

Analysis of Facility Maintenance at General Ahmad Yani International Airport Cargo Terminal Semarang

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Abstract

Cargo terminal maintenance is one of the responsibilities of PT. Angkasa Pura Logistics. PT. Angkasa Pura Logistics is a company engaged in land, sea and air transportation management services as well as cargo and postal inspection. The purpose of the study was to determine the maintenance of SOP cargo terminal facilities owned by PT. Angkasa Pura Logistics is used as a guideline for officials/technicians in carrying out facility maintenance. General Ahmad Yani International Airport cargo terminal Semarang. This study uses a type of qualitative research. The data used in this research are primary data and secondary data. Primary data obtained by conducting observations and interviews, secondary data obtained through documentation. Data analysis in this study used a qualitative descriptive method with the Miles and Huberman model, namely reducing data, presenting data, and drawing conclusions/verification. To test the validity of the data the author uses the triangulation method. The results showed that the condition of the facilities in the Terminal was in good condition. Systematic maintenance of facilities at the Cargo Terminal is carried out according to the procedures and schedules that have been made. the duties and roles of the cargo service supervisor in carrying out their performance, namely overseeing several new facility conditions every day which later if damage occurs, it will be reported in the form of weekly recapitulations. There was damage to one of the facilities at the cargo terminal in the cargo terminal courtyard, namely cracks in the floor of the courtyard and loss of marking lines. The solution is to present the results of the report at a conference or coordination meeting with superiors or related institutions and it is necessary to invite or bring in superiors or related institutions to observe directly in the field so that you will find out directly the damage to facilities at the cargo terminal so that it is immediately followed up.

Keywords: Cargo Service Supervisor, Angkasa Pura Logistics, Facility Maintenance



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INTRODUCTION

The Unitary State of the Republic of Indonesia is an independent country having a diversity and colorful culture, Indonesia which is very well known for its archipelagic country stretching from the tip of the island of Sumatra to the tip of the island of Papua in accordance with the 1945 Constitution, article 18 paragraph (1): "The Unitary State of the Republic Indonesia is divided into provincial regions and these areas are divided into districts and cities where each province, district and city has a government, which is regulated by law." to bring together one region to another requires the role of each mode of transportation. Transportation is a medium or mode that can move a person or goods from one place to another by using a vehicle that is controlled by people and also machines. In relation to Indonesia as an archipelagic country, the mode of air transportation is a means of support for moving from one island to another. Thus, all Indonesian people in the future, of course, will use airplanes as a means of moving through airports.

The number of airports in Indonesia, both international airports and domestic airports, is sufficient to have a number of international airports totaling 31 airports and domestic

airports totaling 308 airports, there are several large airports or busy airports where many international flight schedules are carried out. one of the airports with a level of activity above the average is Jenderal Ahmad Yani International Airport. One of the international airports in Indonesia, of course, in the land of Java, namely General Ahmad Yani, is located in the city of Semarang, which is 5 km from the center of Semarang. General Ahmad Yani International Airport Semarang is one of the international airports owned by Indonesia and is one of the airports with international status in Central Java. Jenderal Ahmad Yani International Airport has a terminal with an area of 58,652 m² and an apron area of 72,522 m² which can accommodate 13 narrow body aircraft or equal to 10 narrow body aircraft and 2 wide body cargo aircraft.

The airport area is divided into 2, namely Airside and Landside. Landside (land side) is an area at the airport which is the outside of the terminal building which is open to the public (public area) and inside the terminal building which is limited to the public (restricted public area). road transportation infrastructure for the purposes of boarding and disembarking passengers, switching between modes of transportation and arranging the arrival and departure of public vehicles. While Airside (air side) is part of the airport and all its supporting facilities which are non-public areas where every person, goods and vehicle that will enter must go through a security check and/or have a special permit. The airside is an area that starts from the apron gate, up to the taxiway and runway which is a closed area or not for the public (non-public area), the Cargo Terminal is also included in the airside area.

