

Analysis of the Readiness of the Apron Movement Control Unit in the Embarkation and Debarkation Phases of Hajj Flights in 2022 at Adi Soemarmo Boyolali International Airport

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Abstract

In the service of flight activities on the air side, the role and supervision and control of air traffic from the Apron Movement Control (AMC) unit are needed. Adi Soemarmo International Airport is one of the hajj embarkation airports in Indonesia, especially in Central Java and Yogyakarta. When there are Hajj flight activities, the airport operation hour will be 24 hours while still dividing work time. In handling haj flights, the AMC unit oversees the movement of haj transport buses from or to planes so that the researcher aims to analyze the readiness of the AMC unit in the embarkation and debarkation phases of hajj flights at Adi Soemarmo International Airport in 2022. This research is descriptive using a qualitative method with a collection method. data in the form of interviews and documentation. The data obtained were in the form of observations, interviews with AMC unit personnel at Adi Soemarmo International Airport as well as documents used to carry out the pilgrimage activities. The results of this study indicate that from secondary data that analyzes AMC unit documents are follow me car services, aircraft parking placements, special terminals for Hajj flights and Hajj flight schedules, based on standard operation procedure (SOP) data, namely follow me car services placing aircraft parking . hajj flight special terminal and haj flight schedule. The results of the interview with the AMC Adi Soemarmo International Airport will increase the number of human resources due to the division of work time due to the lack of AMC unit workers. At the time of the Hajj flights, the operation of Adi Soemarmo International Airport became 24 hours, the airport operating hours changed from 07.00 WIB to 20.00 WIB/last night to 24 hours with the number of AMC unit personnel only 2 to 3 people per shift, both regular flights and during the Hajj flight. However, this does not become the workload of the AMC unit in handling Hajj flights.

Keywords: Readiness of the AMC Unit, Handling of Hajj Flights, Adi Soemarmo International Airport



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INTRODUCTION

Transportation is the movement of people's behavior in space both in bringing themselves and goods from origin to destination. Transportation has various types viz transportation land, sea and air. Air transportation is one of the right choices as a means of transportation of people or goods for this matter because this transportation has several advantages, namely: system fast and efficient transportation. Aircraft is an alternative means of transportation for someone in traveling both medium and long distances and is able to move faster and can be reached in a short time.

Adi Soemarmo International Airport (SOC/WRSQ) is an international airport located in the Ngemplak Boyolali District serving the city of Surakarta (Solo), Central Java, which is operated by PT (Persero) Space Pura I. Adi Soemarmo International Airport is a type of civil and military airport which also functions as a TNI-AU base. Adi Soemarmo International Airport was designated as an international airport serving Solo-Kunming and Solo-Kuala Lumpur

routes. In addition, Adi Soemarmo International Airport also serves Hajj flights served by Garuda Indonesia airlines with Jeddah or Mecca (Saudi Arabia) routes with transits in Padang or Medan to refuel.

The city of Solo was chosen as the entry point for Central Java and DIY because there was a haj embarkation. Adi Soemarmo International Airport is managed by PT. Angkasa Pura Surakarta Branch. PT. Angkasa Pura is the airport manager and implementing management agency in the operation of air transportation services. PT.SpacePura as an airport manager has various unit divisions that support smooth operation at the airport include Apron Movement Control (AMC), Aviation Security (AVSEC), and Airport Fire Fighting and Rescue (AFFR).

Apron Movement Control(AMC) is a work unit that has the function of carrying out the regulation and supervision of order, safety, smooth movement of traffic on the apron, parking area, or aircraft placement. In serving flight activities on the air side, the role of oversight and control of air traffic is needed from the AMC unit itself which has an important role in monitoring and regulating all movements in area Aprons. The apron itself is on the air side which directly intersects with the terminal building and is also connected by taxiway to head to the runway. The duties and functions of AMC are to provide services on the air side and supervise every movement in the apron area. Apart from that, AMC's job is to record neatly and in detail the activities on the apron. The recording of flight administration data is carried out by officers to find out the movement of aircraft, schedule of arrivals and departures of aircraft, as well as for record parking stand bills.

