

Optimization of Terminal Facilities to Improve Service Quality to Service Users at Tjilik Riwut Airport in Palangkaraya, Central Kalimantan

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Abstract

Palangka Raya Tjilik Riwut Airport is currently optimizing the terminal. This is done with the aim of improving the quality of services at Tjilik Riwut Palangka Raya Airport. The purpose of this research is to find out whether the terminal facilities at Tjilik Riwut Palangka Raya Airport are optimal or not. This research is a qualitative research using primary and secondary data. Primary data obtained from interviews and observation results. Secondary data is in the form of company documents and searches through literature. Data analysis techniques using data reduction analysis, data presentation, and drawing conclusions. The results of this study indicate that terminal facilities at Tjilik Riwut Palangka Raya Airport are still lacking or it can be said that they are not optimal, such as the number of trolleys, directions in public areas, and smoking rooms. The facilities at Tjilik Riwut Palangka Raya Airport are quite good, but there are several facilities that need to be optimized again, such as toilet facilities, ATM centers, air conditioning in the waiting room, resulting in services that seem not optimal.

Keywords: Optimization, Airport Terminal Facilities, Tjilik Riwut Airport, Palangka Raya.



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INTRODUCTION

Indonesia is a developing country in the world whose territory more or less consists of islands separated by waters and seas, so that air is the right mode of transportation to move from an area to a destination. At each airport there are many activities carried out to carry out the duties and functions of the activities at the airport, in terms of time and travel distance, air transportation is superior when compared to other transportation. Airports are also a supporting factor for developments in the economic, social, cultural and industrial terms. Facilities at an airport are the main factors in supporting flight activities. Facilities at an airport in general consist of landside and airside facilities. One of the landside facilities that will be visited by service users for a long time is the departure terminal. Because many service users will use terminal facilities, airports need to pay attention to the feasibility and condition of the facilities in the terminal.

Tjilik Riwut Airport is an airport managed by the state-owned company PT Angkasa Pura II Tjilik Riwut Airport, Palangka Raya, formerly known as Panarung Airport, is the largest airport in Palangka Raya, Central Kalimantan. Providing a good image is one of the keys to success for aviation services at Tjilik Riwut Airport. PT Angkasa Pura II has a unit tasked with supervising airport facilities, namely the Terminal Inspection Service (TIS) unit, which is tasked with supervising and ensuring that airport facilities can function properly. According to Fahmi in Erlis Milta et al (2015) supervision can be defined as a way for an organization to realize effective and efficient performance and further support the realization of the vision and mission of the organization.

Supervision in an organization is needed if the organization will achieve organizational goals. The monitoring system for airport facilities carried out by every airport officer nationally refers to the Regulation of the Minister of Transportation Number 178 of 2015 concerning Service Standards for Airport Service Users. Terminal Inspection Service (TIS) is a unit of PT Angkasa Pura II whose job is to supervise existing facilities at the Tjilik Riwut Airport terminal so that they function properly, the supervision carried out refers to Minister of Transportation Regulation Number 178 of 2015 concerning Airport Service User Service Standards. TIS officers checked the facilities at Tjilik Riwut Palangka Raya Airport Terminal. The Terminal Inspection Service (TIS) carries out supervision of all operational support facilities in the airport landside area which includes airport terminals, parking areas, and terminal buildings. Terminal Inspection Service (TIS) officers must ensure and check that all facilities in the landside area are ready, because it will affect the operations of Tjilik Riwut airport in Palangka Raya.

Palangka Raya Tjilik Riwut Airport is a gateway for the people of Palangka Raya to carry out mobility from or to other areas using air transportation modes. Thus the people of Palangka Raya who will travel outside the area using air transportation will go through Tjilik Riwut Airport, this should be an important consideration for the airport to optimize the facilities provided and deal directly with passengers or service users, it is necessary to optimize the existing facilities at Tjilik Riwut Airport. Optimization is a process, carrying out programs that have been planned in a planned manner to achieve goals/targets so as to improve performance optimally. On the other hand, there are still a number of things that need to be repaired or added to the terminal facilities at Tjilik Riwut Airport. When carrying out field work practices for approximately 2 months, almost every day there were complaints from service users, especially in facilities that directly related to service users, in the departure area there were not enough signs for smoking room directions in public areas so that many service users smoked in the airport halls, lack of prayer room signs in public areas so that passengers had to ask questions, the air conditioner was turned on late when passengers arrived in the waiting room so there were complaints of heat from service users, and trolleys in the arrivals area were still lacking. The objectives of this research are: To find out whether the terminal facilities at Tjilik Riwut Palangka Raya Airport are optimal or not. To find out how to optimize terminal facilities by the Terminal Inspection Service unit at Tjilik Riwut Palangka Raya Airport.

