

Optimizing the Role of the Makassar Regional V Airport Authority Office on Supervision of Land-Side Facilities at Sultan Hasanuddin International Airport Makassar

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Abstract

The Airport Authority has the authority to carry out and carry out supervision to ensure flight safety and service and can be expected to fulfill its duties as executor of regulation, supervision and control of the airport area both on the land side and on the air side in accordance with established procedures. One of the roles and/tasks of the Airport Authority in the Field of Airport Services and Operations is supervision of land-side facilities, which aim to support services and maintain safety and security on the airport landside. Supervision and control of airport authorities must be optimized so that service, security and aviation safety can be carried out. The research method used in this research is descriptive with a qualitative approach and the type of research is a case study. Qualitative in this study is a process that produces descriptive data in the form of written words from informants and/or objects studied or observed. So that in the research that has been carried out, the researcher describes how the results of optimizing supervision carried out by the airport authority office on the land side facilities at Sultan Hasanuddin Makassar International Airport, as well as the obstacles and how to solve them. The results of the study show that the optimization efforts related to personnel in the field of Airport Service and Operations (P2BU) can be said to be optimal because the airport inspector reacts according to the constraints faced. This is done by rearranging the time with the airport operator for inspection, then carrying out intensive communication with other airport inspector friends, by changing personnel and/or changing supervision times, as well as notes during the supervision process the replaced inspector must inform detail to the inspector on duty. The results of the supervision in the form of inspections, monitoring (monitoring) and surveillance (observation) are reported to the airport directorate, in the form of minutes and reports on the results of supervision. The obstacles faced by airport inspectors are in terms of conditions, equipment and budget when the supervision is carried out.

Keywords: Optimization, Role, Airport Authority, Supervision, Facilities, Land Side.



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INTRODUCTION

An airport or also known as an aerodrome is a facility where aircraft such as airplanes and/or helicopters can take off and land. The simplest airports have at least one runway and/or helipad (for landing helicopters), while large airports are usually equipped with various other features for both air service operators and users, such as terminal buildings and hangars. Based on the Decree of the Minister of Transportation Number: KM 44 of 2002 an airport is an airport used for landing and/or taking off of aircraft, boarding and disembarking passengers and/or loading and unloading of cargo and/or post, as well as being equipped with aviation safety facilities and as a place movement between modes of transport. One of the airports managed by PT. Angkasa Pura I (Persero) is Sultan Hasanuddin Makassar International Airport, under the supervision of the Ministry of Transportation. Sultan Hasanuddin Makassar International Airport, is required to optimally provide services to airport service users, both passenger facilities and supporting facilities for aircraft ground services.

In Indonesia, the role of the Ministry of Transportation is to regulate matters in the transportation sector within the government to assist the president in administering general administration, in accordance with the Minister of Transportation Regulation Number: PM 60 of 2010 concerning the Organization and Work Procedures of the Ministry of Transportation, especially the Directorate General of Civil Aviation. In order to increase the ease and efficiency of carrying out government tasks and services to the public, based on the Decree of the Minister of Transportation Number: KM 79 of 2004 an Airport Administrator Office was established. Then in 2011 based on the Regulation of the Minister of Transportation of the Republic of Indonesia Number: PM 41 of 2011 the Airport Administrator Office changed its name to the Airport Authority Office.

The Airport Authority Office has important roles and/or responsibilities based on applicable laws and regulations. Namely carrying out arrangements, control and supervision, use of Flight Operations Safety Areas (KKOP) and Work Environment Areas (DLKr) as well as Airport Interest Environment Areas (DLKP) for flight activities at airports. The Airport Authority has the authority to carry out and carry out supervision to ensure flight safety and services. The airport authority is expected to be able to fulfill its duties as executor of regulation, supervision and control of the airport area both on the land side and on the air side in accordance with established procedures. One of the roles and/duties of the Airport Authority in the Field of Airport Services and Operations is supervision of land-side facilities, which aim to support services and maintain safety and security on the airport landside.

