Makassar Region V Airport Authority Office? This research is a qualitative research with a comparative descriptive type of research that uses data collection methodologies with literature studies, observations and interviews. Sugiyono (2018), explains the notion of a qualitative research method is a research method that is based on the philosophy of postpositivism, used to research on natural object conditions, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive/qualitative in nature, and the results of qualitative research emphasize the meaning of generalizations. Comparative descriptive qualitative research in this study is used to describe and analyze the transition of airport pass administration procedures from offline to online at the Makassar Region V Airport Authority Office from the side of officers and applicants.

**Keywords:** From Offline to Online at the Makassar Region V Airport Authority Office



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### **INTRODUCTION**

Airport Public Address System (PAS) Card is a limited area entry permit card in the Airport area. Airport PAS is issued by the Directorate General of Civil Aviation. In order to improve security at airports, Minister of Transportation Regulation Number PM 167 of 2015 has been stipulated which is an amendment to Minister of Transportation Regulation Number PM 33 of 2015 concerning Access Control to Limited Security Areas at Airports. In it there are several articles that regulate airport security areas, control of entrances to airports and administrative sanctions for violating airport security rules.

Limited Security Areas at Airports must be protected and controlled with a stipulated permit system, including in the form of an Airport PAS. The use of PAS to enter restricted security areas must be supervised and controlled in accordance with the work area code and the validity period of the PAS. This PAS card is not only a sign of entry permits, but also to control security at the airport by monitoring and controlling access for everyone who has access to certain areas.

The airport authority is a government institution appointed by the minister and has the authority to carry out and supervise the fulfillment of statutory provisions to ensure aviation safety, security and services. One of the Airport Authority units is the KAUK sector. The KAUK field consists of 2 sections, namely the AUKPPU section (Air Transportation, Airworthiness and

Operation of Aircraft), and the KPPD section (Aviation Security and Emergency Services). In accordance with the Regulation of the Minister of Transportation Number 122 of 2018 concerning the Organization and Work Procedure of the Ministry of Transportation the Directorate of Airworthiness and Aircraft Operation has the task of carrying out the formulation and implementation of policies, preparation of norms, standards, procedures and criteria, provision of technical guidance and supervision, as well as evaluation and reporting in the field of airworthiness and aircraft operations. One of the duties of the Airport Authority is to ensure flight safety in the form of granting access permits to restricted security areas by issuing airport passes.

The Makassar Region V Airport Authority Office must comply with regulations regarding the manufacture of airport passes. Both from the SOP for making airport passes and the rules regarding the transfer of airport passes from offline to online. There are many rules regarding the transfer of airport passes from offline to online, sometimes causing misunderstandings for airport pass officers as well as applicants and users of airport pass services. One of the misunderstandings between officers and applicants is that they both do not understand the administrative completeness of making airport passes which are included in the website for making airport passes. Security control, access points (Access Control Points) to Security Restricted Areas, Sterile Areas and Restricted Areas are prepared according to standard operating procedures which are an integral part of the Airport Security Program.

Currently, airport pass services are carried out online through a website provided by the relevant airport authority office. In order to get an airport pass, a pass officer must serve the making of an airport pass in accordance with the provisions of the online airport pass procedure, the officer processes all administrative requirements online. For airport pass applicants, they must complete the airport pass administration provided online. This sometimes triggers obstacles such as the lack of administrative completeness for making airport passes. If all the administrative requirements entered on the website have been fulfilled, they will immediately be processed on the website and if successful, the applicant will immediately come to the airport authority office to pick up the airport pass.

The purpose of this study is: To find out the form of transition of airport pass administration procedures from offline to online at the Makassar Region V Airport Authority Office? To find out the obstacles faced by administrative officers at the airport during the transition from offline to online procedures at the Makassar Region V Airport Authority Office? and what is the solution.

## **Theoretical Basis**

### **Standard Operational Procedures for Airport Pass Administration**

Standard Operational Procedures for Administration of Pass Airport Office Otaritas Airport Region V Makassar is regulated in PM 33 of 2015 and 167 of 2015 concerning Access Control to Limited Security Areas at Airports regulated in article 36 paragraph 1 which says that to get a pass airport for individuals as referred to in Article 22 letter a, the head of the agency/entity must submit a written application to the work unit.