According to Marsudi (2013) Cargo Terminal is one of the main service facilities at the airport to process the delivery and receipt of air cargo, domestic and international which aims to smooth the cargo process and meet flight security and safety requirements. According to Marsudi (2013) Cargo is any goods transported by aircraft including animals and plants other than items needed by the aircraft during flight, luggage, or goods that are not owned. Cargo terminal maintenance is one of the responsibilities of PT. Angkasa Pura Logistics. PT. Angkasa Pura Logistics is a company engaged in land, sea and air transportation management services as well as cargo and postal inspection. SOP facilities owned by PT. Angkasa Pura Logistics is used as a guideline for officials/technicians in carrying out facility maintenance. The cargo terminal of Jenderal Ahmad Yani International Airport, Semarang, which has three times the capacity of the old cargo terminal, with the new, wider cargo terminal at Jenderal Ahmad Yani Airport, will make it easier for local commodity exporters in Central Java to export their products to foreign markets. countries, such as the export of jasmine from Tegal Regency which was originally carried out through Soekarno Hatta Cengkareng Airport can be done through Jenderal Ahmad Yani Airport in Semarang by involving the Semarang Agricultural Service Quarantine Office.

Based on the results of the author's initial observations at the new Cargo Terminal, there are many problems that occur, namely the existing facilities throughout the Cargo Terminal area are damaged or are no longer suitable for use. These conditions are expected to be reported to the relevant unit for immediate repair or replacement. The budget allocated by Angkasa Pura Logistics is very limited for maintenance activities at the cargo terminal so that it has not been able to meet real needs in the field. Angkasa Pura Logistik instructs maintenance activities to be carried out effectively, efficiently and sustainably by using the funds that have been budgeted in Angkasa Pura Logistik. Personnel, equipment, and funding are still relatively low, causing many maintenance works not to be carried out or completion not to the expected target. The limited budget available has more or less had an impact on maintenance, including maintenance products that are still far from being effective and

efficient and the absence of a sustainable element so that several buildings that have been maintained and have not reached their design age have suffered various damages.

The research objectives are: To determine the condition of the facilities at the Cargo Terminal at Ahmad Yani Airport. To find out the maintenance of facilities at the Cargo Terminal at Ahmad Yani Airport. To find out the obstacles faced in carrying out maintenance of facilities at the Cargo Terminal. To find out solutions on how to overcome problems in maintenance at the Cargo Terminal.

Theoretical Basis

Airport

An airport is a facility where airplanes can take off and land. In today's modern era, airports are not only used as a place for planes to land and take off, but many added facilities such as shops, restaurants and boutiques. The definition of an airport according to Law No. 1 of 2009 concerning Aviation is an area on land and/or waters with certain boundaries that is used as a place for aircraft to land and take off, board passengers, load and unload goods, and place intra and intermodal transfers. transportation, equipped with aviation safety and security facilities, as well as other basic supporting facilities. In addition, an airport is a specific area on land or water (including buildings, installations and equipment) designated either wholly or partly for the arrival, departure and movement of aircraft (Annex 14 of the International Civil Aviation Organization).

General Ahmad Yani International Airport Profile

Jenderal Ahmad Yani International Airport (IATA code: SRG, ICAO code: WAHS) is an international airport located in West Semarang District, Semarang City, Central Java. The coordinates of Jenderal Ahmad Yani International Airport are located on the line 06°.58'.35" LS-110°.22'.38" East Longitude, bordering Kendal Regency to the west, Demak Regency to the east, Semarang Regency to the south, Java Sea to the west. North. His name is taken from one of the heroes of the Indonesian revolution, General Ahmad Yani. Jenderal Ahmad Yani International Airport is operated by PT. Angkasa Pura I.

PT Angkasa Pura I

PT Angkasa Pura I (Persero), known as Angkasa Pura Airports, is a pioneer of commercial airport companies in Indonesia, dating back to 1962. The establishment of this company was pioneered by President Soekarno, who had a desire that airports in Indonesia could be on par with airports in developed countries. At that time, President Soekarno had just returned from the United States. He emphasized his wish to the Minister of Transportation and the Minister of Public Works that airports in Indonesia could be on par with airports in developed countries.