The results of Ilyas' research (2021) show that the supervisory function of the airport authority office at Sultan Hasanuddin International Airport has not been fully implemented effectively and efficiently. This can be seen from the three indicators that support the running of the supervisory process, namely observation, monitoring and giving corrective actions that have been running optimally, it's just that there is one indicator that is still not optimal, namely the inspection indicator, because there are still deficiencies related to the budget and personnel that have an impact in the supervision process by the Makassar Regional Airport Authority Office for Sultan Hasanuddin Makassar International Airport. Supervision and control of airport authorities must be optimized so that service, security and aviation safety can be carried out.

In this study, the objectives to be achieved are as follows: To understand how to optimize the role of the Makassar Region V Airport Authority office in supervising land-side facilities at Sultan Hasanuddin Makassar International Airport. To find out how the results of optimizing the role of the Makassar Region V Airport Authority office in supervising land-side facilities at Sultan Hasanuddin Makassar International Airport. To find out whether there are obstacles by the airport inspector when optimizing the supervision on the land side of Sultan Hasanuddin Makassar International Airport, and how to solve them.

Theoretical Basis

Airport

An airport according to Law Number 1 of 2009 concerning airports is a land or water area with certain boundaries that is used as a place for aircraft to land and take off, boarding and dropping passengers, loading and unloading of goods, and a place for transferring between modes of transportation equipped with with aviation safety and security facilities as well as basic facilities and other supporting facilities. The function of an airport is to support the smooth, secure and orderly flow of aircraft, cargo and/or postal traffic, flight safety, intra and/or intermodal transfers and to boost the economy both regionally and nationally. According to Annex 14 of ICAO (International Civil Aviation Organization), 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. According to PT. Angkasa Pura (Persero) Airports are airfields including all buildings and equipment which are the minimum equipment to ensure the availability of facilities for air transportation for the public.

Airport Authority

According to Ministerial Regulation Number: PM 41 of 2011 the 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. The Airport Authority Office has the task of carrying out the regulation, control and supervision of flight activities at the airport. The Airport Authority Office carries out the following functions: Implementation of regulation, control and supervision of the safety, security, smoothness and comfort of flights at the airport; Implementation of coordination of government activities at airports; Implementation of regulation, control and supervision in the field of airport facilities, services and operations; Implementation of regulation, control and supervision of the use of airport land and/or waters in accordance with the airport master plan; Implementation of regulation, control and supervision of the use of Flight Operations Safety Areas (KKOP) and Work Environment Areas (DLKr) as well as Airport Interest Environment Areas (DLKP); Implementation of regulation, control and supervision of the implementation of operational performance standards for airport services, air transportation, flight security, aircraft and flight navigation; Implementation of regulation, control and supervision of the implementation of airport environmental preservation; Implementation of regulation, control and supervision in the field of air transportation, airworthiness and operation of aircraft at airports, implementation of provisions regarding aircraft maintenance organizations, as well as competency certificates and aircraft operating personnel licenses; Issuance of a continuous airworthiness certificate for non-transport category or non-commercial aircraft; Implementation of regulation, control and supervision in the field of aviation security and emergency services at airports; and Implementation of administrative and household affairs at the Airport Authority Office.

Land Side Facility

According to Natalia, Nurhayati, & Eka, (2020) facilities are physical resources that must exist before a service is offered to consumers. Facilities are something that is important in the service business, therefore the existing facilities, namely the condition of the facilities, interior and exterior design and cleanliness must be considered, especially those that are closely related to what consumers feel directly. Ministerial Regulation Number: PM 36 of 2021, Airport facilities are all facilities used for airport operational needs and flights consisting of airport infrastructure and equipment, airport utilities and airport emergency services. According to the Regulation of the Directorate General of Civil Aviation through Decree No.77/VI/2005, The main airport facilities are divided into 2, namely air side facilities, land side facilities and supporting facilities. Airside facilities, such as runways and runway markings, runway strip/runway end safety areas, taxiways, aprons, obstruction obstruction facilities, and drainage facilities. Land side facilities such as terminals, entrances, parking and baggage facilities. Supporting facilities for other activities at the airport such as lodging/hotels, maintenance facilities in general (building/office maintenance, equipment and so on), warehousing facilities, waste treatment facilities, and other facilities that directly or indirectly support airport activities air.

