

Impact Analysis of VVIP and VIP Flight Activities on the Smoothness of Commercial Flights at Bali's I Gusti Ngurah Rai International Airport

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Abstract

I Gusti Ngurah Rai International Airport is an airport for several purposes, from the needs of VVIP and VIP guests to commercial needs. Some of these types of flights certainly have differences, VVIP and VIP flights are a priority at the airport. Disruption to the smooth operation of commercial flights, which was partly caused by VVIP and VIP guests coming and going to the island of Bali through I Gusti Ngurah Rai airport. StudyIt uses inductive/qualitative data analysis. The method used for this research is the method of documentation, observation, and interviews with Airport Operation Landside and Terminal officers. This research was conducted for 2 months, starting from 01 November 2022 to 31 December 2022 at the Airport Operation Landside and Terminal unit. The results of the research conducted can be concluded that VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities at I Gusti Ngurah Rai International Airport in Bali greatly affect commercial flight activities, causing commercial flights to be temporarily stopped or flight schedules changed. and the airport has prepared for handling in such a way as to reduce the impact caused by VVIP flights on commercial flights.

Keywords: Impact, VVIP and VIP Flights, and Commercial Flights.



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INTRODUCTION

In the era of technology, humans are facilitated in carrying out their daily activities, starting from work activities, traveling or just visiting relatives. Carrying out activities becomes easier with various types of transportation that can deliver to the destination. Today's humans are smart in choosing various types and transportation facilities that suit their needs, the transportation that is widely used by humans today is airplanes, because they arrive quickly and save time. As time passed, more and more people used airplane transportation. Therefore it is very necessary to pay attention to the facilities at the airport and other supports so that passengers feel satisfied and comfortable.

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, take off passengers, load and unload goods, and place for intra and intermodal transportation, which is equipped with aviation safety and security facilities. , as well as basic facilities and other supporting facilities (Dephub, 2017). I Gusti Ngurah Rai Airport is an international airport located in the southern region of Bali, Indonesia, precisely in the area of Tuban Village, Kuta Badung District, Bali. Precisely at coordinates 8°44'53"N 115°10'3"E with a height of 14 feet (4 meters) MDPL. The code for the International Air Transport Association (IATA) is DPS, while the code for the International Civil Aviation Organization (ICAO) is WADD (formerly WRRR). Bali's I Ngurah Rai airport is the main gateway for tourism to enter a city and for civil and goods aviation facilities. In addition, the airport also forms perceptions about the area so that the airport is strongly related to the image of the area or city. The existence of the airport makes it easier for tourists who want to visit.

I Gusti Ngurah Rai International Airport is an airport for several purposes, from the needs of VVIP and VIP guests to commercial needs. Some of these types of flights certainly have differences, VVIP and VIP flights are a priority at the airport. VVIP and VIP flights are flights with passengers who have a position or position in one country or region, while commercial flights aim to seek a lot of profit and accelerate economic development and development in an area and are used for landing and taking off, boarding and unloading passengers. loading,

The movement of aircraft on the apron is regulated by tower/ground control which has the authority to regulate its movement, while the movement of cars, trucks, garbarata, and so on is regulated by Apron Movement Control (AMC) officers or commonly called aircraft parking officers who control, regulate and supervise the presence of aircraft in the airport parking runway. However, behind all this, there are still flight problems that many passengers often complain about, namely flight delays. Disruption to the smooth operation of commercial flights, which was partly caused by VVIP and VIP guests coming and going to the island of Bali through I Gusti Ngurah Rai airport. Complaints about flight delays are the main complaints for users of air transportation services. Research purposes: To find out the impact of VVIP and VIP flight implementation activities on the smooth running of commercial flights. To find out the handling of the impact of VVIP and VIP flight activities on the smooth running of commercial flights.