Theoretical Basis

Airport

An airport is a facility where airplanes can take off and land. The definition of an airport according to Law No. 1 of 2009 concerning Aviation is an area on land and waters with certain boundaries used as a place for aircraft to land and take off, boarding and disembarking of passengers, loading and unloading of goods, and places for intra and intermodal transportation, which are equipped with aviation safety and security facilities, as well as other basic supporting facilities. According to Annex 14 ICAO (International Civil Aviation Organization) an airport is a certain area on land or water (including buildings, installations and equipment) which is intended either in whole or in part for the arrival, departure and movement of aircraft.

Airport Facilities

Airport Facilities According to Law Number 1 Year 2009 concerning Aviation, airports are areas on land or waters with certain boundaries that are used as a place for aircraft to land and take off, boarding and unloading passengers, loading and unloading of goods, and places for intra- and inter-modal transportation, which are equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities.

Definition of Optimization

Nurrohman, (2017) Optimization is an effort to improve performance in a work unit or personal related to the public interest, in order to achieve satisfaction and success from organizing these activities. Winardi in Bayu (2017) Optimization is a measure that causes the achievement of goals whereas when viewed from a business perspective, Optimization is an attempt to maximize activities so as to realize the desired or desired benefits. From this description it is known that optimization can only be realized if it is implemented effectively and efficiently. In managing the organization, the goals are always directed to achieve results effectively and efficiently so that they are optimal.

Unit Terminal Inspection Service (TIS)

Terminal Inspection is a unit under the Airport Service section that is very concerned about the security, comfort, smooth running and safety of anyone at the airport. SOP for Terminal Inspection Service is to supervise and make observations of facilities that support operations from entering the parking lot until passengers go to the terminal to board the plane. The supervision referred to in this case is coordinating regarding the existence of something that is not optimal in the provision of services, namely especially at the existing facilities at the terminal (Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 178 of 2015).

Terminal Inspection is a person who works as a TIS (Terminal Inspection Service) officer who has to go around the airport to check the condition of the airport. If something is damaged, the Terminal Inspection Officer will report to the unit in that field and also, the Terminal Inspection Service ensures that the facilities in the terminal are functioning properly, if damaged or not functioning they will be followed up immediately. PT Angkasa Pura II (Persero), The Terminal Inspection Service Unit is responsible for ensuring smooth operation and cleanliness both inside the terminal and outside the terminal such as in the parking area (public space), check-in area, waiting room and baggage claim area. Because its operations are in direct contact with service users, this unit is known as the unit with the highest mobility. This unit also regulates the use and supervision of all existing facilities at the passenger terminal such as trolleys, porters, information boards, PAS, and others.

Inspection Activity

Big Indonesian Dictionary (KBBI) and the results of field studies, Inspection is an activity of assessing a product, whether the product is in good condition or damaged or to determine whether a lot is acceptable or not based on methods & standards that have been determined and agreed upon. Based on the opinion above, it can be stated that inspection is an activity of checking or checking with a certain time to find out the condition of the object product so that it knows whether it is still in accordance with the standards that have been determined based on needs.

Service Quality

Munawarroh in Nasution (2017) states, service quality is an effort to fulfill consumer needs and desires, as well as delivery provisions to balance consumer expectations. Service quality is often defined as the fulfillment of customer desires and service delivery decisions in order to meet customer expectations. Service quality is an important factor in achieving competitive advantage. To achieve the desired service quality, service managers need efforts to fulfill customer desires as well as appropriate delivery to meet customer desires.