Along with the dense air traffic, it will certainly require more concentration for the AMC unit in conducting airside surveillance. Adi Soemarmo International Airport is one of the Hajj embarkation airports in Indonesia. In this case, the presence of Hajj flights at Adi Soemarmo International Airport adds to the workload of the AMC unit and increases operational hours but still divides work time. One of the things that becomes the supervision of the AMC unit during hajj flights is the movement of special haj transport buses (damri) from or to planes totaling 3 to 4 buses per day for 43 days which of course if lack of supervision will cause chaos on the air side. In this case the readiness of the AMC unit is prepared to maximize personnel readiness.

The purpose of this research is to: find out how the Apron Movement Control (AMC) unit is prepared to handle hajj flights at Adi Soemarmo International Airport. Find out what are the obstacles for the Apron Movement Control (AMC) unit in handling Hajj flights at Adi Soemarmo International Airport in 2022.

Theoretical Basis

Airport

In Law Number 1 of 2009 concerning Aviation, what is meant by an airport 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 of transfer. intra and inter-modal transportation, equipped with aviation safety and security facilities, as well as basic facilities and amenities support other. Use of airports consists of international airports and domestic airports. International Airport is an airport designated as an airport serving domestic flight routes and flight routes to and from abroad. Domestic Airport is an airport designated as an airport serving domestic flights.

Adi Soemarmo International Airport

Adi Soemarmo Airport is located at Regency Boyolali, Central Java, Indonesia. This airport was formerly called the Panasan Air Base (Lanud), because it was located in area Panasan which was first built in 1940 by the Dutch Government as an emergency airstrip. On March 31, 1989,

Adi Soemarmo International Airport served international and domestic flights such as Garuda, Super Air Jet, Batik Air, Citilink, Sriwijaya, and Lion Air as domestic flights. In addition, Solo is the city of embarkation for the departure of prospective pilgrims for the Central Java and Yogyakarta regions, so that Adi Soemarmo Boyolali International Airport is used as an international flight service with direct flight routes to Mecca or Jeddah, Saudi Arabia.

Readiness of Human Resources (HR)

According to Neo & Gerhart in Sutopo (2014) human resources are the key to determining the success and competitive advantage of a business through training and development programs. According to Polanyi in Ventje Physical defect (2013) said that human resources are the most important organizational assets, human resources also have unique characteristics and problems measurement too complex and not easily identifiable to the owner, but the knowledge possessed by these resources has a major role in increasing the value and survival of the company. According to Budiyanto (2013) human resource management views humans in organizations as assets that need to be cared for, improved skills and commitment to work, these things will have an impact on increasing human resources. competitive superior (competitive advantage). Quality of work refers to the quality of human resources such as the skills, knowledge and abilities possessed by workers. (Matutina, 2001).

Apron Movement Control (AMC)

Apron Movement Control an executing unit in the neighborhood PT (Persero) Angkasa Pura II which is under the Airport Operations Services division and is tasked with providing services to the airside area, not only services but the AMC unit also has the function of carrying out the regulation and supervision of order, safety, smooth movement of traffic on the Apron, parking or placement of aircraft. AMC unit supervision includes aircraft parking placement services, regulation of the movement of vehicles and people in the airside area, ground handling agent arrangements, operation of aviobridges or aerobridges and flight administration in the airside area. In order to provide direction and work for the AMC unit, it is necessary to prepare an AMC Work Instruction. The purpose of having work instructions is to ensure that the Airport Safety System (ASS) and AMC can supervise people and vehicles operating on the Apron in accordance with the provisions that apply at PT Angkasa Pura I Adi Soemarmo Boyolali International Airport Branch Office. There are many potential hazards associated with aircraft movement, ground handling and people in area apron. Then all of this guarantees the movement of ready-to-use aprons, which means that the apron is really safe, orderly and smooth.

Hajj Debarkation Embarkation

Embarkation is the place where pilgrims depart by airplane. While Debarkation is the point of returning pilgrims from Saudi Arabia to Indonesia. Adi Soemarmo Airport has returned to serve the Solo Embarkation Pilgrims during the Annual Hajj Pilgrimage 1443 H/2022M. A total of 15,499 Prospective Pilgrims from 32 regions along with officers will depart from the Solo Hajj Embarkation. The hajj aircraft used is an Airbus 330-900Neo with a capacity of 367 seats. The Hajj departure schedule starts on June 4 2022 until July 3 2022. Meanwhile the Hajj return schedule is on July 15 2022 until August 13 2022. Before departing for Amir Muhammad bin Abdul Aziz Airport in Madinah, all of the Solo Hajj Embarkation Pilgrims were already at the Donohudan Boyolali Hajj Dormitory. After staying overnight, the congregation was escorted to Adi Soemarmo International Airport by bus. (Gerrie Razzaq, 2022). In carrying out its duties and functions the AMC unit is expected to carry out its duties with the Work Instructions that have been set as follows: contained in the attachment.