Theoretical basis airport

The airport is a vital object in which there is movement or mobility of people and goods both between islands, cities, countries and as a state revenue activity (Pangesty 2019). According to Annex 14 of ICAO (International Civil Aviation Organization) an airport is a certain area on land or water (including buildings, installations and equipment) which is dedicated or partly for the arrival, departure and movement of aircraft. According to Law no. 1 of 2009 article 1 paragraph 33 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, boarding and unloading passengers, loading and unloading of goods, and a place for intra and intermodal transportation, which equipped with aviation safety and security facilities,

Bali I Gusti Ngurah Rai Airport

I Gusti Ngurah Rai International Airport is an international airport located in the south of Bali, Indonesia, in the area of Tuban Village, Kuta District, Badung Regency, Bali, about 13 km from Denpasar. Ngurah Rai International Airport is the second busiest airport in Indonesia, after Soekarno-Hatta International Airport. Ngurah Rai Airport was built in 1930 by the Department of Voor Verkeer en Waterstaats (a kind of Department of Public Works). The runway is in the form of an airstrip along 700 meters of grass in the middle of fields and cemeteries in Tuban village. Because of its location in Tuban Village, the surrounding community named this airstrip Tuban Airport.

AMC (Apron Movement Control)

The AMC unit is an implementation unit within the company which is under the airport service manager. The implementation of the tasks of the AMC unit is led by a junior air side operations manager and in carrying out daily tasks it is carried out by 1 (one) Team Leader and AMC members who are on duty 24 hours in rotation (12 hour shifts). The task of AMC or Apron Movement Control is to be responsible for carrying out flight operations service activities, monitoring aircraft movements, vehicle traffic, people and goods, cleanliness on the air side as well as recording flight data and writing task reports.

Air Traffic Controllers(ATC)

An air traffic control officer (ATC) is an officer who regulates the movement of aircraft flying or in the movement areas at airports such as aprons (aircraft parking lots) and taxiways (places of transition from runway to apron or vice versa). According to Chin Hoy (2020) explains in detail the duties of the Air Traffic Controller (ATC) are as follows: Prevent collisions between aircraft in the air and prevent collisions between aircraft in the air with obstacles in the maneuver area. Streamlining and maintaining the regularity of air traffic flow. Provide useful instructions and information for flight safety and efficiency. Notify relevant organizations for search and rescue assistance (Search And Rescue)

Delay (Delay)

delays in flight means delay on the aircraft, namely an aircraft that experiences a delay in the scheduled departure of an airplane that has been set. The result of the delay is quite extensive, both for passengers and other service companies that use the flight services (Wilda, 2017). The company's internal factors are problems that are controlled by the company, including:

1. Technical reasons. This delay was caused by the technical condition of the aircraft, the technical condition was a disturbance from the aircraft engine so that it was not possible to depart the aircraft according to schedule (delay Departure), as well as refueling.
2. Safety and security factor. Is one industry that is well regulated regarding security. Aviation security is affected by aircraft conditions, weather safety, acts of terrorism, runway conditions, radar and others. If one of these components is stated to be in a condition where there is interference, it is certain that the flight will be delayed.
3. Special conditions. This special condition occurs if the departure and destination airports are in a high level of security status and must be sterile for 2 hours before and after departure for VVIP flights, so that flight activities are closed for 2 hours. There was a queue of planes. Aircraft that will take off, land (landing) flight traffic jams at the airport resulting in aircraft experiencing delays in departure and arrival causing delays in the process of departure and arrival.

Diverts

Divert is landing at an airport that is not the destination of being diverted to another airport, for example the plane's destination is landing at I Gusti Ngurah Rai airport so it is diverted to the nearest airport to be landing at Juanda, on the grounds that there is a VVIP note (Wilda, 2017).

