

Cases and Steps for Handling Baggage at PT. Garuda Indonesia at Kualanamu International Airport

Merina Krisdayanti Silaban¹ Amelia Puspa Tamara²

Air Transportation Management Study Program, Sekolah Tinggi Teknologi Kedirgantaraan
Yogyakarta, Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia^{1,2}

Email: merinasilaban3@gmail.com¹

Abstract

The development of science and technology is currently growing rapidly. The need for a trip is also felt by customers in choosing transportation services that are considered to be able to take their journey to get to their destination quickly. One of them is felt in the world of aviation, both domestic and international flights. However, in flight there are also obstacles, for example, namely passenger baggage, luggage carried by passengers is also not free from various problems. These baggage service deviations can occur when passengers arrive at the final destination station or during post flight services. Therefore the purpose of this study is to find out how the case and baggage handling steps are. The author uses a qualitative method with a descriptive qualitative type where the data is contained in the form of statements or words that describe the results of research in the field. The data analysis technique used is descriptive analysis, namely by explaining the results of the research by presenting them in the form of descriptive sentences with 3 steps, namely data reduction, data presentation, and drawing conclusions. The results of this study indicate that cases of baggage deviation that occur are lost/stray baggage, damaged baggage, surplus baggage and pilfered. The steps taken by the lost and found officers are in accordance with the standard operating procedures of PT Garuda Indonesia and the officers use the facilities and infrastructure to make it easier for the lost and found unit officers to carry out their duties. Then the evaluation is carried out, namely passengers can provide an assessment of the performance of lost and found unit officers through a customer feedback form, through this form passengers can fill out all complaints or praise as desired.

Keywords: Cases, Steps, Evaluation, Baggage Handling



This work is licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License](https://creativecommons.org/licenses/by-nc/4.0/).

INTRODUCTION

Airports are a very important supporting infrastructure for air transportation because areas that were previously difficult to operate through land transportation routes can now be handled through air transportation routes to connect in the fields of economy, government, tourism, and others. The large number of people who have the need to use air transportation services has a good impact, including getting or getting a very big profit. In addition to increasing interest in air transportation services, this will also affect the amount of luggage carried by these passengers. With the increasing demand from the public for using air transportation services, more and more passengers arrive, which makes Ground Handling Services overwhelmed in handling passenger luggage in the arrival area (Anisawaty, M.N, et al, 2015).

Air transportation services are transportation services offered by airline companies in the form of transportation services for people and goods by airplane. This service really requires human resources, the presence of quality human resources will create good performance for air transportation service companies. So it is necessary to have an effort and concrete steps to improve the quality, professionalism, productivity and high work ethic of the existing human resources, considering the limited and minimal quality of Indonesian

Airline human resources to be able to compete internationally (Rizky 2014) .

Ground handling companies and airlines are trying to improve the quality of service and facilities to meet the needs of passengers. Various kinds of strategic steps were carried out by the two parties in order to gain the trust and full satisfaction of passengers who really have a need for air transportation. Handling passengers during boarding is one of the most important activities that must be considered, so Garuda Indonesia boarding staff as ground handling executors must carry out the boarding process in accordance with SOP (Company Operational Standards) which have been determined starting from preparation until the passengers enter the plane. Luggage carried by passengers was not spared from various problems. These baggage service deviations can occur when passengers arrive at the final destination station or during post flight services. This can be one of the benchmarks for the performance of a ground handling company, whether or not it is good at providing service to passengers.

Cases related to baggage are in the form of loss, damage, and burglary of passenger luggage. The case greatly affected the image of the airline in question. Passengers will feel disappointed with airline services that are considered unable to maintain their commitments related to service quality (Anisawaty, M.N, et al 2015). Based on information from several seniors who have flown at Soekarno-Hatta International Airport in Medan, cases that often occur and are handled by the lost and found unit of PT. Garuda Indonesia in the form of cases of lost baggage, left behind and damage to luggage.

Unit lost and found PT. Garuda Indonesia is the division in charge of handling lost baggage, damaged or left luggage. One of the causes of picking up the wrong baggage is because many of the luggage are similar to other passengers', and it could also be due to the fault of the officers themselves who were not careful in checking the baggage tags, due to too many passengers arriving. The cause of damaged luggage can also occur due to errors from loading/unloading officers who are not careful when placing baggage on the conveyor belt (Anisawaty, M.N, et al, 2015). Based on some of these baggage cases, the ground handling company has a unit that is responsible for assisting and providing services related to passenger baggage problems. The unit is called lost and found. The objectives in this study, including; Knowing the cases that occurred in passenger luggage irregularities handled by the lost and found unit of PT. Garuda Indonesia. Explain what steps are taken by the lost and found unit of PT. Garuda Indonesia to solve cases of problems with baggage.