Relevant Research

Table 1. Relevant Research

| No | Name | Year | Research Title | Research result |
|----|----------------------------------|------|--|---|
| 1 | Fajar Billyawan Kurnia Bekty | 2020 | Monitoring Analysis of the Apron Movement Control Unit (AMC) on 2019 Hajj Charter Flights at Syamsudin Noor Airport, Banjarmasin | Results from interviews with AMC Syamsudin Noor Banjarmasin there is a time when the Hajj flights will operate Syamsudin Noor Airport in Banjarmasin for 24 hours, in the handling of Hajj flights by the AMC unit Which became the workload of the AMC unit, namely the change in airport operating hours from 05.00 WITA to 23.00 WITA / last flight to 24 hours with the number of AMC unit personnel only 3 people per shift either on regular flights or during Hajj charter flights. Keywords: AMC unit supervision, hajj charter handling, Syamsudin Noor Airport Banjarmasin. |
| 2 | Mochammad Dicky Prasetya Pratama | 2020 | Analysis of the Readiness of Fire Fighting Aviation Accident Rescue Personnel (PKP-PK) in Efforts to Improve Aviation Safety in Yogyakarta International Airport | The results of the research from interviews, observations and documentation have been known that the readiness of PKP-PK personnel at Yogyakarta International Airport is in accordance with the applicable standards in the Aviation Law. Therefore, it is suggested to PT. Angkasa Pura I always upgrades the competency of PKP-PK personnel and facilities. |
| 3 | Tsamara Dewi Hanifah | 2021 | Apron Capacity Analysis on On Time Performance During Activity Hajj Embarkation In airport International Adi Soemarmo Surakarta | The results of the study showed that the capacity of the apron during the Hajj embarkation period reached 87% from 100% so that the capacity of apron capacity at Adi Soemarmo International Airport was "Close to Full". And the OTP value achieved by airlines is 43.9% of the minimum OTP that must be achieved by airlines, which is 85%. The results of the t test obtained t count 534.563 > t table 0.683 so that Ho was rejected. From the results of R square, a value of 1.000 is obtained. So it can be interpreted that the capacity of the apron has a positive and significant effect on on time performance. |

RESEARCH METHODS

Research design

Research design is a method or method used to achieve the stated research objectives and serves as a guideline throughout the research process. In this study the method used is descriptive qualitative research method. Qualitative research is also natural research (natural condition) is research conducted in natural subject conditions (Raihan, 2017). In this study there are primary and secondary data sources. Primary data sources in the form of interviews, whereas secondary data source in the form of documentation. The author uses a qualitative method because the research data is descriptive in nature so it does not involve numbers or statistics. In addition, the use of qualitative methods is also in accordance with the facts in the field researcher can dig and get deeper information.

Time and Place of Research

This research was conducted at Adi Soemarmo International Airport in the Apron Movement Control (AMC) unit in April 2023. This research was carried out at the AMC unit at Adi Soemarmo International Airport.

Data Collection Technique

Data collection techniques are methods used by researchers to obtain data in research that can be done with various techniques (Sugiyono, 2013). Data collection techniques used in study these are observations (observations), interviews, and documentation. Explanation of each data collection technique as follows:

1. Observation. Observation or observation can be interpreted as systematic observation and recording of the symptoms that appear on the research object. This observation describes participatory observation, where the researcher is directly involved with the daily activities of the person being observed or used as a source of research data (Sugiyono, 2017). In this research to get data the maximum, researchers made direct observations when AMC officers supervised the embarkation and debarkation phases of hajj flights at Adi Soemarmo Boyolali International Airport.
2. Interview. An interview is a meeting of two people to exchange information and ideas through questions and answers, so that they can contribute meaning to a particular topic (Hikmawati, 2017). Interviews are one way to obtain information and data by asking a number of questions directly to competent parties, such as interviewing 3 AMC unit officers.
3. Documentation. The final stage of data collection techniques in this study is documentation. Documentation is a data collection method used to trace historical data. Documents about people or groups of people, events, or events in social situations are very useful in qualitative research (Yusuf, 2017). In this study, to obtain data with documentation techniques, namely by collecting documents in the form of photos of the activities of AMC officers during the process of overseeing the embarkation and disembarkation of the hajj in the apron area and the schedule for the arrival and departure of the hajj which became supporting documentation in this study.