Definition of Service User (Passenger)

Passengers Minister of Transportation Regulation No: PM 49 of 2012 concerning Service Standards for domestic scheduled commercial air transportation economy class passengers article 1 paragraph 5 is a person whose name is listed on the ticket as evidenced by a valid identity document and has a boarding pass. Passengers of Law No. 22 of 2009 concerning Road Traffic and Transportation article 1 paragraph 25, are people who are in the vehicle other than the driver and crew of the vehicle. So, a passenger is a person or more who only rides on a plane, train, bus, ship, or other types of transportation modes, but does not include the crew who operate and service these modes of transportation. The definition of a passenger is very broad, so it can be concluded that what is meant by a passenger is a person (individual) or more (groups) who use transportation services for a particular trip by spending a certain amount of money to buy a ticket, where there is contact and agreement between the carrier and the passenger listed on the ticket, during the trip.

Relevant Research

Table 1. Relevant Research

No	Title	Year	Name	Research Result
1	Optimization of airport facilities to improve the quality of passenger service at Kualanamu International Airport	2017	Muhammad Ridho	The facilities and infrastructure available at Kualanamu Airport are felt to be inadequate, this can be seen in public facilities such as special places for prospective Umrah pilgrims who wish to depart or have just arrived. The proof is that until now the airport management has not provided special gathering facilities.
2	The Effect of Coordination on the Readiness of Terminal Inspection Service (TIS) Officers at PT. Angkasa Pura I (Persero) in Fulfilling Service Procedure Standards at Juanda International Airport in Surabaya	2019	Pandan Pradapa Pandikar Jilantik Biatona Rimba Safra	The results of the study show that coordination of the readiness of Terminal Inspection Service officers in supporting services at Juanda International Airport in Surabaya is very influential and very important, especially in ensuring the readiness of conditions and service facilities at the airport in order to create comfort, security and safety for service users. In addition, Terminal Inspection Service officers coordinate or cooperate with almost all stakeholders at the airport. TIS officers will always coordinate with related units as long as the facility is available to maintain and ensure that each service facility functions properly and normally.
3	Service Level of Terminal Inspection Service (TIS) Officers on Passenger Satisfaction at the Arrival Terminal at Supadio Pontianak International Airport	2019	Siti Nurul Annisa	The results of the study show that the level of service provided by Terminal Inspection Service (TIS) officers is good, therefore Terminal Inspection Service (TIS) officers must be able to maintain the current quality of service or further improve the services provided to passengers by maintaining existing facilities and being more responsive if a facility is damaged or needs to be repaired at Supadio Pontianak airport. Passenger satisfaction must be increased again by adding other new facilities. The more facilities that meet passenger satisfaction, the higher the level of satisfaction they give to Terminal Inspection Service (TIS) officers.

RESEARCH METHODS

Research design

Sugiyono (2017), the qualitative research method is a research method that is based on postpositivism or interpretive philosophy, used to research on natural object conditions, where the researcher is a key instrument, data collection techniques are carried out by triangulation, the data obtained tends to be qualitative data, data analysis is inductive/qualitative and the results of qualitative research are to understand meaning, understand uniqueness, construct phenomena, and find hypotheses. Triangulation is a method used in qualitative research to check and establish validity by analyzing from various perspectives. The validity in quantitative research is seen based on the accuracy of a measuring instrument, namely the instrument. Validity in qualitative research refers to whether the research findings accurately reflect the situation and are supported by evidence.

Time and Place of Research

This activity and research was carried out at Tjilik Riwut Palangka Raya Airport from 20 January to 25 January 2023. Tjilik Riwut Airport Palangka Raya is located Jl. Adonis Samad, Panarung, Kec. Pahandut, City of Palangka Raya, Central Kalimantan.

Data Source

1. Data. The data used in this study are primary data and secondary data. Primary data is data obtained directly from the source or can be referred to as primary data. While secondary data is data collected by researchers from available sources so that researchers can be referred to as secondhand Mulyadi, (2016). In this research, primary data was obtained from interviews and observations. While secondary data will be taken from relevant documents, photos, data and previous research.
2. Data Source. Lofland in Moleong, (2013) "The main data sources in qualitative research are words and actions, the rest is additions such as documents and others." Sources of data will be taken from documents, interview results, field notes and the results of observations.
3. Sources. The informants of this study were employees of the Terminal Inspection Service at Tjilik Riwut Airport, Palangka Raya, Central Kalimantan.