Relevant Research

Table 1. Relevant Research

No	Name	Title	Year	Result Research
1	Astarina Yulinda Wydiani	Descriptive Analysis of Average Damage and Loss of Baggage on Garuda Indonesia Flights on the Jakarta-Surabaya Route from March to May 2013 at Juanda International Airport Surabaya	2013	Baggage deviation based on damage to Garuda Indonesia passenger baggage has the highest average number in April.
2	Fran Moko AdiPrastiyo	Average Missing Baggage and Damaged Baggage on Garuda Indonesia Airline at Ahmad Yani Airport Semarang Period February-April 2013	2013	The decrease in the average loss and damage to baggage occurred after the Baggage Handling SOP was re-evaluated for its implementation to be carried

				out in accordance with the baggage handling SOP. In addition to non-technical factors, it is also a cause for ups and downs in loss and damage to baggage. So that further evaluation is needed regarding technical and non-technical factors so that excellent service to passengers is achieved.
3	Anggraidi	The difference between the number of exchanged baggage and damaged baggage in the Lost and Found unit of PT. Gapura Angkasa Yogyakarta Adi Sutjipto International Airport Period October 2014- March 2015.	2015	From the results of the analysis that has been done it is known that $t = 0.17 < 1.533$ then H_0 is accepted and H_a is rejected. So, there is no significant difference between exchanged baggage and damaged baggage.
4.	Ikhsan Abdurrahman	Calculation of the Average Value of Lost Baggage Between Garuda Indonesia and Citilink Airlines in the Lost and Found Unit of the CGK-JOG Route PT. Gapura Angkasa Adi Sutjipto International Airport February-April 2013 Period.	2013	The number of lost luggage in February-April 2013 for Garuda Indonesia passengers was more cases than Citilink passengers.

Source: Researchers, 2022

The similarities between the first study conducted by Astarina Yulinda Wydiani and the research conducted by the researcher are that the previous studies both discussed cases of baggage deviation. The difference between the previous research and the research conducted by the author is that the previous research discussed the Average Damage and Loss of Baggage on Garuda Indonesia Flights and explained the Jakarta-Surabaya Route from March to May 2013, different from research conducted by researchers who discussed cases of irregularities baggage and handling steps in that period when the researcher made observations.

The similarity of the research conducted by Fran Moko Adi Prastiyo in 2013 with the author's research is that they both discuss cases of baggage deviation which include baggage damage and lost luggage. Meanwhile, the difference is that what was conducted by Fran Moko Adi Prastiyo discussed the average cases of lost luggage and damaged luggage, while the research conducted by the author discussed cases of baggage deviation covering luggage damage, lost luggage/strays, surplus baggage found and pilfered where cases discussed by this researcher in more detail.

The similarities between the research conducted by Anggraidi and the research conducted by researchers are that they both discuss baggage issues. For the difference, the research conducted by Anggraidi discussed the differences in the number of exchanged and damaged baggage in the Lost and Found unit, while the research conducted by researchers discussed cases of baggage deviation and steps to handle them.

The similarity of the next research conducted by Ikhsan Abdurrahman which discussed the Calculation of the Average Value of Lost Baggage Between Garuda Indonesia and Citilink Airlines in the Lost and Found Unit of the CGK-JOG Route, with research conducted by researchers both discussing baggage issues handled by the Lost and Found unit of PT Gapura

Angkasa. Meanwhile, the difference is that research conducted by researchers is more focused on discussing cases of baggage deviation and handling steps.

RESEARCH METHODS

The research design used in this research is qualitative research. According to Moleong (2016) states that qualitative research is research that intends to understand phenomena about what is experienced by research subjects such as behavior, perceptions, motivations, actions and others holistically and by means of descriptions in the form of words and language, in a special natural context and by utilizing various natural methods. While Sugiyono (2016) explains that the qualitative research method is a method based on post-positivism philosophy, whereas for research on natural objects, where the researcher is a key instrument, data collection techniques are carried out by means of triangulation (combined), data analysis is inductive or qualitative, and research results emphasize meaning rather than generalization. Analysis in qualitative research tends to be carried out in an inductive manner and meaning is essential (Lexy, J.M, 2016).

Based on the above understanding, it can be concluded that qualitative research is research that is carried out in its entirety to the research subject where there is an event where the researcher becomes the key instrument in the research, then the results of the research are described in the form of written words. The qualitative method in this study will answer the problem formulation that the researcher has defined in the previous chapter. The object of this research is the lost and found unit of PT. Gapura Angkasa and what steps have been taken by the lost and found unit of PT. Gapura Angkasa to resolve baggage cases in accordance with SOP at Medan Kualanamu International Airport.