Supervision

In order to ensure the compliance of Airport Operators in the operation of airport facilities that meet the requirements of Aviation Safety and Aviation Security as well as airport services, regular and continuous supervision is carried out (Ministry Regulation Number: PM 36 of 2021). Supervision is carried out in the form of: Audit; Audit is a scheduled, systematic and in-depth examination of procedures, facilities, personnel and documentation of aviation service provider organizations to determine the level of compliance with applicable regulations. Inspection; Inspection is a simple check of compliance with the standards of a certain end product object. Observation (Surveillance); Observation (Surveillance) is an activity towards an object with the intention of feeling and then understanding and getting the information needed. Monitoring (Monitoring); Monitoring (Monitoring) is an activity of observing developments, identifying and anticipating problems that arise so that action can be taken as early as possible.

Optimization

Optimization according to the Big Indonesian Dictionary comes from the optimal word which means the best or highest. Optimizing means the best or the highest or the most perfect. While optimization is the process of optimizing something, in other words the process of making something the best or highest. Optimization according to Nur (2018) is an action taken to improve an activity that is planned to achieve maximum results. Meanwhile, according to Fattah, Budiarto & Rochmawati (2021), Optimization is the process of finding the best solution, not always the highest profit that can be achieved if the optimization goal is to maximize profit, or not always the smallest cost that can be reduced if the optimization goal is minimize costs. So, optimization is a process carried out to achieve maximum, effective and efficient results.

Relevant Research

Table 1. Relevant Research

No.	Name	Year	Title	Research Result
1.	Hendika Dwi Prasetyo	2019	The Role of the Region III Airport Authority in Ensuring Aviation Security and Safety at Juanda International Airport, Surabaya	The results of this discussion are that the Region III Airport Authority has carried out transparent supervision in accordance with clear operating rules and procedures and human resources who have equal and certified capabilities.
2.	Revan Nendiko Amaryan	2019	The Role of the Region III Airport Authority Office in Maintaining the Quality of Services Provided to Passengers at Juanda International Airport	The results of this study indicate that the services provided by airlines and flight passenger facilities are always supervised and guarded by the Airport Authority Office Region III.
3.	Dinda Pratiwi Siregar	2020	Optimizing the Role of the Airport Authority Office in Monitoring Ground Support Equipment (GSE) Activities at Soekarno-Hatta International Airport.	The results of the discussion of this study are that the role of the Airport Authority in Supervising Ground Support Equipment (GSE) Activities at Soekarno-Hatta International Airport can be said to be optimal, because it has implemented KP 635 of 2015 regarding technical standards for GSE equipment, if it is not in accordance with KP 365 then GSE equipment cannot operate before meeting these technical standards.

Source: Researcher

RESEARCH METHODS

Research Design

The research method used in this research is descriptive with a qualitative approach and the type of research is a case study. The aim is to obtain information and a clear and detailed description of the problem under study. Qualitative in this study is a process that produces descriptive data in the form of written words from informants and/or objects studied or observed. So that in the research that has been carried out, the researcher describes how the results of optimizing supervision carried out by the airport authority office on the land side facilities at Sultan Hasanuddin Makassar International Airport, as well as the obstacles and how to solve them.

Time and Place of Research

Research time is the time used by researchers to conduct research on objects that are the center of attention. This research was conducted at the Makassar Region V Airport Authority Office with research starting from October 1, 2022 to March 30, 2023. Data collection was carried out from March 27 to April 10, 2023.