RESEARCH RESULTS AND DISCUSSION

After conducting research, the researchers obtained results in the form of observations, interviews, and other supporting documents. The main objective of this research is to determine readiness and how to solve the existing obstacles in handling Hajj flights at Adi Soemarmo International Airport. To obtain the validity of the data from the two formulations of the problem, the researcher used the validity of the data method through three data collection techniques, namely observation, interviews and documentation of companies supporting the preparation of the research. To strengthen the validity of the author also uses validity with various data sources from observations and interviews from 3 sources. The readiness of the Apron Movement Control (AMC) unit in handling Hajj flights at Adi Soemarmo International Airport, namely, there is an AMC team tasked with carrying out their duties and roles in handling the implementation of the 2022 Hajj embarkation from June to July. The discussion regarding the formulation of the research problem is as follows: In carrying out the Hajj activities in 2022, AMC unit officers must have licenses in the form of AMC, aviobridge, and marshaller licenses. However, there are no specific requirements or certifications in handling Hajj flight activities because all officers who are involved in or carry out surveillance work on the air side, especially the AMC unit, must know the rules as stated in the SOP. In carrying out Hajj activities in 2022 AMC unit officers must have licenses in the form of AMC, aviobridge, and marshaller licenses. However, there are no specific requirements or certifications in handling Hajj flight activities because all officers who are involved in or carry out surveillance work on the air side, especially the AMC unit, must know the rules as stated in the SOP. In carrying out Hajj activities in 2022 AMC unit officers must have licenses in the form of AMC, aviobridge, and marshaller licenses. However, there are no specific requirements or certifications in handling

Hajj flight activities because all officers who are involved in or carry out surveillance work on the air side, especially the AMC unit, must know the rules as stated in the SOP.

A form of readiness for the Apron Movement Control (AMC) unit in handling Hajj flights at Adi Soemarmo International Airport

The preparations made by the Apron Movement Control (AMC) unit team in handling hajj flights at Adi Soemarmo International Airport began with notification of a delivery letter for the departure and return of the Solo Hajj Embarkation Year.1443 H/2022M from the Ministry of Religion of the Republic of Indonesia to the Head of the Regional Office of the Ministry of Religion for the Special Region of Yogyakarta, Heads of Regency/City Ministry of Religion Offices throughout - Central Java. He responded the assignment given by the AMC Solo Team was given an assignment letter by Angkasa Pura I Adi Soemarmo Surakarta International Airport in Letter No. Doc IK/SOC-AO/OA-05-01 on 01 June 2022 concerning Supervision of the Transportation of Goods and/or Pilgrims on the Apron. The readiness of the officers in carrying out the smooth running of the Hajj activities in 2022, AMC officers conducted briefings with other units such as Hajj bus drivers, catering drivers, as well as officers involved in carrying out Hajj flight activities on the air side of Adi Soemarmo International Airport were given directions related to the flow of follow me car and set the speed on the service road. In addition to readiness for the implementation of the Hajj activities to take place, officers must also maintain health and pay attention to flight schedules for landing planes and pay attention to work safety in the field.

Some of the readiness of the officers in the facilities implementation Hajj activities, among others, by renewing PPE which has been provided in a more complete and good condition, handy talky tools for coordination with other units, vests which are useful for unit identification in the field, and follow me cars which are useful for escorting the transportation of luggage. to the air side or prospective pilgrims and set the speed on the service road. The above is in accordance with 3 data sources for officers in carrying out the smooth running of Hajj activities at Adi Soemarmo International Airport in 2022.