Data Collection

Sugiyono (2016) explains that primary data is a data source that directly provides data to data collectors. Primary data sources were obtained through interviews with research subjects and direct field observations. Researchers will carry out direct research activities at Medan Kualanamu International Airport in the lost and found unit of PT. Space Gapura. Researchers will collect data through primary data, which means data collection is obtained by observing the phenomenon directly, as well as collecting existing data during the research process at the lost and found unit of PT. Gapura Angkasa at Kualanamu International Airport Medan. The secondary data used in this research includes the required SOP documents.

Data Collection Technique

The data collection that will be carried out during the research at Medan's Kualanamu International Airport is as follows:

1. Observation method. The observation method is a data collection technique by making direct observations using observation sheets on research objects in order to get an overview in providing information about what steps are being taken by the lost and found unit of PT. Gapura Angkasa to resolve baggage cases in accordance with SOP at Medan Kualanamu International Airport.
2. Interview Method. Interviews in this study were conducted by preparing interview guidelines in advance. The interview guide contained various lists of questions to ask the interviewees, namely the lost and found officers of PT. Gapura Angkasa at Kualanamu International Airport Medan.
3. Documentation Method. Sugiyono (2016) explains that documentation is a method used to

obtain data and information in the form of books, archives, documents, written numbers and pictures in the form of reports and information that can support research. In this method the researcher will look for data in the form of photos and notes about various problems that occur as a result of damaged luggage cases in accordance with Medan's Kualanamu International Airport.

This research will be carried out in 2022. The place is in the lost and found unit of PT. Gapura Angkasa at Kualanamu International Airport Medan.

RESEARCH RESULTS AND DISCUSSION

Observation Results of Lost and Found Unit Activities

Observations in this study refer to the activities carried out by the lost and found unit officers of PT Gapura Angkasa Kualanamu International Airport Medan. The results of this observation are primary data that support case research, steps and evaluation of baggage handling carried out by the lost and found unit. The results of observations on lost and found unit activities include:

Table 2. Field Observation Results

No	Description of Lost and Found Unit Activities	Done	Are Not Done
1.	Baggage policy and security is carried out in accordance with SOP (Airport Operational Standards)	√	
2.	The guarantee for the risk of lost, damaged, or stolen baggage has been implemented.	√	
3.	Passengers who have problems in their baggage report directly to the lost and found Unit handling	√	
4.	Handling problematic baggage needs to be supported by facilities and infrastructure to make it easier for officers to carry out their duties.	√	
5.	Lost and found officers must be able to coordinate according to the procedures set by PT. Gapura Angkasa Kualanamu Medan.	√	

Source: Processed Primary Data, 2023

Based on the table of observations above, there are 5 (five) procedures and technical requirements that have been implemented, namely:

1. Lost and found officers have made policies and baggage security carried out by referring to standard operating procedures and have been carried out properly
2. Lost and found officers have provided risk guarantees in the event of lost, damaged and burglarized baggage and has been implemented.
3. Lost and found officers have accommodated all passenger complaints that have problems in baggage and report directly to the lost and found Unit handling
4. Lost and found officers have handled problematic baggage and have proposed to the company regarding facilities and infrastructure to make it easier for officers to carry out their duties.
5. The lost and found officers have carried out and are able to coordinate according to the procedures set by PT. Gapura Angkasa Kualanamu International Airport Medan.



Figure 1. Briefing Before Observation and Research

Source: Processed Secondary Data, 2022

Cases that Occur in Passenger Baggage Irregularities handled by the Lost and Found Unit of PT. Space Gapura

Baggage deviation or mishandled baggage is a form of cases of irregularities in baggage handling, cases that occur in baggage deviations can have an impact on the image of the airline handled by PT Gapura Angkasa, because baggage is a valuable item belonging to passengers. Behind the baggage deviation case, PT Gapura Angkasa as a ground handling service has a special unit that is fully responsible for assisting and providing services related to passenger baggage problems, the unit is lost and found (LL).

General Baggage Deviation Cases

To find out the cases that occurred in passenger luggage irregularities at PT Gapura Angkasa's lost and found unit, researchers conducted data mining by interviews, observation and documentation. With this in mind, the researcher describes the results of interviews with lost and found unit officers:

Table 3. Interview Results

Source 1	Source 2
Regarding cases of baggage deviation, the first is the convenience of communicating with lost and found officers, then the next deviation includes DPR, AHL and DPR (dimeas property reports or damaged luggage properties, then if AHL is the loss of the contents of the goods	Regarding baggage deviation, one of which is luggage damage such as broken luggage, lost wheels, damaged sliding, torn luggage, especially more to luggage that is dangerous from fiber, moreover if the luggage is in transit and not wrapped it can break, then luggage deviation

In addition to the results of oral interviews conducted by researchers with informants, researchers will attach documentary evidence during the interview process with PT Gapura Angkasa's lost and found unit officers.