Data Types and Sources

1. Primary Data is a type of data that is collected directly from the main source which is the object of research including observations, results of interviews with Airport Inspectors from the facilities section of Airport Services and Operations (P2BU) and documentation results.
2. Secondary data is a variety of information that has existed before and is deliberately collected by researchers that are used to complement research data needs. The data used by researchers are the results of previous research as a comparison, the document of Ministerial Regulation Number: PM 178 of 2015 and information on inspection results from Airport Inspectors.

Data Collection Technique

1. Observation in this study is a data collection technique that is nonparticipant in that the researcher makes observations without interacting directly with the research object. In this case, the researcher only acts as an observer, without going directly to the field and following the supervision carried out by the airport inspector. Observation results can be seen in Appendix IV in the form of an observation sheet referring to Ministerial Regulation No. 178 of 2015 which was inspected by an airport inspector.
2. The interviews in this study were a question and answer communication with the Airport Service and Operations (P2BU) sector, namely, the Head of the Airport Facilities Section as the first informant, the First Expert Airport Inspector as the second informant and the Airport Inspector as the third informant who supervised the optimizing the supervision of the Airport Authority on facilities that provide comfort at Sultan Hassanudin Makassar International Airport. The results of interviews in this study can be seen in Appendix V in the form of interview results.
3. Documentation is a complementary material to the observation and interview methods. Documents in the form of photos of land side facilities inspected by airport inspectors and referring to Ministerial Regulation No. 178 of 2015, and joint documentation of the three interviewees. Documentation results in this study can be seen in Appendix VI in the form of documentation results.

RESEARCH RESULTS AND DISCUSSION

Optimizing the Role of Region V Airport Authority Office in Supervision of Land Side Facilities

Airport Inspector in the field of Airport Service and Operations (P2BU) Makassar Region V Airport Authority office as the subject that optimizes land side facilities at Sultan Hasanuddin International Airport Makassar in the form of supervision in accordance with one of its main tasks, namely control and supervision of 25 work area, to see the extent to which operators comply in managing airports with applicable regulations and improve services to airport service users, in this case passengers. Supervision is in the form of inspections, monitoring (monitoring) and surveillance (observation) which is carried out on a scheduled basis for 3 (three) to 4 (four) times a year including inspections on the readiness of transportation for Eid and New Year's Christmas. As is the case with the research results of Hakim and Hilal (2022) stating that air transport inspectors at the Airport Authority Region 1 (one) main class, always carry out scheduled supervision which has been planned in the work program to ensure the implementation of compliance by air transport business entities in carrying out flight regulations.

From this supervision the airport inspector sees what elements or objects need to be improved, for example on the previous supervision that needs improvement, meaning that for further supervision it is checked again whether it has been followed up by the airport administrator or not, in accordance with the schedule set. airports have been made, especially at Sultan Hasanuddin International Airport for more intense monitoring of facilities. Then optimization efforts related to personnel in the field of airport service and operation (P2BU), namely airport inspectors treat them according to the constraints faced. for example, rearranging the time with the airport administrator for the inspection, then carrying out intensive communication with other airport inspector friends, by changing personnel or changing the time of supervision, as well as notes during the supervision process the replaced inspector must inform in detail to inspector on duty. so that the task of the airport inspector in carrying out supervision continues to run optimally even though there is a shortage of personnel.

With the implementation process of optimization carried out by the Airport Authority Office Region V at Sultan Hasanuddin Makassar International Airport namely, planning and scheduling surveillance activities then monitoring findings that have not been followed up by the airport organizers and providing guidance on findings that are open or open, in the sense that these findings are still repeated and have not been followed up. then send a letter of notification to the airport administrator that supervision will be carried out, with the objects to be monitored so that the coordination is more focused on the object being monitored. When there are problems with the object being monitored and repairs must be made, the airport operator must follow up. After getting the results of the supervision, the airport inspector will make a report on the results of the supervision and minutes which will be reported to the airport directorate.