NOTAM (Notice To Airmen)

In accordance with the Decree of the Minister of Transportation Number 20 of 2009 concerning Civil Aviation Safety Regulation 175 (PKPS 175), that NOTAM (Notice To Airmen) is a notification disseminated through telecommunication equipment containing information regarding the determination, conditions or changes in each aeronautical facility, service, procedure or dangerous conditions, short term and important to be known by flight operations personnel. NOTAM is a notification of information regarding determination, conditions/ changes in facilities, services and procedures or warnings of hazards that are important to be immediately known by personnel related to flight operations. Notam must be notified immediately in the form of: Temporary changes (Short term),

VVIP and VIP Flights

Bonnie Ilham (2014) VVIP (Very Very Important Person) is a passenger who has a position or position in a government or state enterprise that really needs special attention (priority/special). For example: president, vice president, king, queen, head of state and the like. Whereas VIP (Very Important Person) is a passenger whose position or position in a government causes that passenger to get special handling. Usually the handling of VIP passengers is carried out with good cooperation between the protocol party and the ground staff. For example: prime minister, governor, ambassador, chief of police, chairman of the MPR/DPR and others of the like (Esti, 2011).

Commercial Flights

Commercial aviation is that part of civil aviation (general flights and scheduled airline services) which involves operating aircraft for charter. In many countries, a flight can be operated only for profit if it satisfies the following three conditions: The pilot must hold a valid commercial pilot's license, the aircraft must have a valid commercial registration and the operator must hold a certificate or other type of authorization for commercial operations.

There are some exceptions for example, an aviation instructor is allowed to fly for profit on a private plane owned by the student but the above requirements apply to most flights where money changes hands. Usually, a commercial license or registration requires a higher standard than a private license or registration. For example, a commercial pilot must demonstrate maneuverability to a higher standard, and must pass a health check. An aircraft that is commercially registered requires more frequent or more thorough maintenance. It is the purpose of the flight that determines whether the flight is commercial, not the type of aircraft or the pilot (Wilda, 2017).

Smooth Flight

The smoothness of the flight is the implementation of a flight that is carried out properly and maximally reaches its destination. What is meant by a well-executed flight is that there is no delay in the take-off or landing of the aircraft at the airport. The causes of the delay in flight smoothness: Airline Management Factors, operational technical management factors, weather factors and important flights (VVIP and VIP).

Relevant Research

Table 1. Relevant Research

No	Name	Year	Research Title	Research Result
1	Kartika Fajar Nieamah	2021	Handling of Flight Delays (Delay Management) on Lion Air Airlines at Yogyakarta International Airport (YIA)	Based on the research results, the handling of flight delays on Lion Air airlines has been carried out in accordance with procedures set by PERMENHUB No.89/2015, namely the amount of compensation given to passengers, coordination with various units regarding flight delays, and making announcements to passengers regarding flight delays. by providing clear information.
2	Effendi Putra	2020	Handling of Delayed Flights on Citilink Airlines in the Landside unit of	The results of this study indicate that flight delays are regulated in PERMENHUB NO 89/2015 in the form of consumer protection for consumers who use air transport services, limited to the responsibility of the airline to provide compensation in the event of a flight delay. This makes the

			PT. Garuda Angkasa at Soekarno Hatta International Airport	form of consumer protection in PERMENHUB NO 89/2015 limited. In contrast to the consumer protection law, business actors are required to provide compensation for damage, pollution and or consumer losses as a result of consuming the goods or services produced or traded. If the business actor does not move this matter, the consumer can file a claim for compensation through the court or out of court.
3	Ibn Abriantoro	2020	Analysis of Compensation for Malaysia Airline Flight Delay by PT. JAS At Soekarno Hatta International Airport	The results of this study indicate that PT. JAS has provided compensation in accordance with the SOP (Standard Operating Procedure). The compensation given by Malaysia Airlines is a delay of two hours or more in the form of food, telephone facilities and internet access. Delay of five hours or more, compensation in the form of hotel accommodation and transportation (if you need to stay overnight) and if a flight is cancelled, then a refund of all costs or an alternative to another flight.