Figure 2. Interview with a Lost and Found Officer

Source: Processed Secondary Data, 2023

From several interviews as well as the documentation, it can be conveyed that the case or problem that often occurs in the lost and found unit is the convenience of communication between the lost and found unit officer and the passengers. Then the deviations that occur consist of AHL (baggage reported not found on arrival), OHD (surplus baggage found, but owner not yet known), DPR (damaged baggage received by owner but already in damaged condition), then pilfered (owner reported have felt that they have lost the contents of their existing baggage). If a passenger loses the contents of their baggage, the passenger cannot directly blame the officer, because only the passenger knows the contents of the baggage. Regarding the causes of baggage deviation are as follows:

1. Tagless (baggage that does not have a label)
2. Wrongly loaded (baggage that is wrongly loaded to the destination city/other station)
3. Over-carried (baggage carried to other cities/stations, because it is not offloaded)
4. Misplaced/left behind (baggage misplaced causing it to be left behind)
5. LMC/Last minute change (short ship additional baggage at the last minute so that it cannot be loaded due to insufficient time, so it is sent on the next flight).

Observation of Baggage Deviation Cases

Apart from the interviews above, the researchers also made observations related to cases of baggage deviation that occurred in the lost and found unit of PT Garuda Indonesia, namely researchers observed how the lost and found unit worked in handling cases of baggage deviation whether baggage policy and security were carried out in accordance with operational standards procedures for PT Garuda Indonesia and observing facilities and infrastructure to facilitate lost and found unit officers in carrying out their duties. The observation results obtained are related to baggage deviation cases, which include damaged baggage, lost/stray baggage, found surplus baggage (OHD) and Pilferes.

1. Damaged Baggage. When the researchers made observations in the lost and found unit, there were passengers who reported luggage cases that the suitcases received were broken. Then the damaged baggage is examined by the lost and found officer, and the officer will explain the baggage case. After inspection, this can occur because the loading and unloading system is not in accordance with procedures and passengers do not wrap luggage because the material of the suitcase is made of fiber and breaks easily. Then the check-in clerk was also not thorough in checking the condition of the packing, it was not adjusted for the weight and condition of the packing and the policy on the contents was not in accordance with the procedure which should have been given a special label.

2. Baggage is lost or stray. Lost or stray baggage can occur because the check-in counter clerk enters the wrong flight destination code, when the author is conducting research at Kuala Lumpur International Airport, there are passengers who complain because their luggage is lost, after checking it turns out to be at the airport of origin, namely Soekarno-Hatta International Airport, the check-in counter officer entered the wrong flight route and pasted the wrong baggage tag, as a result, this baggage strayed into Batam's Hang Nadim International Airport.
3. Surplus baggage found. This surplus baggage occurs if there is baggage with identification marks or without identification, usually there is stray baggage at Kuala Lumpur Airport but the final destination is not at Kuala Lumpur Medan Airport.
4. Pilfered (splattered). When researchers conducted research in the lost and found unit, officers received a report made by a passenger for the loss of some of the contents of the baggage, the contents of the baggage included watches, shoes and some clothes. This will be followed up by the lost and found party and several related officers to carry out a detailed examination, because this case includes unlawful theft by irresponsible persons.

In addition to cases of baggage deviation, there are also problems related to short connection baggage or minimum connecting time, namely baggage of passengers who have connecting connections leaving an airport with a short scheduled connection time. This type of baggage must be paid close attention to in the transfer process because it is most at risk due to delayed flights in the delay handling process.

The Steps Taken by the Lost and Found Unit of PT. Garuda Indonesia to Solve Baggage Problem Cases

In handling reports related to baggage irregularities, lost and found unit officers certainly have procedures for working according to applicable standard operating procedures. To find out the steps taken by PT Garuda Indonesia's lost and found unit officers in resolving cases of baggage irregularities, researchers explored further data by conducting interviews, observation and documentation. Based on the results of the researcher's interview with the lost and found officer, the first step taken is to find accurate data at the station where the passenger first flew, it happens if the passenger experiences a lack of receipt of baggage then the officer conveys accurate and clear information to the passenger in accordance with the facts and if the baggage has been met by the reporting officer and sent the baggage to the passenger.