Data Collection Technique

Definition Data collection techniques are strategic steps used by researchers who aim to obtain data in research. In this study the researcher chose the type of qualitative research which must require clear and specific data. According to Sugiyono, (2018) that data collection was obtained from observation, interviews, documentation and triangulation. Data collection techniques used in this study are observation, interviews and documentation. The following is a data analysis technique used by researchers:

1. Observation. One technique that can be used to find out or investigate non-verbal behavior is by using observation techniques. Sugiyono, (2018) observation is a data collection technique that has specific characteristics when compared to other techniques. Observation is also not limited to people, but also other natural objects. Through observation activities researchers can learn about behavior and the meaning of this behavior. Observations in this study are by making direct observations in the field to find out the actual conditions at Tjilik Riwut Airport in Palangka Raya. This observation was made by direct observation of field conditions during the Field Work Practice at Tjilik Riwut Palangla Raya Airport for approximately 2 months, so that researchers can conclude whether there has been an increase in facilities and services.

2. Interview. Interviews are one of the techniques used to collect research data. Interviews are two-way communication to obtain information from relevant informants. Sugiyono, (2018) interviews are conversations with a specific purpose carried out by two parties, namely the interviewer (interviewer) who asks questions and the interviewee to provide answers to the questions given.
3. Documentation. Sugiyono (2018) Documentation is a record of past events in the form of pictures, photographs, sketches and others. Documentation is a complement to users of observation and interview methods. This study uses data originating from the company in the form of SOP (Standard Operating Procedures), photos or drawings regarding the facilities of Tjilik Riwut Airport, Palangka Raya..

RESEARCH RESULTS AND DISCUSSION

This research is entitled Optimizing Terminal Facilities to Improve Service Quality to Service Users at Tjilik Riwut Airport in Palangkaraya, Central Kalimantan. Researchers carried out On The Job Training Activities at the TIS (Terminal Inspection Service) unit at Tjilik Riwut Airport, Palangka Raya, for two months, starting from August 1 2022 to September 30 2022. In January 2023 he conducted research. The results of this study are the results of observations made directly by researchers on the existing terminal facilities at Tjilik Riwut Palangka Raya Airport. The results of this study were also obtained from interviews with several employees/staff of PT Angkasa Pura II Tjilik Riwut Airport, Palangka Raya. In the following, the author describes the data from the research results of data analysis and discussion:

Optimization of Tjilik Riwut Airport Terminal Facilities in Palangka Raya

Researchers will present some findings from observations during research at the Terminal Inspection Service I unit at Tjilik Riwut Airport in Palangka Raya, Central Kalimantan in January 2023. The following are the results of the research observations:

Table 2. Observation Results

No	Instrument	Date	Observational Findings
1.	Public Area	20 Januari 2023	Signage smoking public area which still does not exist so that airport visitors smoke anywhere in the airport lobby area.
2.	Boarding Lounge	20 Januari 2023	The smoking room in the waiting room cannot be used because it is next to the nursery, smoking rooms are only found in the restaurant which is in the waiting room.
3.	Arrival	20 Januari 2023	Insufficient trolley during rush hour in the airport arrivals area.

From the observations of researchers related to terminal facilities there are several facilities that are still not optimal, terminal facilities are the most important thing in companies engaged in airport services, where by providing adequate facilities, it will provide a good level of service quality. Based on the results of interviews with Mr. Ryano Harpanda as Terminal Inspection Service Supervisor and Mr. Suharta as a Terminal Inspection Service officer and observations made by researchers, it was found that the terminal facilities at Tjilik Riwut Airport in Palangka Raya cannot be said to be optimal. PT Angkasa Pura II Tjilik Riwut Airport Palangka Raya is currently still in the process of optimizing terminal facilities.