RESEARCH METHODS

Research design

The research conducted in this study is qualitative in nature, this method is used for research with natural objects, where the researcher is the key instrument. Sampling of data sources was carried out purposively and snowball, triangulation (combined) research techniques. Data analysis is inductive/qualitative in nature, and the results of qualitative research emphasize meaning rather than generalization. The reason researchers use qualitative methods is to see the impact and handling of VVIP and VIP flights on commercial flights.

Time and Place of Research

Research time is the time used by researchers to conduct research on objects that are the center of attention. This research was conducted for 2 months, starting from 01 November 2022 to 31 December 2022. The research location is a place to obtain data that is in accordance with the research problem under study, where this research was carried out at the Airport Operation Landside and Terminal Unit at I Gusti Ngurah Rai Airport Bali.

Types of Research Data Sources

1. Primary data. Primary data are objects or documents collected from actual or direct events (Nurul, 2019). In this study, the primary data were observations and interviews obtained directly from the informants.
2. Secondary Data. Supporting data that complements primary data, obtained through documents or written reports (Nurul, 2019). In this study secondary data is data collected from several sources such as theses, news and the internet related to research.

Data collection technique

1. Observation Method. Sugiyono (2015) explained that observation is an activity of carrying out research on an object. The observation method is a data collection technique by making direct observations using observation sheets on research objects at I Gusti Ngurah Rai International Airport. Researchers made direct observations of VVIP and VIP flight research objects on the smooth running of commercial flights in order to get an overview in providing information about the impact of VVIP and VIP flight activities on commercial flights at I Gusti Ngurah Rai International Airport.

2. Interview Method. Nazir (2014) explained that interviews are the process of obtaining information for research purposes by means of question and answer, while face to face between the interviewer and the respondent using an interview guide. Interviews in this study were conducted by preparing interview guidelines in advance. The interview guide referred to does not rule out the possibility that it will develop when in the field.
3. Documentation Method. Sugiyono (2015) explains that documentation is a method used to obtain data and information in the form of books, archives, documents and pictures in the form of reports and information that can support research. In this method researchers will look for data in the form of photos and documents to be included in the research results at I Gusti Ngurah Rai Airport.

RESEARCH RESULTS AND DISCUSSION

The impact of VVIP and VIP flight activities on the smooth running of commercial flights

VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities are activities which are a special priority in the aviation industry, these flight activities can be filled by state officials such as the president and ministers and others who require special escort. As is the case at I Gusti Ngurah Rai International Airport in Bali, this type of flight often occurs where VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities can have a significant impact on the smooth running of commercial flights.

Bali I Gusti Ngurah Rai International Airport is an international standard airport, this airport has a special area for VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities, in 2022 the airport will become a place that is used as a The gateway for G20 activities is where VVIP (Very Very Important Person) and VIP (Very Important Person) guests from the country stop at the airport which requires I Gusti Ngurah Rai International Airport in Bali to reduce access for commercial flights that will or have flight routes to the airport. I Gusti Ngurah Rai International Airport Bali.

This is in line with the Circular Letter of the Director General of Civil Aviation Number 12 of 2022 concerning flight operational arrangements during the holding of the G20 Summit at I Gusti Ngurah Rai International Airport in Bali. The contents of the Circular Letter are to balance VVIP guest flights with regular domestic and international flights. VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities at I Gusti Ngurah Rai International Airport Bali greatly affect commercial flight activities, This statement was also conveyed by a source who has the position of Lanside Supervisor at the Airpot Operational Lanside and Terminal Airport I Gusti Ngurah Rai Bali International Airport, the essence of which was conveyed that the types of flight activities were VVIP (Very Very Important Person) and VIP (Very Important Person) it is very influential and has a significant impact on commercial aviation activities. The following are some of the possible impacts:

1. Flight Delay. When VVIP or VIP aircraft arrive or depart from Bali's I Gusti Ngurah Rai International Airport, commercial flights are rescheduled or postponed. Arrivals or departures of VIP aircraft often have a higher priority than regular commercial flights, which can cause inconvenience to commercial passengers who will fly or go to Bali's I Gusti Ngurah Rai International Airport.
2. Airport Temporary Closing. This closure is carried out when VVIPs or VIPs arrive or depart, the airport may have to be temporarily closed for security purposes. This may result in delays for commercial flights scheduled at the same time or around the arrival or departure times of VIP aircraft.
3. Flight Route Changes. To accommodate VVIP or VIP flights, commercial flight routes may have to be changed. This is in accordance with what was conveyed by the narrator who

served as terminal supervisor which stated that the terminal inspection service unit cooperates with airlines AMC, ATC and other units that are in stock or anticipate when VVIP flight activities occur or VIP commercial flights can change flight routes to the airport. the nearest airport when wanting to carry out flights to Bali's I Gusti Ngurah Rai International Airport. And this can lead to schedule changes and disrupt commercial passenger travel plans.

4. Additional Operational Expenses. Bali's I Gusti Ngurah Rai International Airport and airlines may need to adjust their operations to accommodate VVIP or VIP flight activities. This may affect the availability of aircraft parking spaces, landing or take-off time slots, and other resources. This adjustment can add to operational expenses and disrupt the smooth running of commercial flights at Bali's I Gusti Ngurah Rai International Airport.
5. Air Traffic Disruption. VVIP or VIP aircraft often get priority in air traffic control. This can result in delays for commercial flights going to Bali's I Gusti Ngurah Rai International Airport, especially if VIP aircraft have to traverse the same route as other commercial flights.
6. Schedule Uncertainty. The presence of VVIP or VIP aircraft can cause schedule uncertainty for commercial flights at the same airport. Sudden changes in VIP aircraft schedules or delays can have an impact on the availability and reliability of commercial flight schedules so that they can cause a buildup of passengers in the waiting room area of I Gusti Ngurah Rai International Airport in Bali and can reduce the level of passenger trust or satisfaction with the airport.
7. Airport Facility Disturbances. VVIP or VIP flight activities can disrupt the use of airport facilities such as waiting rooms, restaurants and other facilities by commercial passengers at I Gusti Ngurah Rai International Airport Bali. Some areas may have to be closed or restricted for access for the sake of security or privacy of VVIP or VIP flight passengers, most of whom have the highest position in a country.

From the statement above, which is based on the results of observations and direct interviews with Airport officers, lanside and terminal operations at I Gusti Ngurah Rai Bali International Airport, it can be concluded that. VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities at I Gusti Ngurah Rai International Airport Bali greatly affect commercial flight activities, causing commercial flights to have to be temporarily stopped or flight schedules changed. In some situations, the government and airports seek to minimize this negative impact by carrying out better coordination between VVIP/VIP flights and commercial flights, and taking into account the interests of all parties involved. However, inconvenience and disruption for commercial passengers may still occur due to VVIP or VIP flight activities at I Gusti Ngurah Rai International Airport in Bali. As explained by previous research that there is a significant influence of VVIP and VIP flights on the smooth running of commercial flights, namely research conducted by Wilda (2017) which also discusses this topic, which states that VVIP and VIP flights cause delays and disruption to air traffic. at Halim Perdana Kusuma Airport.

Handling the impact of VVIP and VIP flight activities on the smooth running of commercial flights.

Handling the impact of VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities on the smooth operation of commercial flights at Bali's I Gusti Ngurah Rai International Airport is an important matter to ensure that commercial flight operations continue to run smoothly. Bali is a popular tourism destination and is often the site of important visits for government officials, state leaders and dignitaries.