Then, from several exposures to the results of the interviews, the steps taken by the lost and found unit in dealing with cases of deviation of passenger baggage are tracing/searching. When a passenger reports his complaint to the officer, the lost and found unit officer in dealing with his complaint when baggage deviation occurs is to give a greeting and smile (greeting passenger) and remain friendly and calm, then the officer asks what happened to his luggage, is there any damage or loss, for identification needs, the lost and found unit officer will ask for a baggage tag, ticket, KTP then the officer makes a PIR. In addition, lost and found staff, called the Reporting Desk, are staff in charge of receiving and making reports about baggage problems, while the services and handling that must be carried out include among others:

1. Make a PIR (Property Irregularity Report) to report lost baggage, damaged luggage or other matters related to baggage services
2. Ensure that all fields in the PIR are filled in completely and correctly.

3. Ensure supporting documents (claim tag, boarding pass, ID card, account number – bank name, manifest, loading check-list and baggage record) are complete
4. Fill out the PM-77 form correctly and attach supporting data after being verified and signed by kilos then immediately sent to the finance department for the transfer process
5. If passengers are traveling in groups, then for the transfer process you can combine them into one account number by including the names of the groups in the PM-77 form
6. Writing the name of the account holder/account number/name of the bank and branch office must be correct
7. The passenger's telephone number is easy to contact because finance will confirm it to the account owner before the money is transferred to avoid mistakes
8. All PIRs that have been made/issued must be entered into PM-77 because they involve waiting money
9. Attachments to supporting documents must be scanned as part of the PM-77 application
10. If there is a passenger who does not have an identity and a bank account, a statement must be made from the person concerned

If sorted, the steps taken by the lost and found unit in handling and resolving cases of lost baggage deviation are:

1. Do Tracing or search. In the process of searching for baggage that is not/has not been received by passengers upon arrival, the lost and found unit officer must perform tracing based on the PIR that has been made by the reporting desk staff by using:
 - a. E-mail. Sending emails to origin stations and transit stations as well as other stations by mentioning the passenger's name, flight number and route, baggage claim tag number, color and type of baggage and other characteristics that are easy to identify.
 - b. BMAS (Baggage management & analysis system)
 - c. This is one of the systems owned by PT Garuda Indonesia's saber interact system to handle luggage problems (AHL, AHD, DPR).
2. Handling of Baggage Irregularities
 - a. When filling in the PIR, passengers are shown pictures of the types of baggage issued by the IATA (Airline Baggage Identification Chart) so that they are not mistaken in identifying/mentioning the baggage code to facilitate search.
 - b. The lost and found unit officer fills out the PIR (Property Irregularity Report) form as proof of a report that was made manually, the columns in the PIR must be filled in as completely as possible, especially the address, amount, weight and contents of the baggage
 - c. Passengers are given one copy of the report (second sheet of PIR)
 - d. Passengers are asked to submit a claim tag and EBT (if the passenger pays excess baggage), boarding pass and bank account number, bank name and bank branch office and the name of the bank owner
 - e. The baggage received must be weighed to find out the weight of the lost baggage (if carrying more than one)
 - f. The search will be carried out by the lost and found unit for 6 (six) consecutive days. If during the search period the baggage has not been found then:
 - 1) Passengers will be given a waiting money (compensation) of IDR 200,000/per day and for a maximum period of 3 (three) days or IDR. 600.000,-
 - 2) If the luggage is still not found within six days, then on the 7th day all data and supporting documents are submitted to BTC which will then be traced by BTC for 14

days counting from the time and date of arrival.

- 3) If the baggage is also not found within 14 days, then the passenger has the right to submit a claim process of Rp. 200,000/Kg times the total weight of the item declared lost, the maximum claim fee is Rp. 4,000,000.- (four million rupiah).

Then the steps taken by the lost and found unit in handling and resolving cases of damaged baggage deviation are:

1. In handling cases of damaged baggage (DPR), what the lost and found unit officers do is check the condition of the damaged passenger baggage
2. Coordinate with security and loading master to find out the cause of baggage damage
3. Examine passenger documents which include claim tags, boarding passes or tickets and passports to complete the PIR as a damage report
4. Make PIR/DPR and enter passenger data and type of damage as well as passenger address
5. Passengers are given one copy of the report (second sheet of PIR)
6. Provide information to passengers that the baggage will be collected and repaired by PT Garuda Indonesia's partners
7. Ask the work partners of PT Garuda Indonesia regarding luggage repairs whether they have been completed/not
8. Confirm with the airline to get authorization to make a damage report if the damaged baggage uses a limited release label
9. Closing into the system for cases where passengers have been compensated according to the rules and regulations of standard operating procedures.