PT. Angkasa Pura Logistics

Angkasa Pura Logistics or better known as APLog, is one of the subsidiaries of BUMN PT Angkasa Pura 1 (Persero). APLog, which was established in 2012, started as a "Strategic Business Unit (SBU)" Sultan Hasanuddin Makassar Airport cargo terminal in 2004, PT Angkasa Pura 1 (Persero) started to manage their own cargo terminal. With good business development from Makassar Cargo Terminal SBU, PT. Angkasa Pura 1 (Persero) built a second Cargo Terminal SBU at Sepinggan Airport, Balikpapan in 2006. In its development, the cargo terminal can generate profitable profits. In the end, in order to continue to focus on the market and develop business, PT. Angkasa Pura 1 (Persero) in 2012 established a subsidiary

company PT. Angkasa Pura Logistics. APLog is a leading company engaged in Logistics and Supply Chain. In addition, APLog is also a Cargo Terminal Manager & Regulated Agent at all East Indonesia airports owned by PT Angkasa Pura 1, with several Branch Offices as follows: Makassar, Balikpapan, Banjarmasin, Surabaya, Bali, Yogyakarta, Semarang, Solo, Manado, Kupang, Ambon, Biak.

Cargo Terminals

According to Marsudi (2013) Cargo Terminal is one of the main service facilities at the airport to process the delivery and receipt of air cargo, domestic and international which aims to smooth the cargo process and meet flight security and safety requirements. According to Marsudi (2013) Cargo is any goods transported by aircraft including animals and plants other than items needed by the aircraft during flight, luggage, or goods that are not owned.

Facility

According to Tjiptono (2014) 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. Perceptions obtained from customer interactions with service facilities affect the quality of these services in the eyes of consumers. According to Tjiptono (2014) there are six facility indicators, namely spatial considerations/planning, room planning, equipment/furniture, lighting and color, messages conveyed graphically, and supporting elements.

Maintenance of Cargo Terminal Facilities

Preventive Maintenance is maintenance whose activities have been planned. Preventive maintenance is intended to detect things that are abnormal or minor damage, this is done by seeing, hearing, minor adjustments, lubrication or wear during inspection such as replacing components that are used up. This maintenance is carried out based on the need and experience in operating the equipment which aims to maintain performance or performance / performance of the equipment.

Standard Operating Procedure (SOP)

Standard Operating Procedures or abbreviated as SOP are documents related to procedures that are carried out chronologically to complete a job that aims to obtain the most effective work results from workers at the lowest possible cost. SOPs can also be said to be a reference or guideline for carrying out work or duties in accordance with the functions and performance appraisal tools of employees according to administrative, technical and procedural indicators based on work procedures, work systems and work procedures in related work units (Riadi, M. 2016). Following are some of the objectives, functions and benefits of Standard Operating Procedures according to Riadi M (2016).

Relevant Research

Table 1. Relevant Research

No	Name	Title	Year	Research Result
1	Benny Nur Aprillino	Analysis of Building	2022	The results of the observations then made a maintenance plan along with a maintenance budget plan based on Permen PU 24 of 2008

		Maintenance of Educational Facilities Case Study of Widya Dharma University Building, Klaten		and based on unit prices in Klaten Regency 2022. From the observations then analyzed, it was found that the results of planning the maintenance budget for Building D Widya Dharma University, Klaten, were based on the price standards for Klaten Regency 2022, for the maintenance period per month, a total fee of Rp. 3,825,000. For the maintenance period every 3 months get a total cost of Rp. 750,000, every 6 months period get a total cost of Rp. 5,250,000, the maintenance period every 1 year gets a total cost of Rp. Rp.316,250 and the maintenance period every 5 years gets Rp. 232,822,000.
2	Alvian Ardiansya & Faiz Albanna	Maintenance Analysis on PKP-PK Operational Vehicles at Adi Soemarmo Solo Airport	2022	The result is that the work system uses shifts, for maintenance facilities there are daily, weekly, monthly, quarterly, semester, yearly and annually routine activities and in an effort both in terms of performance and the process of maintaining facilities, especially vehicles and supporting equipment, are in accordance with existing Maintenance SOPs.
3	Dede Ilham Ramadhan	Maintenance analysis of GSE ground support equipment at PT. Gapura Angkasa at Bandung's Husein Sastranegara Airport.	2021	The actual results for each activity are compared with the plans, and if there are significant differences, corrective action can be taken. Ground handling activities in handling aircraft on the ground or Ground Support Equipment (GSE) must comply with standard operational procedures that refer to guidelines on safety aspects. The importance of Ground Support Equipment (GSE) attention to equipment that is operated in accordance with the license owned, Ground Support Equipment (GSE) prevents violations and incidents from occurring.