In handling the impact of VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities on the smooth running of commercial flights, this was conveyed by the Airport Operations lanske and terminal of I Gusti Ngurah Rai International Airport Bali who has the position of officer stating that in handling the impact of VVIP and VIP flights at I Gusti Ngurah Rai International Airport Bali has anticipated or prepared preparations in advance before the flight occurs and the units at the airport work together with relevant agencies to reduce the impact that exceeds or is significant to commercial aviation activities, the lanske and terminal operational Airport unit itself in regulatory activities in the lanske area always works closely with commercial airlines, AMC as air side management and ATC as air traffic controllers so as to facilitate flight activities both VVIP and Commercial at I Gusti Ngurah International Airport Rai Bali.

Handling the impact on passengers whose flight activities are constrained by the I Gusti Ngurah Rai International Airport in Bali in collaboration with the airline in order to provide comfort to passengers by providing snacks or other forms of compensation in accordance with regulations or Standard Operational Procedures that apply both to the airline itself and on the airport side. Some of the steps taken by I Gusti Ngurah Rai International Airport in Bali to reduce the impact of VVIP and VIP flight activities on Commercial flight activities are as follows:

1. Priority Settings. The management of I Gusti Ngurah Rai International Airport in Bali ensures that commercial flights remain a top priority. If there is a conflicting schedule between VVIP/VIP flights and commercial flights, efforts are made to arrange VVIP/VIP flight schedules taking into account the existing commercial flight schedules at I Gusti Ngurah Rai International Airport in Bali.
2. Special terminal. I Gusti Ngurah Rai International Airport in Bali provides a special terminal for VVIP/VIP flights to help minimize disruption to commercial flights. By having a separate terminal, VVIP/VIP activities can be carried out without disrupting commercial terminal operations.
3. Use of Alternative Runways. Bali I Gusti Ngurah Rai International Airport uses an alternative runway for VVIP/VIP flights which are in a special terminal area so as to help reduce the impact on commercial flights. By directing VVIP/VIP flights to a different runway, the main runway can remain available for commercial flights.
4. Good Coordination and Communication. When VVIP or VIP flight activities occur, related units such as airport authorities, airlines, and other related parties at I Gusti Ngurah Rai International Airport in Bali always work together with one another. Effective coordination will enable good planning and help avoid schedule conflicts and reduce the negative impact on commercial flights.
5. Evaluation and Update. Related parties at I Gusti Ngurah Rai International Airport Bali conduct regular evaluations of VVIP/VIP flight activities and their impact on commercial flights. If problems or obstacles are found, corrective and updating steps must be taken so that the smooth running of commercial flights is maintained.

From handling the impact of VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities on the smooth operation of commercial flights at I Gusti Ngurah Rai International Airport in Bali, it can be concluded that the airport has prepared such handling to reduce the impact caused by VVIP flights for commercial flights by implementing good measures such as air traffic management, providing terminal areas and runways as well as conducting regular coordination and evaluation by the airport for both types of flight activities so that it will help reduce the impact of VVIP flight activities and VIP for the smooth running of

commercial flights at I Gusti Ngurah Rai International Airport in Bali. It is important to involve all relevant parties in the planning and implementation process so that all interests can be properly accommodated.

CONCLUSION

VVIP (Very Very Important Person) and VIP (Very Important Person) flight activities at I Gusti Ngurah Rai International Airport Bali greatly affect commercial flight activities, causing commercial flights to have to be temporarily stopped or flight schedules changed. The airport has prepared for handling in such a way as to reduce the impact caused by VVIP flights on commercial flights by implementing good measures such as air traffic management,

From the research that has been done, there are several suggestions that the researcher wants to convey to the institution. Among them are as follows: In handling the impact of VVIP and VIP flight activities on the smooth running of commercial flights at I Gusti Ngurah Rai International Airport in Bali, the institution needs to give appreciation in the form of awards to employees who are always obedient and enthusiastic when working in carrying out supervision. Maintain and maintain a well-established relationship between the informant and the researcher, because this research was able to be carried out also because some of the information provided by related parties and also because it is qualitative in nature. Therefore, the data that was successfully collected was the result of well-established interactions between the researchers and the informants themselves.

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