### **Offline and Online Administrative Procedures**

1. **Offline Procedures.** In general, the administrative requirements for making Airport Passes offline and online are the same. What is different is how the applicant registers and submits administrative files. The procedure for making airport passes offline is carried out by registering and bringing administrative requirements to the Airport Authority Office in the region. All processes are carried out directly at the airport, such as collecting files, taking

photos for the Airport Pass, and payment. Some airports are located in the same place as the otban, for example (UPG, SUB, CGK, DPS. etc.) Airport passes are issued by otban. On the other hand, the location of the airport is different from the location of the otban, so the airport pass is issued by the airport after obtaining a delegation for issuance by the otban. After the Airport Pass is issued, the applicant can pick up the Airport Pass directly.

2. Online Procedure. Making an airport pass online is done by registering on the related otban website by entering a username and password. Then send the application file. Taking photos can also be done online through the registration website or during the registration process or uploading application files, payments can also be made online. The applicant will come directly to the airport to collect the Airport Pass when it has been issued.

### **Subjects Involved in Making Airport Passes**

1. Applicant for Airport Pass. Based on PM 33 of 2015 and 167 of 2015 concerning Control of Entrance (Access Control) to Limited Security Areas at Airports article 30 paragraph Pass Airport which is permanent (permanent) as referred to in Article 29 is given to operational vehicles for: Supply of fuel; catering; Maintenance; airport patrol; Supporting the development and development of airports and executors of aviation activities. Article 31 paragraph 1 says Airport Pass for incidental vehicles as referred to in Article 28 letter b, is given for activities: Medical assistance; Administration at the airport other than fostering flight activities; Governance in law enforcement; State protocol. Article 34 paragraph 1 Individuals as referred to in Article 22 letters who can obtain an Airport Pass are employees of: Airport Management Units and State-Owned Enterprises; Air Transport Business Entity; Legal Entity conducting activities at the Airport; Government agencies that carry out government activities at airports; Airport security committee member.
2. Airport Pass Officer. According to the regulation of the Minister of Transportation of the Republic of Indonesia number 167 of 2015 concerning amendments to ministerial regulation number 33 of 2015 concerning control of an entrance (Acces Control) in a limited area at the airport, an airport pass is a sign of entry permits for individuals, cargo, vehicles, and post that will enter the restricted security area, issued by the directorate of air transportation in this case processed at the relevant airport authority office.

According to (Aini, et al, 2020) Airport Passes which are permanent (permanent) and are given to users who have an interest in fuel supply, catering, maintenance, airport patrols, support for airport development and development, governance activities at airports. Airport pass users before getting an annual pass must go through or start managing the monthly pass first. This is based on the purpose of providing adaptation time for airport pass users to the airport work area/area. The airport pass which is a sign of permission to enter the restricted security area, which has been divided into two areas, namely: Non Public Area and Restricted Public Area. According to PM attachment no.167 of 2015 which explains the types of airport passes based on their nature, namely:

1. Pas guests (visitors). Visitor passes are used by persons and trainers who carry out official visits, surveys and educational practices. The airport pass contains the airport name, registration number and the word "GUEST". In restricted security areas, temporary airport pass users (visitors) must be accompanied by personnel who have valid permanent or permanent passes appropriate to the work area.
2. Permanent fitting (fixed). Permanent airport passes are determined by region and duration. During this period, airport passes were divided into several types, namely monthly airport passes, weekly airport passes. An expired airport pass is processed to create a new badge by attaching an invalid badge.

Standard operating procedures (SOP) for region III airports which state that the use of an airport pass must meet the following conditions: The pass is placed on the left side of the chest or worn on a collar and must be seen in a photo and read the name of use. You are not allowed to keep it in your bag/pocket or hide it when you are in the restricted security area of the airport. Do not use an airport pass outside the airport area.

### **Airport**

Based on Annex 14 published by the International Civil Aviation Organization (ICAO), an airport is a certain area on land or on water (including buildings, installations and equipment) which is intended wholly or partly for the arrival, departure and movement of aircraft. Meanwhile, according to Law No. 1 of 2009 concerning Aviation, an airport is an area of land or water with certain boundaries which is used as a place for landing and taking off aircraft, boarding and disembarking passengers, loading and unloading of goods, as well as the location of transfers in and between modes of transportation equipped with aviation safety and security facilities, main facilities, and other supporting facilities. Based on its function, the airport is a place for carrying out government and or business activities. The national airport order that stipulates the operation of airports based on airport functions, objectives, classification, status, operations and activities.