Then the steps taken by the lost and found unit in handling and resolving cases of pilfered baggage deviation are:

1. In handling pilfered cases, the first thing to do is to weigh the passengers' baggage to find out the weight of the baggage reported
2. Checking the condition of the baggage reported by the passenger
3. Coordinate with airlines to obtain authorization for making this type of report (courtesy report or DPR report)
4. Coordinate with airlines regarding settlement decisions and inform passengers
5. Make a record in the DPR book (pilfered) as archiving

From interviews conducted by researchers with informants, after taking steps to handle baggage deviation cases, the lost and found officers will evaluate the baggage handling and services provided by PT Garuda Indonesia Kuala Lumpur International Airport as a ground handling service is to provide the best service and as quickly as possible in resolving problems or cases of deviation of passenger baggage, passengers can also provide an assessment to the lost and found unit officers through the customer feedback form, through this form passengers can fill out all complaints or compliments as desired.

In handling and servicing passenger baggage, service is the most important element to get satisfaction from passengers, because service is an interaction between passengers and lost and found officers. From these services, passengers can assess the service quality of lost and found officers when handling cases of passenger baggage irregularities. PT Garuda Indonesia also provides supporting facilities, for example a place for passengers to report if there is a case of baggage irregularities or through a customer feedback form, passengers will be assisted by lost and found officers to get handling through the procedures, systems and

methods set by the company.

Evaluation is carried out if there are passengers who experience luggage irregularities, then the passengers will be assisted by lost and found officers to get handling through procedures, systems and also methods set by the company. Based on this understanding, the evaluation of treatment and service is categorized into 3 forms:

1. Handling and service with writing. Handling and Service in writing is the most widely used form of service at airports. Because services through writing are quite efficient, especially for long-distance services due to the cost factor.
2. Handling and service verbally. Handling and verbal services are carried out by officers in the field of information services and other fields related to services whose job is to provide explanations or information to those who need it.
3. Handling and service with action. Handling and Service with action is carried out by officers with middle to lower positions. Because the results of this service are largely determined by the expertise and skills of the officers themselves.

Things that need to be prepared by lost and found officers when evaluating services and baggage handling are:

1. Evaluate the officers who are in the conveyor belt position before the loading and unloading process
2. Evaluate the number of officers on each flight and there must be more than 2 people
3. Evaluate lost and found officers in conveying greetings and dressing according to SOP
4. Evaluate when officers handle passengers if there is an irregularity flight late arrival

Based on the actions taken by officers in handling passenger luggage, it proves that the performance of Lost and Found officers at Kualanamu International Airport is in accordance with the standard operating procedures set by PT Garuda Indonesia. According to article 174 paragraph (1) of Law No. 1 of 2009 concerning Air Aviation, claims for damage or loss of checked baggage must be submitted when collecting checked baggage by passengers and passengers must fill in several data such as: Property Irregularity Report (PIR), Claim form, Valid Passenger Identity (KTP/passport), Tickets or Boarding passes, and Bag tags/baggage labels.

PT Garuda Indonesia's Lost and Found officers apply applicable service rules and procedures regarding how to handle if cabin baggage is damaged or lost, including the following:

1. The carrier is not responsible for loss or damage to cabin baggage, unless the passenger can prove that the loss was caused by the actions of the carrier on duty (Ref. PM 77 of 2011 article 4 paragraph 1).
2. If the passenger is proven as referred to in point (1) and can be accepted by the carrier or based on a valid court decision, then the compensation is determined as high as the passenger's real loss (Ref. PM 77 of 2011 article 4 paragraph 2).
3. If the passenger's checked baggage is damaged or lost, the Lost and Found officer will take action according to the standard operating procedure (SOP):
 - a. Passengers are entitled to compensation of Rp. 200,000,- (two hundred thousand rupiah) per kilogram and a maximum of Rp. 4,000,000.- (four million rupiah) if their checked baggage is lost or damaged (Ref. PM 77 of 2011 article 5 paragraph 1 letter a)
 - b. Damage to checked baggage is compensated according to the type, shape, size and brand of checked baggage (Ref. PM 77 of 2011 article 5 paragraph 1 letter b);

- c. Checked baggage is considered lost if it is not found within 14 (fourteen) calendar days from the date and time of arrival of the passenger at the destination airport (Ref. PM 77 of 2011 article 5 paragraph 2).

