

INTISARI

Pada proses penurunan bagasi dari pesawat hingga sampai ke tangan pemiliknya, diperlukan koordinasi antar petugas *ground handling*. Dalam proses penurunan bagasi, petugas terkadang dihadapkan dengan berbagai kasus bagasi yang berbeda-beda. Petugas *lost and found* merupakan salah satu bagian dari staf *ground handling* yang dituntut untuk bekerja secara profesional, teliti, dan berkoordinasi dengan baik antar staf agar proses penurunan bagasi berjalan lancar. Dalam tugas akhir ini, penulis akan mengkaji prosedur turunnya bagasi dan penanganan kasus bagasi serta kompensasi yang akan diterima penumpang. Tugas akhir yang berjudul “Prosedur Petugas *Lost and Found* PT JAS untuk Maskapai Sriwijaya Group Dalam Menangani Kasus Di Bandar Udara Internasional Adisutjipto Yogyakarta” ini memaparkan prosedur yang dilakukan petugas *lost and found* PT JAS dalam melayani penumpang beserta barang bagasinya, dari pesawat mendarat hingga penumpang meninggalkan area kedatangan. Tujuan penulisan tugas akhir ini untuk memberikan evaluasi semua pihak yang terkait dalam pelayanan *lost and found* Maskapai Sriwijaya Group Bandar Udara Internasional Adisutjipto. Evaluasi diharapkan dapat meningkatkan pelayanan dan memberi kepuasan bagi penumpang. Dalam menyusun tugas akhir, penulis menggunakan beberapa metode penelitian diantaranya dengan teknik observasi partisipasi, wawancara, dokumentasi, dan studi literatur. Dari penelitian yang dilakukan, penulis menemukan kendala yang dihadapi petugas *lost and found* diantaranya kendala internal dan kendala eksternal. Kendala tersebut menjadi penghambat kinerja petugas *lost and found* dalam melayani penumpang. Sebagai masukan, penulis memberikan beberapa saran yang bertujuan untuk meningkatkan kualitas pelayanan petugas *lost and found*. Saran tersebut seperti diadakannya *upgrading*, penambahan fasilitas, menyediakan e-AHL, dan lain-lain.

Kata kunci : Prosedur, *Lost and Found*, PT Jasa Angkasa Semesta, Sriwijaya Air, Nam Air, Bandara Internasional Adisutjipto

ABSTRACT

In the process of decreasing baggage from the aircraft until it reaches the owner's hand, coordinator between ground handling officers is needed. In the process of decreasing baggage, officers are sometimes faced with various cases of luggage that are different. The lost and found officer is one part of the ground handling staff who are required to work professionally, thoroughly, and coordinate well between staff so that the baggage dropping process runs smoothly. In this final project, the author will review the procedure for dropping baggage and handling baggage cases and compensation to be received by passengers. The final project entitled "The Procedure of Staff Lost and Found PT JAS in Handling Cases at Yogyakarta Adisutjipto Internasional Airport" explained the procedure carried out by lost and found staff PT JAS in servicing passengers and luggage, from landing aircraft to leaving passengers arrival area. The purpose of this final project for evaluating all parties involved of lost and found's services in Sriwijaya Group Airlines Adisutjipto International Airport. The evaluation is expected to improve services and provide satisfaction for passengers. In preparing the final assignment, the author uses several methods including participatory observation methods, interview methods, documentation methods, and literature study methods. From the research conduc, the authors found the obstacles faced by lost and found officers include internal constraints and external constraints. These obstacles become obstacles to the performance of lost and found officers in serving passengers. As an input, the author provides several suggestions that aim to improve the quality of service for lost and found officers. These suggestions are such as holding upgrading, adding facilities, providing e-AHL, etc.

Key words : Procedure, Lost and Found, PT Jasa Angkasa Semesta, Sriwijaya Air, Nam Air, Adisutjipto International Airport