### **Makassar Region V Airport Authority Office**

Region V Airport Authority Office is a technical implementation unit within the Ministry of Transportation which is under and responsible to the Minister of Transportation through the Director General of Civil Aviation. As part of carrying out the intended tasks, the Airport Authority Office carries out the following functions:

1. Implementation of regulation, control and monitoring of flight safety, smoothness and comfort at the airport.
2. Coordinating activities at the airport
3. Implementation of arrangements, management and supervision in the field of airport service and operational facilities.
4. Implementation of regulation, management and monitoring of airport land and/or water users in accordance with the airport master plan.
5. Enforce regulation, management and supervision of users in the aviation operational safety area (KKOP), work safety area (DKLR), and airport interest area (DLKP).
6. Manage and supervise enforcement of regulations, airport services, air transportation, aviation security, and implementation of operational performance standards in the field of aviation and air navigation.
7. Implementation of regulation, management and monitoring of the implementation of airport environmental protection.
8. Implementation of regulation, management and supervision in the field of air transportation, airworthiness and airport operations, enforcement of aircraft maintenance organization regulations, as well as competency certificates and licenses for aircraft operators.
9. Permanent issuance of airworthiness certificates for aircraft not classified as non-transport category or non-commercial.
10. Implementation of arrangements, management and supervision in the field of aviation security and rescue services at airports. And implement administrative and budgetary issues in the airport authority office.

## Relevant Research

**Table 1. Relevant Research**

No	Name	Title	Year	Research Result
1.	Shani, Idzni Andrian	Handling and Risk of Losing Airport Passes to Airport Operator Unit Officers (UPBU) at Radin Inten II Airport, Lampung	2019	The results of this study indicate that the handling of airport passes is in accordance with Standard Operating Procedures (SOP) and what happens in the field and the risk of losing airport passes causes work effectiveness to be hampered and allows misuse of airport passes.
2.	Sinaga, Yuliana Fransisca	The influence of the performance of the airport pass manufacturing service unit on the satisfaction of service users of PT. Angkasa Pura I (Persero) at Ahmad Yani International Airport, Semarang, from February to March 2017	2017	Based on the results of the hypothesis using Simple Linear Regression Analysis shows a constant value of 8.000, the regression coefficient of the job satisfaction variable is 0.728 (positive). The result of the F test is a significant value of $F > 0.05$ from the ANOVA test or F test of 641.277 with a significant value of 0.000. Based on the summary table, the coefficient of determination or R Square is 0.892 or 89.2%. The remaining 10.8% are other variables not examined.
3.	Mayarni, Nur Laila Meilani, dan Zulkarnaini	Quality of Public Services for People with Disabilities	2019	It can be said that the quality of public services for persons with disabilities in Pekanbaru City has not been well implemented, especially in terms of accessibility, competence and security.

Source: Previous Research

## Research Methods

### Research Design

This research is a qualitative research with a comparative descriptive type of research that uses data collection methodologies with literature studies, observations and interviews. Sugiyono (2018), explains the notion of a qualitative research method is a research method that is based on the philosophy of postpositivism, used to research on natural object conditions, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive/qualitative in nature, and the results of qualitative research emphasize the meaning of generalizations. Comparative descriptive qualitative research in this study is used to describe and analyze the transition of airport pass administration procedures from offline to online at the Makassar Region V Airport Authority Office from the side of officers and applicants.

### Time and Place of Research

In this study, researchers will conduct research in March 2023 which will take place at the Makassar Region V Airport Authority Office.

### Object of Research

According to Sugiyono (2017) the object of research is a scientific target to obtain data with specific goals and uses about an objective, valid and reliable matter about a matter (certain variables). The object of this study is the transition of airport pass administration procedures from offline to online.

### **Research Subject**

According to Sugiyono (2013) the research subject is an attribute or trait or value of a person, object or activity that has certain variables set to be studied and conclusions drawn. The subjects of this study consisted of airport pass officers and airport pass applicants.