Optimal Terminal Facilities at Tjilik Riwut Palangka Raya Airport

From the results of the researchers' observations, it was found that there were several optimal facilities at Tjilik Riwut Palangka Raya Airport. Terminal facilities that have been

optimized include: vehicle parking facilities, check-in counters, seats, FIDS (Flight Information Display System), and, Wi-Fi. Where all of these terminal facilities can be used by all passengers who are at Tjilik Riwut Palangka Raya Airport.

1. Vehicle parking area. Vehicle parking area with an area of 20,520 m², with a peak time of 50 passengers per vehicle with a parking capacity of 435 for vehicles.
2. Check-In Counter. The number of check-in counters is 20 units which are used for domestic flights, located on the 1st floor of Tjilik Riwut Airport, Palangka Raya.
3. Chairs / Seats . The total number of seats or passenger seats in the waiting room at Tjilik Riwut Palangka Raya Airport is 422 seats.
4. FIDS (Flight Information Display System). The number of FIDS (Flight Information Display System) is 17 units, which are located in public, arrival and boarding lounge areas, but there is 1 FIDS which is still under repair in the public area.
5. Nursery Room. There are 2 rooms in the Nursery located in the check-in area 1 unit and 1 unit in the boarding lounge.
6. Wi-Fi. Free internet access at the airport with Wi-Fi Tjilik Riwut, which can be used by every service user while at the airport. Location: All areas in Palangka Raya Tjilik Riwut Airport.

Terminal Facilities That are Deemed Necessary to be Improved

Several terminal facilities that are deemed necessary to be improved/optimized are as follows:

1. Trolleys. The number of trolleys is 96 units, but there are still a number of trolleys that are still lacking so that passengers are not satisfied with the availability of trolleys. Where is the availability of trolleys at Tjilik Riwut Palangka Raya Airport, namely in the departure area there are 46 units and the arrival area is 50 units.
2. Smoking Room. Smoking room facilities are needed by passengers who want to smoke while at Tjilik Riwut Palangka Raya Airport. Currently the smoking room in the waiting room cannot be used because it is adjacent to the nursery room, therefore the smoking room is only in the restaurant in the waiting room, where male passengers are dissatisfied with the facilities provided by Tjilik Riwut Airport, Palangka Raya.
3. Signage. Directions facilities in the public area of Tjilik Riwut Airport in Palangka Raya are good but need to be added, namely directions to the smoking area, so that many passengers smoke carelessly in the airport lobby area because there are no signs for these directions.

Facility Optimization by the Terminal Inspection Service Unit

Ways of Companies and TIS Officers in Optimizing Terminal Facilities at Tjilik Riwut Palangka Raya Airport

As a company engaged in the service sector, of course the company must provide good facilities for the convenience and safety of consumers, in this case, airport service users. From the results of the observations of researchers while making observations at Tjilik Riwut Airport in Palangka Raya, the following are the ways the Company and TIS Officers optimize terminal facilities:

1. Perform Routine Maintenance. The company in optimizing airport terminal facilities is by carrying out routine maintenance, after every airport operating hours, namely in the afternoon, those who carry out maintenance checks are officers from the Terminal Inspection Service. Where if there is damage, it will be immediately followed up, namely from the Terminal Inspector and the Information unit reporting to the relevant unit.
2. Submit Procurement of Facilities to Related Units. The company's way of optimizing is by submitting procurement of goods to the commercial, in this case the procurement and

handling unit for facilities to request the required facilities, such as adding trolleys, adding signage, adding chairs and others.

3. Reporting Every Month. In addition to some of the above, TIS officers also report facilities every month, if there are facilities that are damaged and unfit for use, a monthly reporting note will be made which will later be given to the related unit.

From the results of interviews and observations conducted by researchers, researchers obtained an explanation that the company always pays attention to the comfort at Tjilik Riwut Palangka Raya Airport for the smooth running and safety of service users and companies.

Obstacles of Companies and TIS Officers in Optimizing Terminal Facilities at Tjilik Riwut Palangka Raya Airport

From the results of interviews and observations of researchers while at Tjilik Riwut Palangka Raya Airport, it can be concluded that the obstacles in the process of optimizing terminal facilities occur in budget problems and lack of awareness of service users in using terminal facilities. The following are some of the obstacles that hinder the process of optimizing facilities at Tjilik Riwut Palangka Raya Airport:

1. Budget, which was caused during the Covid-19 Pandemic. The obstacle experienced was the budget problem, due to the Covid-19 Pandemic, where the company enforced social distancing (maintaining distance), namely by reducing the number of passengers at Tjilik Riwut Palangka Raya Airport.
2. Lack of Awareness of Service Users in Using Terminal Facilities. Obstacles that are often experienced are the public facilities provided, such as trolley facilities, toilets and chairs in the airport halls which are damaged due to not being used properly by service users.