RESEARCH METHODS

Research Design

The research design used in this study is a qualitative descriptive research. In this study, the author will use a qualitative descriptive method. The type of research used in this study is a case study which is a descriptive information report about trial or experimental research data, projects, events or analysis. Case studies in the social sciences involve an in-depth, detailed examination of the subject of study (the case), as well as the contextual conditions associated with it. Sugiyono (2018) states that descriptive research aims to describe an event, by making scientific and careful observations. Research that is descriptive in nature and tends to use analysis with an inductive approach. Process and meaning (subject perspective) are emphasized in qualitative research. Descriptive is a type of research whose aim is to present a complete picture of a social setting or is intended to explore and clarify a phenomenon or social reality. In accordance with the title, purpose and benefits of research, the type of research that the authors used in this study was a descriptive approach. A descriptive title is a research title that aims to independently describe the state or value of one or more variables. In this study, researchers did not compare these variables with other samples, but looked for relationships between these variables and other variables, namely to find out and analyze the implementation of facility maintenance (x) in the implementation of employee work (y).

Time and Place of Research

Time and Place of Research Planning This research will be carried out from October to November 2022. The place of research is Jenderal Ahmad Yani International Airport, Semarang.

Data Source

1. Primary Data. Sugiyono (2018), states that primary data is a source of data that directly provides data to data collectors. In this study, the primary data source was obtained by researchers through interviews and observations with Cargo Service officers at PT Angkasa Pura 1 (Persero) General Ahmad Yani International Airport, Semarang.
2. Secondary Data. Sugiyono (2018), states that data that is not provided directly to data collectors is called secondary data, usually in the form of document files or through other people. Secondary data sources are complementary data sources that function to complement the data required by primary data. Researchers obtain additional data through various sources, ranging from books, journals, articles, news and previous research as supporting data and complementary data. Secondary data in this study consists of data that the authors encountered regarding the supervision carried out by Cargo Service personnel at the cargo terminal of Ahmad Yani Airport, Semarang.

Data Collection Technique

1. Interview. According to Sugiyono (2018), interviews are proof of information or information previously obtained. In this study the authors used the interview method with unstructured interviews, namely free interviews. The researcher did not use an interview guide that contained specific questions, but only contained important points from the problem that the respondent wanted to explore. In this interview method contains questions that will be asked to informants consisting of 3 informants:
 - a. 1 (one) Senior Supervisor Unit Cargo Service International Airport General Ahmad Yani Semarang,
 - b. 2 (two) Supervisors of General Ahmad Yani International Airport Cargo Service Semarang.
2. Observation. Observation is a data collection technique that is carried out by observing and recording the symptoms studied systematically and consciously, observation is a complex process consisting of psychological and biological processes. When using this technique, it is important to take into account the observations and memories of the writer, and in this study the writer also records his observations.
3. Documentation. According to Sugiyono (2018), documentation is a way of obtaining knowledge and information in the form of books, archives, documents, written numbers and images such as reports and research supporting data. This documentation is used to complement the information obtained. Results of interviews and recordings. Documents and records Qualitative research data are data sources that come from non-human subjects, such as documents, photographs, and statistical materials. This type of documentation is one of the simplest forms of data collection, as the author simply observes inanimate objects and it is easy to check for errors, as the data source is fixed and unchanging. The author has carried out and documented the results of documentation such as the existing drawings at Jenderal Ahmad Yani International Airport, especially in the Cargo Terminal section.

RESEARCH RESULTS AND DISCUSSION

The Cargo Service Terminal Unit has a very big role in the Cargo Terminal area, of course every Cargo Service Supervisor officer who is carrying out his duties must be able to provide the best supervisory services so that he can avoid problems and problems that often occur. Analysis of the performance of maintenance of cargo terminal facilities is also very important for officers in the Cargo Terminal work environment and determines the service of officers to

airlines or third parties related to incoming and outgoing cargo. Even though every day the cargo facility officers carry out their performance well. The constraints that occur become obstacles to the mobility of the implementation of cargo services.