### **Data Source**

1. Primary Data. Primary data is a data source that directly provides data to data collectors. This primary data was obtained through direct interviews with airport pass service officers and observations were made directly by observing the work activities of the transition of airport pass administration procedures from offline to online.
2. Secondary Data. According to Sugiyono (2019), secondary data is a source of data obtained by research indirectly through intermediary media (obtained and recorded by other parties). Secondary data is generally in the form of evidence, historical records or reports that have been arranged in archives. Secondary data sources were obtained from various sources, including SOP documents, documentation or activity report documents.

### **Data Collection Technique**

1. Observation Method. Observation or observation is a technique or method of collecting data by observing ongoing activities Sukmadinata (2018), this method is used to obtain answers through observing the transition of administrative procedures at the airport from offline to online.
2. Interview Method. According to Sugiyono (2016), an interview is a meeting between two people to exchange information and ideas through questions and answers, so that meaning can be arranged in a topic. The interview technique that the researcher conducted was semi-structured, namely by first compiling a number of questions to be conveyed to the informant. This is intended so that the conversation in the interview is more directed and focused on goals and avoids talking that is too broad. In this study, the author will interview three informants consisting of two Airport Pass officers and one from the Airport Pass application who will be interviewed.
3. Documentation Method. According to Sugiyono (2016), documents are records of past events. Documents can be in the form of writing, pictures, regulations, policies. Documents are a complement to the use of observation and interview methods in qualitative research. The results of the documentation in this study can be in the form of SOPs, photos and activity reports that support this research.

## **RESEARCH RESULTS AND DISCUSSION**

### **Form of Transition of Airport Pass Administration Procedures from Offline to Online at the Makassar Region V Airport Authority Office**

In general, the administrative requirements for making Airport Passes offline and online are the same. What is different is how the applicant registers and submits administrative files. The procedure for making airport passes offline is carried out by registering and bringing administrative requirements to the Airport Authority Office in the region. All processes are carried out directly at the airport, such as collecting files, taking photos for the Airport Pass, and payment. Some airports are located in the same place as the otban, for example (UPG, SUB, CGK, DPS. etc.) Airport passes are issued by otban. On the other hand, the location of the airport is different from the location of the otban, so the airport pass is issued by the airport after obtaining a delegation for issuance by the otban. After the Airport Pass is issued, the applicant can pick up the Airport Pass directly.

According to the results of interviews with officials, the Transition of Airport Pass Administration Procedures from Offline to Online at the Makassar Region V Airport Authority Office was carried out for effectiveness. In more detail, the letter has been sent online, which means it has been digitized. The first is for effectiveness, the second is also to avoid personnel trying to make or request a pass, but he doesn't need a pass. Minimizing personnel who at least don't have a company but ride in other people's companies, as if they were in that company, this can be anticipated online. According to the results of interviews conducted with airport pass officials offline, this is done by the applicant coming and bringing the documents, then viewing and checking them manually, later if someone is missing they are told to go home to complete it again. After this is completed, the applicant comes and re-submits the requirements.

Making an airport pass online is done by registering on the related otban website by entering a username and password. Then send the application file. Taking photos can also be done online through the registration website or during the registration process or uploading application files, payments can also be made online. The applicant will come directly to the airport to collect the Airport Pass when it has been issued. According to observations, the process of making airport passes is generally easy to do and the completeness of making airport passes online such as computers, printers, and networks is easy to do because computers, printers, and internet networks are the main components in airport pass making services.

JENIS LAYANAN	JADWAL (ONLINE)	ALAMAT LINK
Background Check - PAS (dokter sebelumnya secara online)	Setiap Hari Kerja 09.00 s/d 11.30 wita	Meeting ID Zoom : 267 189 3501 Passcode : 664188
Materi Security Awareness (tanpa daftar sebelumnya)	Setiap Hari Kerja 09.00 s/d 15.00 wita	bit.ly/materipas_OBUS
Ujian Security Awareness (tanpa daftar sebelumnya)	Setiap Hari Kerja 09.00 s/d 15.00 wita	bit.ly/securityawareness_OBUS
Ujian Tanda Izin Mengemudi (tanpa daftar sebelumnya)	Setiap Hari Kerja 09.00 s/d 15.00 wita	bit.ly/UjianTIM_OBUS