Results of Optimizing the Role of the Airport Authority Office in Supervision of Land Side Facilities

The results of the supervision in the form of inspection, monitoring and surveillance are reported to the center, in this case the airport directorate, in the form of minutes and reports on the results of supervision. From this supervision, the performance of the Makassar regional airport authority can be better than before, and there is a need for guidance from the authority office to airport administrators from the results of this supervision which can then be followed

up by airport administrators if there is a scale of supervision that is not in accordance with regulations that apply, then the results of this supervision can have implications for passenger services carried out by airport operators. The results of observations made by this researcher are non-participant, that is, researchers make observations without interacting directly with research subjects. In this case, the researcher only acts as an observer, without going directly to the field. This means that researchers do not participate in observing objects in this study, but researchers get information from airport inspectors who carry out surveillance with the following results:

Temperature Conditioning

Based on the results of observations made by airport inspectors, facilities for air circulation include air conditioners, fans and/or air ventilation. Temperature conditioning for international airports is quite good, it's just that there is a slight deviation of around 1 (one) to 2 (two) degrees. Some time ago there was a temperature conditioning facility that was damaged and went viral with very hot temperatures, however, Angkasa Pura as the airport operator has followed up and has entered the expected temperature range.

Conditioning or Light Intensity

Based on the results of observations made by airport inspectors, conditioning or light intensity is a facility that functions as a light source at the airport. light conditioning at Sultan Hasanuddin International Airport partially complies with applicable regulations, however there are several points with light intensity that need additional lighting. According to informant 2 (two), the results of the last surveillance were in the baggage claim section which was still less bright than 250-300lux, the light intensity in the baggage area was still not in accordance with the applicable standards, but after completion of supervision a note was given that it had to be followed up by the airport operator, and has been responded to and followed up on.

Trolley

Based on the results of observations made by airport inspectors, the availability of trolleys is in accordance with standards and in good condition. Availability of 4 (four) trolleys per 10 (ten) passengers during busy times. The availability of trolleys at Sultan Hasanuddin International Airport is in accordance with the requirements of the applicable rules, trolleys in the departure and arrival areas are available, it's just that there are findings from the airport inspector that conditions in the field are still found that the condition of the trolley is not in good condition, such as on trolley wheels that are torn or damaged and less comfortable to use. The airport inspector himself has informed these findings and must be followed up by the airport administrator, however, information from the airport administrator is that the trolley is being repaired gradually little by little. Advice from the airport inspector that the damaged trolley does not need to be lowered into the room before being repaired.

Cleanliness

Maintained and the availability of cleanliness facilities at the airport. The area is 100% clean and there are cleaning staff on duty regularly, from the results of observations made by the airport inspector, cleanliness at Sultan Hasanuddin International Airport is generally good and clean, there are lots of cleaning service officers and always stand by.

Information Services

Availability of information in the form of audio, visual and counters that are placed in strategic places, easily visible, clearly legible, audible and informative. Based on observations made by airport inspectors that information services at Sultan Hasanuddin International Airport Makassar are generally available including in audio and graphic form, announcements and signs are also quite informative. It can be said that the information service at Sultan Hasanuddin International Airport is quite good and functions well and is informative.

Toilet

Based on observations from the airport inspector, that the availability of public toilet facilities at Sultan Hasanuddin Maassar International Airport is already available according to standards even though some time ago there were several facilities that were not yet available but the airport organizers have followed up on them so that the facilities have been completed. However, according to informant 3 (three), there are toilets that smell and because this is not contained in the standard ministerial regulation, so it is only communicated to airport administrators for more attention.