In handling cases of baggage irregularities, lost and found officers always use the legal basis as a reference for solving baggage problems so that misunderstandings do not occur between officers and passengers. As for the legal basis for baggage claims, namely:

1. Warsaw Convention. Namely international civil aviation regulations governing the carrier's obligations to passengers who suffer losses as a result of their operations, this regulation is used for passengers holding international flight tickets. Compensation for lost or damaged baggage is USD 20/kg
2. Air Transportation Ordinance (OPU) SRB 1039 No.100. Namely regulations regarding Indonesian air transportation, applicable and stipulated for passengers holding domestic flight tickets. Compensation for lost or damaged baggage is IDR 20,000/kg
3. Government Regulation (PP) No.40/1995. Namely the regulations for the implementation of air transportation operations in Indonesia, apply and are stipulated for passengers holding domestic flight tickets. Compensation for lost or damaged baggage is a maximum of IDR 100,000/kg

Discussion

Procedures for handling baggage in the world of aviation have of course been regulated as well as possible so that the same standardization can be created between ground handling companies and airlines. Behind the case of passenger luggage irregularities, the ground handling company handled by PT Garuda Angkasa Kualanamu Airport Medan has a unit that is responsible for assisting and providing services and handling related to passenger luggage problems, namely the lost and found unit.

The results of research conducted by researchers at PT Garuda Angkasa Kualanamu International Airport Medan regarding cases, steps and evaluation of baggage handling have been carried out in accordance with applicable standard operating procedures, cases of baggage deviation which include damaged baggage, lost/stray baggage, surplus baggage and baggage pilfered has been handled by lost and found officers and adjusted to PT Garuda Angkasa regulations contained in the Ground Operation Manual. In contrast to the results of research conducted by previous researchers.

The results of research regarding baggage handling by lost and found officers conducted by Fran moko adi prasetya, et al, related to the reduction in the average loss and damage of baggage were re-evaluated for further implementation in accordance with the SOP for baggage handling. In addition to non-technical factors, it is also a cause for ups and downs in loss and damage to baggage. So that further evaluation is needed regarding technical and non-technical factors so that excellent service to passengers can be achieved. However, there are several studies which conclude that the average case of baggage deviation often occurs in certain months, namely during the peak season which is busy with flights.

In general, the cases or problems that often occur in lost and found units on arrival are the convenience of communicating between lost and found unit officers and passengers. Then the deviations that occur consist of AHL (Baggage reported not found on arrival), OHD (Surplus baggage found, but owner not yet known), DPR (damaged baggage received by the owner but already in a damaged state), then pilfered (the owner reported that he had lost the contents of the existing baggage).

In general, the implementation of the ground operation manual contained standard operating procedures has been carried out well by the lost and found unit officers, starting from the greeting when receiving complaints from passengers, then checking the condition of the baggage and the officers asking what happened to the baggage, whether there was damage or loss, then the officer explains in a friendly manner according to the procedure but depending on the cases of baggage deviation experienced by the passenger, for identification needs, the lost and found unit officer will ask for a baggage tag, ticket, KTP then the officer will make a PIR (Property irregularity report).

The steps taken by the lost and found unit in handling and resolving cases of lost baggage irregularities are tracing/searching based on the PIR that has been made by the reporting desk staff. Then the step taken in handling the damaged luggage case is the lost and found unit officer is to check the condition of the damaged passenger baggage. Then the first step in handling the pilfered/document case is to weigh the passenger's baggage to find out the weight of the baggage reported and coordinate with the airline regarding the settlement decision and inform it to the passenger.

Evaluation of baggage handling and services provided by PT Garuda Indonesia at Soekarno-Hatta International Airport is to provide the best and fastest service possible in resolving problems or cases of passenger baggage deviation, passengers can provide an assessment of the performance of lost and found unit officers through the customer feedback form, through the form then passengers can fill in all complaints or praise as desired. Evaluation is then categorized into 3 forms, namely handling and serving in writing, handling and serving verbally and handling and serving with action. The three forms of evaluation are always applied by the lost and found unit officers and pay attention to things that need to be prepared, namely evaluating the number of lost and found officers during the unloading process and the position of the officers on the conveyor belt.

In accordance with the research focus of the data presented in this study regarding cases and steps for handling baggage at PT Garuda Indonesia Soekarno-Hatta International Airport Medan whether it has been carried out in accordance with ministerial regulations and ICAO. Apart from using these two regulations, companies of course also have their own rules which are lower in position than the two regulations that the researchers mentioned earlier, and each company can have different SOPs according to the place where the company is located. In the ground operational manual owned by PT Garuda Indonesia, it has regulated in detail how activities during flight must be carried out properly.