The AMC unit's solution to the existing obstacles in handling haj flights at Adi Soemarmo International Airport in 2022

There were obstacles faced by the Apron Movement Control (AMC) unit in handling haj flights at Adi Soemarmo International Airport, including the division of HR tasks for the AMC unit that occurred in the case on 26 July 2022 attached to the researcher's documentation data that the arrival of the Garuda Indonesia flight on the JED- KNO-SOC at 11.35 local time landed at Adi Soemarmo International Airport. At 12.00 local time, the plane Philippine The airline landed at Adi Soemarmo International Airport. This is a concern for the AMC Unit at Adi Soemarmo International Airport, where according to the results of interviews from the three informants, AMC officers at Adi Soemarmo International Airport are conducting surveillance on the arrival of pilgrims with the implementation taking around 1 to 1.5 hours. With the arrival of the airline Philippine Airline is an addition to the distribution of work time and tasks by the AMC team at Adi Soemarmo International Airport. So that in carrying out the supervision of the embarkation of the Hajj, the tasks are divided between the flights regularly namely airlines Philippine airlines.

The other obstacles that came to the attention of the Adi Soemarmo International Airport AMC team were the passenger cases:

1. The pilgrims are from pilgrims who descend from bus back to the room bathing, urinating or defecating is a little difficult so that worshipers like to defecate in any place. Officers

overcome this by preparing portable toilets and having to frequently monitor visible pilgrims. Confused so that the officer immediately approached the congregation to direct them to a portable toilet.

2. Pilgrims who got off the plane directly suck cigarette. The solution to this obstacle is that officers monitor by admonishing the congregation not to smoke in the apron area.
3. Whereas in the case of the division of tasks for Hajj flights with flights regular which are carried out simultaneously. The resource person revealed the division of the group that was carrying out supervision of Hajj flights at local time which had not yet been completed and the submission of technical assistance in carrying out tasks and roles in supervising flights that happened to cross paths at one time. Due to the supervision of the Hajj flights themselves from the results of the interviews with the sources, they did not need certificate or license special. As well as the results of the researchers' observations show that the duties and roles when the flights met occurred on July 26 2022 by hajj flights with regular flights going well, good team coordination, and Officers overseeing the process of unloading goods and/or passengers off the plane together with the airline, ground handling, avsec, parking stands until Officers ensure the service road is clear.

Based on the results of observations, interviews and researcher documentation data to the relevant officers, the results of the solutions carried out when the AMC team's readiness constraints were constrained by the AMC unit's constraints in handling haj flights at Adi Soemarmo International Airport in 2022, namely preparedness that has been neatly arranged according to SOP, PPE update for K3 team of AMC Adi Soemarmo International Airport. So the researchers drew on the three aspects of the triangulation that cases of problems that occurred were caused by the division of groups that had not been completed and the submission of technical assistance and or placement of employees to serve in a place within a certain period of time in carrying out duties and roles in supervising flights that occur at one time. The results of the solution carried out when the AMC officer's readiness constraints in handling haj flights at Adi Soemarmo International Airport in 2022 are in accordance with the SOP used.

CONCLUSION

Based on the results of the research and discussion by the researchers, the conclusions presented are as follows: There is a form of readiness for the Apron Movement Control (AMC) unit in handling hajj flights at Adi Soemarmo International Airport, namely notification of delivery of departure and return schedules for the Solo Hajj Embarkation, assignment of assignment letters by Angkasa Pura I Adi Soemarmo International Airport related to Supervision of the Transportation of Goods and/or Hajj Pilgrims on the Apron and readiness of facilities from the AMC unit in the form of vests, Handy Talky, follow me car, PPE and officers conducting briefings with all officers involved in carrying out flight activities hajj, prepare regarding the number of landing planes, and maintain K3 for other units at the airport for the smooth running of hajj activities. There are obstacles faced by the Apron Movement Control (AMC) unit in handling hajj flights at Adi Soemarmo International Airport, namely the division of tasks for teams or groups in handling hajj flights simultaneously with other flights. regular daily but these obstacles can be overcome by AMC officers at Adi Soemarmo International Airport because officers handle them according to standard SOUP.

The researcher realizes that there are still many shortcomings in this research. Therefore the author would like to convey some suggestions as follows: For officers who are involved in carrying out Hajj activities at Adi Soemarmo International Airport in 2022. It is better if before entering the apron area the officer gives directions to passengers of prospective pilgrims so

that pilgrims do not have to relieve themselves. big/small and don't take out the trash in area aprons, as well as officers also pay more attention in making flight plans so that there is no division of flight tasks regular and Hajj at one time.

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