Parking Lot

Based on the results of observations made by the airport inspector regarding the parking lot at Sultan Hasanuddin International Airport Makassar, in terms of capacity it is sufficient and there are additional buildings for parking lots of 4 (four) wheeled vehicles, it's just that arrangements are needed to make it more tidy. then according to informant 3 (three), that the location of the 4 (four) wheeled vehicle parking lot is still too far from the departure terminal building, because the new terminal is still under construction so that the new terminal building cannot be used yet. Availability of parking area facilities to provide 4 (four) and 2 (two) wheeled vehicle parking services at Sultan Hasanuddin International Airport with a parking capacity equal to 80% of passengers during busy times. For a parking area of 32m² with a parking capacity of 20% for 2 (two) wheeled vehicles

Facilities For Users With Special Needs

Based on observations made by airport inspectors, facilities for users with special needs are available, complete and safe for passengers with special needs in accordance with applicable standards.

Airport Inspector Obstacles When Optimizing Supervision of Land Side Facilities and How to Solve them

Not always the supervision carried out by the airport inspector can go according to plan, there are obstacles faced by the airport inspector in terms of conditions, equipment and budget when the supervision is carried out. Obstacles in terms of circumstances according to source 1, with the occurrence of Covid-19 had made supervision not optimal because it was only carried out online, "so not all supervision can be online, there is something in the field that must be checked directly," he said. However, these obstacles can be minimized by controlling and coaching.

In terms of convenience in terms of tools, because there are 25 airports supervised by the airport authority office with limited equipment, it becomes an obstacle faced by the Makassar regional airport authority office. However, this can be handled by adjusting the number of airports supervised by the number of existing tools, and scheduled in such a way that the use of tools and supervision of the 25 airports can be carried out optimally. According to informant

3 (three), the most frequent obstacle in terms of budget is "so if there is no budget to carry out supervision it is sometimes a bit of a hassle because it is necessary". however, Sultan Hasanuddin Makassar International Airport is not too much of a problem in terms of budget, due to its location adjacent to the authority's office so it is not too urgent and can be handled by airport inspectors by making efficiency of the budget and personnel and transportation used to make it more effective.

CONCLUSION

Optimization efforts related to personnel in the field of Airport Services and Operations (P2BU) can be said to have been optimal because the airport inspector reacts according to the constraints faced. This is done by rearranging the time with the airport operator for inspection, then carrying out intensive communication with other airport inspector friends, by changing personnel and/or changing supervision times, as well as notes during the supervision process the replaced inspector must inform detail to the inspector on duty. So that the task of the airport inspector in carrying out supervision continues optimally even though there is a shortage of personnel. The results of the supervision in the form of inspection, monitoring and surveillance are reported to the center, in this case the airport directorate, in the form of minutes and reports on the results of supervision. From efforts to optimize supervision, the performance of the Makassar Region V Airport Authority can be better than before, and guidance is needed from the authority office to the airport administrator from the results of supervision which can then be followed up by the airport administrator if there is a scale of supervision that is not in accordance with the applicable regulations, then the results of the supervision can have implications for passenger services carried out by the airport operator. There are several obstacles faced by airport inspectors, namely in terms of conditions, in terms of equipment and budget when the supervision is carried out. In terms of the situation with the occurrence of Covid-19, supervision was not optimal because it was only done online, but it could be minimized by controlling and coaching. In terms of tools, the airport authority is overwhelmed with limited equipment, but the Airport Authority makes the schedule in such a way that the use of tools and supervision at the 25 airports can be carried out optimally. From a budget perspective, Sultan Hasanuddin Makassar International Airport is not too urgent and can be handled by airport inspectors by making efficiency of the budget and personnel and transportation used to make it more effective.

Based on the description of these conclusions, the researcher has suggestions for the Airport Authority Office in Region V in carrying out its main duties to put more emphasis on coaching airport administrators from the results of supervision that has been carried out so that it is followed up by airport administrators if there is a scale of supervision that is not in accordance with the regulations applicable, then the results of the supervision can have implications for passenger services carried out by airport operators. Then in terms of equipment for monitoring land side facilities, if the number can be added in order to maximize supervision of the 25 working areas of the Airport Authority Region V Makassar.

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