**EWAK**

**"TINGKATKAN FUNGSI PENCATURAN, PENGENDALIAN DAN PENGAWASAN UNTUK KESELAMATAN, KELANCARAN, DAN KETERTIBAN PENERBANGAN"**

**Figure 1. Types of Services and Schedules (Online)**  
 Source: Makassar Region V Airport Authority Office

### **Making airport passes during the transition period from offline to online from the applicant's side at the Makassar Region V Airport Authority Office**

Based on PM 33 of 2015 and 167 of 2015 concerning Control of Entrance (Access Control) to Limited Security Areas at Airports article 30 paragraph Pass Airport which is permanent as referred to in Article 29 is given to operational vehicles for: Supply of fuel; catering; Maintenance; airport patrol; Supporting the development and development of airports and executors of aviation activities. Article 31 paragraph 1 says Airport Pass for incidental vehicles as referred to in Article 28 letter b, is given for activities: Medical assistance. Administration at the airport in addition to fostering aviation activities. Governance in law enforcement. State protocol.

Article 34 paragraph 1 Individuals as referred to in Article 22 letters who can obtain an Airport Pass are employees of: Airport Management Units and State-Owned Enterprises. Air Transport Business Entity. Legal Entities conducting activities at the Airport. Government agencies that carry out government activities at the airport. Airport security committee member.

According to the results of interviews with applicants, the transition is very easy to access, without having to go to the authority's office, applicants can access it in their respective offices. as well as the cost that must be prepared is an annual fee of Rp. 400,000.00 and for a period of 3 months of Rp. 150,000.00. Based on the interview with the applicant, there are several documents that need to be prepared for making airport passes, such as an SKCK from the police, curriculum vitae from the office or airline, a statement of contract and ID card.

### **Obstacles faced by airport administration officers during the transition from offline to online procedures at the Makassar Region V Airport Authority Office and their solutions**

1. Falsification of data. According to the results of interviews with officers, the problem is more related to documents because officers do not see hard copies of files uploaded in the application. So for the sake of authenticity, the officers only ask the applicant to upload the original/color photo and the officers are still looking for ways to overcome this problem until now.
2. Doubt about the inclusion of gender. According to the results of interviews with officers, officers sometimes have doubts about the applicant's gender because the names and genders are different. There are applicants who include the gender of a woman while the name is a man's name. The solution taken by the officers was to ask the applicant to come to the authority's office to do a background check.
3. Rules in the field of security are changing. According to the results of interviews with officers, incidentally in the field of security, the rules are dynamic, often changing along with threats with new methods. so services in the field of security also follow the rules that apply.
4. Application switching. According to the results of interviews with officers, during the transitional period there were problems changing applications several times. This is because there are still some deficiencies in the old application and it is replaced with a new application.
5. Network. According to the results of interviews with officers, the problem that followed was poor network quality, so the authority office continued to provide PCs for use by some applicants who had network difficulties.

### **CONCLUSION**

Form of Transition of Airport Pass Administration Procedures from Offline to Online at the Makassar Region V Airport Authority Office: The transition to making airport passes from offline to online has been carried out for a long time, the Transition of Airport Pass Administration Procedures from Offline to Online at the Makassar Region V Airport Authority Office is carried out to effectiveness, effectiveness. In more detail, correspondence and requirements have been taken online, meaning that it has been digitized. In general, the administrative process is the same, what is different is how the applicant registers and submits administrative files. The procedure for making an airport pass offline is done by registering and bringing administrative requirements to the Airport Authority Office in the region while making an airport pass online is done by making an airport pass online by registering on the related otban website by entering a username and password. Then send the application file. Taking photos can also be done online through the registration website or during the registration process or uploading application files, payments can also be made online. The applicant will come directly to the airport to collect the Airport Pass when it has been issued.

Making Airport Passes During the Transition Period from Offline to Online From the Applicant's Side at the Makassar Region V Airport Authority Office: The transition is very easy to access, without having to go to the authority's office, applicants can access it at their

respective offices. as well as the cost that must be prepared is an annual fee of Rp. 400,000.00 and for a period of 3 months of Rp. 150,000.00. Obstacles faced by administrative officers at the airport during the transition from offline to online procedures at the Makassar Region V Airport Authority Office and their solutions: Falsification of data, Doubt about including gender, Changing rules in the security sector, Changing applications and networks.

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