Service Quality Obtained by Service Users

The quality of service provided by the airport is very important for consumers who use airport services, so far Tjilik Riwut Palangka Raya Airport has always provided good services and terminal facilities for airport service users. Where facilities and services are provided from the time passengers enter the airport until the passengers leave the airport. Regarding this, the researcher asked several questions to service users of Tjilik Riwut Airport in Palangka Raya and concluded that the answers regarding the service were as follows:

1. Notification of departure and arrival, either directly from the information officer or seen from the FIDS board which is good enough.
2. Checking airplane tickets, availability of public facilities such as toilets, and other facilities, is good enough.

From the results of interviews and observations conducted by researchers, the researchers concluded that the services provided by PT. Angkasa Pura II Tjilik Riwut Airport in Palangka Raya is quite good, it's just that it needs to make improvements to several facilities that passengers still feel need to be improved again.

Airport Service User Service Standards

Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 178 of 2015 concerning Service Standards for Airport Service Users is as follows:

1. Article 2 paragraph 1, Service standards regulated in this regulation include service standards for prospective passengers and passengers at airport passenger terminals.

2. Article 3 paragraph 1, Service standards as referred to in article 2 include: Facilities used in the process of departure and arrival of passengers; Facilities used in the departure and arrival process; Facilities that provide comfort to passengers; Facilities that provide added value and airport terminal capacity in accommodating passengers during rush hour.
3. Article 4 paragraph 1, the facilities used in the process of departure and arrival of passengers as referred to in article 3 paragraph 1 include; Passenger and Baggage Inspection; Check-in Service; Departure Immigration; Arrival Immigration; Customs Service; Departure Lounge; Baggage Service.
4. Article 4 paragraph 2, Facilities that provide comfort to passengers as referred to in Article 3 paragraph 1 include; Temperature Coding; Light Conditioning; Ease of Transportation of Baggage; Cleanliness; Information Services; Toilet; Parking lot; Facilities for Users with Special Needs.
5. Article 4 paragraph 3, Facilities that provide added value as referred to in Article 3 paragraph 1 include; prayer room; nurseries; Shopping Facility; Restaurant; Smoking Room; Children's Playroom; ATM; Internet/Wi-Fi; Ticket Purchase Facility; Charging Stations; Drinking Water Facilities; Executive Lounge.

CONCLUSION

Based on the results and discussion that has been described under the title Optimization of Terminal Facilities to Improve Quality of Service to Service Users at Tjilik Riwut Palangkaraya Airport, Central Kalimantan, it can be concluded as follows: Terminal facilities at Tjilik Riwut Palangka Raya Airport are felt to be lacking or one might say not optimal, such as trolley facilities which are complaints to service users because during peak hours there is often a shortage of trolleys, signage in public areas only has 3 directions, namely departure, ATM and information, the smoking room in the waiting room adjacent to the Nursery cannot be used. Terminal Inspection Service officers are in the process of optimizing terminal facilities by carrying out routine maintenance where if there is damage, they will immediately follow up and propose the procurement of the required facilities, such as adding trolleys, adding signage and adding smoking rooms.

From the results of the research, discussion and conclusions that have been described previously, some suggestions can be given as follows: For companies, from the results obtained for the management of Tjilik Riwut Palangka Raya Airport, in order to carry out more supervision of facilities that are still in optimization, so as to maximize the use of terminal facilities for the convenience of service users/passengers who are at Tjilik Riwut Palangka Raya Airport. For future researchers, the research that is currently being carried out discusses the optimization of terminal facilities using the data I got during the 2 months I was at Tjilik Riwut Palangka Raya Airport so that future researchers are expected to be able to add other than what researchers discussed in this research, so that further development and research will be better.

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