

**ANALISIS *GROUND TIME* TIPE PESAWAT BOEING 737-800 DAN
AIRBUS A320 GUNA Mendukung *ON TIME PERFORMANCE*
PESAWAT PADA PT. GAPURA ANGKASA BANDAR UDARA
INTERNASIONAL MINANGKABAU**

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ABSTRAK

Pelayanan di apron dilakukan oleh unit-unit *ground handling* yang saling bekerja sama untuk bisa memberikan pelayanan terhadap pesawat udara, kegiatan pelayanan dilaksanakan dengan tujuan untuk keselamatan penerbangan, *on time performance* dan kepuasan pelanggan. Standar acuan waktu pelayanan yang ditetapkan oleh *International Air Transport Association* (IATA) untuk pesawat *narrow body* adalah selama 40 menit. Dengan menganalisis waktu pelayanan, akan dapat dilihat berapa lamanya proses pelayanan yang dilakukan oleh *ground handling* PT. Gapura Angkasa Bandar Udara Internasional Minangkabau.

Metode penelitian yang digunakan adalah dengan menghitung rata-rata waktu kegiatan unit *ground handling* terhadap standar yang telah ditetapkan IATA, dan mencari apakah ada perbedaan rata-rata waktu penanganan terhadap kedua pesawat berdasarkan 10 kegiatan yang dianalisis dengan menggunakan SPSS Anova satu arah. PT. Gapura Angkasa memiliki 10 jadwal penerbangan reguler yang harus dilayani setiap harinya. Analisis data dilakukan dari *ramp activity checklist* mulai tanggal 11 Maret sampai 11 April 2019, kegiatan yang dianalisis adalah *block on-block off*, *technical transit check*, *unloading*, *loading*, *cleaning services*, *stairs/aviobridge*, *refueling*, *pax boarding*, *flight document* dan *last door closed*.

Dari hasil analisis maka diperoleh waktu *ground time* Boeing 737-800 selama 49,30 menit dan Airbus A320 selama 47,27 menit dari standar waktu IATA untuk pesawat *narrow body* selama 40 menit, ini menandakan bahwa pelayanan yang diberikan belum optimal. Dari 10 kegiatan yang dianalisis terdapat 6 (enam) kegiatan pelayanan pada pesawat Boeing 737-800 yang melebihi waktu pelayanan IATA, dan pada pesawat Airbus A320 terdapat 6 (enam) kegiatan yang tidak memenuhi standar IATA. Dari kedua jenis pesawat juga terdapat 7 (tujuh) perbedaan rata-rata waktu pelayanan, yaitu *block on – block off*, *unloading*, *loading*, *loading*, *stairs/aviobridge*, *refueling*, *flight document*, *last door closed*. Terdapat 62 penerbangan yang tidak dapat memenuhi *On Time Performance*.

Kata Kunci : Pelayanan, Ramp Activity, Ground Time, On Time Performance

**ANALYSIS GROUND TIME OF AIRCRAFT BOEING 737-800 AND
AIRBUS A320 TYPE TO SUPPORT ON TIME PERFORMANCE AIRCRAFT
IN PT. GAPURA ANGKASA INTERNATIONAL AIRPORT
MINANGKABAU**

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ABSTRACT

Service at the apron is carried out by ground handling units that work together to provide services to aircraft, service activities carried out with the aim of flight safety, on time performance and customer satisfaction. The standard service time reference set by the International Air Transport Association (IATA) for narrow body aircraft is 40 minutes. By analyzing service time, it will be seen how long the service process carried out by PT. Gapura Angkasa Minangkabau International Airport.

The research method used was to calculate the average time of ground handling unit activities against the standards set by IATA, and look for whether there was a difference in average handling time for the two planes based on 10 activities that were analyzed using one-way Anova SPSS. PT. Gapura Angkasa has 10 regular flight schedules that must be served every day. Data analysis was performed from the ramp activity checklist from March 11 to April 11 2019. The analyzed activities were block on-block off, technical transit check, unloading, loading, cleaning services, stairs / aviobridge, refueling, pax boarding, flight documents and last door closed.

From the results of the analysis, it was obtained that the Boeing 737-800 ground time was 49.30 minutes and Airbus A320 was 47.27 minutes from the IATA standard time for narrow body aircraft for 40 minutes, it was indicating that the service provided was not optimal. The 10 activities analyzed, and there were 6 (six) servant activities on Boeing 737-800 aircraft which exceeded IATA service time, and on Airbus A320 aircraft. In additoin there were 6 (six) activities that did not meet IATA standards. The two types of aircraft which also had 7 (seven) differences in average service time, namely block on - block off, unloading, loading, loading, stairs / aviobridge, refueling, flight documents, last door closed. Furthermore there were 62 flights that cannot meet On Time Performance.

Keywords: Services, Ramp Activity, Ground Time, On Time Performance