CONCLUSION

Based on the results of observations and interviews from the data taken in baggage deviation cases, when a passenger loses the contents of their luggage, the passenger cannot directly blame the officer, because only the passenger knows the contents of the baggage. In handling cases of baggage deviation by lost and found officers related to baggage policy and security, it is carried out in accordance with PT Garuda Indonesia's standard operating procedures and officers use facilities and infrastructure to make it easier for lost and found unit officers to carry out their duties. Observation results obtained related to baggage deviation cases include damaged baggage, lost/stray baggage, found surplus baggage and Pilfered. Some cases of irregularities that often occur are damaged baggage. Lost/stray baggage, surplus baggage and pilfered baggage, the steps taken by the officers are adjusted to the category of the baggage case, but based on the actions taken by the officers in serving the handling of passenger baggage it proves that the performance of Lost and Found officers at

Kualanamu International Airport is appropriate with the standard operating procedures contained in the ground operational manual stipulated by PT Gapura Angkasa.

Evaluation of baggage handling and service is categorized into 3 forms, namely handling and service in writing, handling and service verbally as well as handling and service by action, then the baggage handling provided by PT Gapura Angkasa Kualanamu International Airport is to provide the best service and as fast as possible. In resolving problems or cases of passenger baggage deviation, passengers can provide an assessment of the performance of the lost and found unit officers through the customer feedback form, through this form the passenger can fill in all complaints or compliments as desired.

Based on the experience of researchers while in the field, the following suggestions can be submitted, so that they are used as learning and future considerations to make them better. For PT Gapura Angkasa Kualanamu International Airport to further improve its services in handling cases of baggage deviation, especially when handling complaints or complaints from passengers and for Lost and found Officers it is hoped that they will be more thorough in handling luggage deviation cases and continue to carry out their duties according to standards operational procedures that apply so that passengers are satisfied with the services provided. In this field work practice activity the time is very limited, so that this research still has many deficiencies. The researcher hopes that the next research will be even better, so that it will be a complement to the previous research and it is hoped that it can provide broader knowledge and insight so that it is useful for the readers.

BIBLIOGRAPHY

- Anggradi. 2015. Perbedaan Jumlah Bagasi Tertukar Dengan Bagasi Rusak Di Unit Lost And Found PT. Gapura Angkasa Bandar Udara Internasional Adi Sutjipto Yogyakarta Periode Oktober 2015 – Maret 2015, Tugas Akhir, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Anisawaty, Mula Nur., Pramusita, Ariana., dan Rohani, Elisi Dwi. 2015. Peran Unit Lost And Found Garuda Indonesia Dalam Menangani Kasus Penyimpangan Bagasi Penumpang Pada Saat Post Flight Services Di Bandara Internasional Adi Sutjipto Yogyakarta, Tugas Akhir, Universitas Gadjah Mada.
- Ground Operation Manual. PT Gapura Angkasa Bandar Udara Internasional Kualanamu Medan.
- Hidayat, Anwar. 2012. Penjelasan Lengkap Tentang Penelitian Kualitatif.
- Majid, Suharto Abdul., Warpani, Eko Probo. 2016. Ground Handling Manajemen Pelayanan Darat Perusahaan Penerbangan. Sekolah Tinggi Manajemen Transpor Trisakti. Jakarta.
- Moleong. 2018. Metodologi Penelitian Kualitatif. PT Remaja Rosdakarya. Bandung.
- Prastiyo, Fran Moko Adi. 2011. Rata-Rata Kehilangan Bagasi (Missing Baggage) Dan Kerusakan Bagasi (Demage Baggage) Pada Maskapai Penerbangan Garuda Indonesia Di Bandara Ahmad Yani Semarang Periode Februari- April 2011, Tugas Akhir, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Puspawati, Yulius. 2013. Tanggung Jawab Maskapai Penerbangan Terhadap Bagasi Penumpang yang Hilang atau Rusak.
- Rizki. 2014. Manajemen Sumber Daya Manusia.
- Sugiyono. 2018. Metode Penelitian Kuantitatif Kualitatif dan R&D. Alfabeta. Bandung.
- Tuhana, Subandriyo Adi Prasetya.(2014).” Tanggung Jawab Maskapai Penerbangan Atas Kehilangan Atau Kerusakan Barang Bagasi Tercatat Milik Penumpang Dalam Angkutan Udara Ditinjau Dari Aspek Hukum Perdata Di Bandara Adi Soemarmo Boyolali.

Undang-Undang Nomor 1 Tahun 2009 tentang Penerbangan

Widyani, Astarina Yulinda. 2012. Analisis Deskriptif Rata-Rata Kerusakan Dan Kehilangan Bagasi Pada Penerbangan Garuda Indonesia Rute Jakarta- Surabaya Periode Maret Sampai Dengan Mei 2012 Di Bandar Udara Internasional Juanda Surabaya, Tugas Akhir, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.

Wijayanto, Yulius Addy., Puspawati, I Gusti Ayu. 2013. Tanggung Jawab Maskapai Penerbangan Terhadap Bagasi Penumpang Yang Hilang Atau Rusak. Denpasar: Universitas Udayana.