Condition of facilities at the Cargo Terminal at Ahmad Yani Airport

Based on the results of observations, interviews and documentation data taken by researchers, several Facility Assets owned by the Cargo Terminal at Jenderal Ahmad Yani International Airport are complete and meet the Standard Operating Procedures. Some of the Cargo Terminal Facility Assets that are the subject of supervision of the cargo service team are assets that are service points for users of these cargo services, both airlines and cargo companies that work with the cargo terminal. The assets referred to in the cargo service control checklist are:

1. International Cargo Outgoing Checkpoints (Storage, Breakdown, & Build Up Area) with criteria of good conditions supervision from the aspects of cleanliness, tidiness, lighting, life animals to Lights, Wifi, Signage, Trash Cans, Markings in Storage, Kade, FIDS, Special Cargo Stroge.
2. International Ingoing Cargo Checkpoints (Storage, Breakdown, & Build Up Area) with criteria of good conditions supervision from the aspects of cleanliness, tidiness, lighting, life animals for Lights, Wifi, Signage, Trash Cans, Markings in Storage, Kade, FIDS, Special Cargo Stroge.
3. Checkpoint Office Area & Cargo Terminal Meeting Room with criteria of good conditions supervision from the aspects of cleanliness, tidiness, lighting, temperature to lights, wifi, signage, trash cans, deodorizers.
4. Gedug Empu Checkpoint with good conditions criteria supervision from the aspects of cleanliness, tidiness, lighting, Life animal towards Lights, signage, Trash Cans.
5. Cargo Terminal Checkpoints (8 Toilets) with criteria of good condition supervision from the aspect of Cleanliness, Lighting, Stagnant Water, Odorless, Maintaining Cleanliness of Closets, Sinks, Urinals, Sanitair, Water, Soap, Tissue, Hand Dryers, Air Fresheners, Jets Shower, Mirror, Lights, Hanger, Trash.
6. Cargo Terminal Musholla Checkpoint (3 Rooms) with good condition criteria for supervision from the aspects of Cleanliness, Tidiness, Lighting, Temperature, Odorless, Puddles for Ablution, for Closets, Sinks, Urinals, Sanitair, Water, Soap, Tissue, Hand Dryers , Air Freshener, Jet Shower, Mirror, Lights, Hangers, Trash.
7. Cargo Terminal Courtyard Area Checkpoint (1st Line Yard & Airside Area). with the criteria of good condition supervision from the aspects of Cleanliness, Tidiness, Lighting, Life Animals for Lights, Markings, Signage, Trash Cans

Systematic maintenance of facilities at the Cargo Terminal at Ahmad Yani Airport

The results of interviews with informants said that the systematic maintenance of facilities at the Cargo Terminal at Ahmad Yani Airport, especially the Cargo Service Supervisor, was carried out according to the procedures and schedules that had been made. From the documentation data contained in the results of the research, the researchers attached the Cargo Service Daily Routine Task form. The SOP data is in the form of a structure for the maintenance of terminal facilities at the Ahmad Yani Airport Semarang Cargo Terminal. As well as the results of observations show the performance of inter-directed cargo service units and mutual coordination in carrying out their duties and roles.

The duties and roles of the cargo service supervisor in carrying out their performance are overseeing several facilities with the latest conditions every day which later if damage

occurs it is reported in the form of weekly recapitulations as said by resource person 2. As for the data contained in the research results of researchers, take the example of recapitulation on October and November because at that time the researcher was doing an internship/PKL and happened to encounter obstacles that occurred during the research.

Constraints faced in carrying out maintenance of facilities at the Cargo Terminal

From the results of interviews, observations and from the data concluded by the researchers found one of the obstacles behind the good performance of cargo terminal service officers at General Ahmad Yani International Airport. There was damage to one of the facilities at the cargo terminal in the cargo terminal courtyard, namely cracks in the floor of the courtyard and the loss of marking lines at the cargo terminal. The damage resulted in a lack of mobility for the movement of passing cargo cars. Where the line markings indicate a clearing area or empty area that may not be used to place cargo items. As well as the presence of cracks and subsidence on the floor of the courtyard, it is a concern for officers who carry out the movement of cars carrying cargo.

These constraints have been reported in the form of recapitulation by the cargo service supervisor and each implementation of supervision has been submitted to superiors. However, based on interview data, observations and data taken by researchers, these facilities have not been repaired. This is a matter of concern for the cargo service supervisor, because every report on the recapitulation of the terminal facilities has not been repaired by superiors for almost 3 months. Based on the answers from the sources, these constraints are not the responsibility of the supervisor of terminal facilities but have become the domain of superiors and even need to convey Angkasa Pura Logistics, PTO and Airport Section Head.

The implementation procedure which is the duty and role of maintenance of terminal facilities is important in carrying out their duties and roles in the field. Analysis of the maintenance of cargo terminal facilities is research material for researchers resulting in the performance of Cargo Service Supervisors in carrying out their duties supervising terminal facilities with related units in them so that they run well and have good coordination in each carrying out their duties and roles. The obstacles that occur in the supervision of facilities occur and when examined by researchers find answers to problems, namely the lack of attention to recapitulation reports by superiors. Which, even though the cracks and loss of the marking lines make it a concern for cargo truck users who move around the cargo terminal yard.

The solution to the obstacles encountered in carrying out facility maintenance at the Cargo Terminal

From the results of the performance of facility maintenance officers at the Cargo Terminal based on the results of observational research, interviews with interviewees and documentation data obtained, it was stated that the performance of facility maintenance officers at the Cargo Terminal was good and running with applicable SOPs. With the existence of obstacles in maintaining facilities at the cargo terminal with the non-realization of floor repairs at the cargo terminal yard where this has been conveyed in the report checklist by the Cargo Service Supervisor or PTO to the Head of Airport. From the results of interviews with relevant informants, the solution to the problem of maintaining facilities at the cargo terminal which was previously presented at a conference or coordination meeting with superiors or related institutions, is that if a solution has not been found or has not been followed up, superiors or related institutions will be brought in to inspect directly on the ground to find out damage to facilities at cargo terminal in the hope that the damage can be resolved soon.

The steps taken by officers to review the supply and logistics procurement unit by superiors, of course, from Aplog who followed up on this matter. based on the results of audit interviews carried out repairs approximately 30 days after submission and immediately carried out a weekly recapitulation report to indicate that the facility had been repaired and as an annual report to the logistics airport at the cargo terminal. The problems encountered at the time of the research were that the floor of the yard was damaged and the loss of marking lines at the cargo terminal resulted in hindrances to the mobility of vehicles in and out carrying cargo. Then the report is reported to the top through the cargo service supervisor.

CONCLUSION

Based on the results of research that has carried out analytical tests in various ways including interviews, observations and documentation that have been reduced and presented, obtaining results from several informants, it can be concluded from this study, among others: maintenance of facilities at the Cargo Terminal with checklist supervision of facilities including: Checkpoints International Outgoing Cargo, International Ingoing Cargo Checkpoint, Office & Meeting Room Area Checkpoint, Empu Building Checkpoint, Cargo Terminal Checkpoint, Cargo Terminal Musholla Checkpoint, Cargo Terminal Courtyard Area Checkpoint in good condition. Systematic maintenance of facilities at the Cargo Terminal is carried out according to the procedures and schedules that have been made. the duties and roles of the cargo service supervisor in carrying out their performance, namely overseeing several new facility conditions every day which later if damage occurs, it will be reported in the form of weekly recapitulations. There was damage to one of the facilities at the cargo terminal in the cargo terminal courtyard, namely cracks in the floor of the courtyard and loss of marking lines. repairs have not been realized. This is a matter of concern for the cargo service supervisor, because every report on the recapitulation of the terminal facilities has not been repaired by superiors for almost 3 months. The solution to the problems in maintaining facilities at the cargo terminal is by presenting the results of the report at a conference or coordination meeting with the superiors or related institutions and it is necessary to invite or invite the superiors or related institutions to observe directly in the field to find out directly the damage to the facilities at the cargo terminal so that it is immediately followed up.

Based on the conclusions above, there are several suggestions that the author hopes can build positive effects in the future, including: For companies and Cargo Service units, it is hoped that in the future PT. as the organizer of the airport, of course this is the initial focus in order to achieve the company's targets, and for the Cargo Terminal. For the Education Sector, the College of Aerospace Technology holds a Field Work Practice program for students or Cadets for the final level of semester 7. It is recommended during the Field Work Practice period to extend the Field Work Practice period because this can implement all the things learned during lectures and can be especially useful for The cadets themselves are in the real world of work and make the right decisions at work. For future researchers, if this research becomes a reference source with the same topic and discussion, it is hoped that future researchers will be able to contribute to the development of this Cargo Service unit. We hope that the data obtained will provide additional insight for future researchers.

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