

## INTISARI

Petugas operasional Bandara Internasional Adisutjipto Yogyakarta, berusaha memberikan pelayanan dan penyampai segala informasi yang berkaitan dengan perusahaan untuk para pengguna jasanya. Namun, ternyata masih saja sering dijumpai penumpang yang kebingungan, ketika mengalami kasus kehilangan atau ketinggalan barang di bandara. Beberapa penumpang mengira prosedur penanganannya begitu rumit. Selain itu, karena minimnya sosialisasi atau penyampaian informasi, kepada para penumpang terkait *Lost and Found Item* di bandara oleh petugas operasional khususnya *Customer Service*. Penelitian ini bertujuan untuk mengetahui dan mendeskripsikan prosedur pelayanan terhadap penanganan *Lost and Found Item* di bandara dan mengetahui peran unit *Customer Service* dalam membantu pelayanan *Lost and Found Item* di Bandara Internasional Adisutjipto Yogyakarta. Penelitian ini menggunakan jenis penelitian kualitatif deskriptif. Data-data yang dibutuhkan dalam penelitian antara lain jenis data primer dan sekunder. Peneliti menggunakan teknik pengumpulan data, melalui observasi partisipan, wawancara semi-terstruktur, dan dokumentasi. Hasil penelitian menunjukkan bahwa petugas unit *Customer Service* memiliki peran penting sebagai perantara atau komunikator dalam menyampaikan informasi dan laporan kasus *Lost and Found Item*, selalu berkoordinasi dengan petugas unit *Airport Security* dalam melakukan pelayanan penanganan kasus *Lost and Found Item* sesuai dengan prosedur perusahaan. Petugas operasional bandara tetap menaati protokol kesehatan selama pelaksanaan kinerja pada masa pandemi. Suatu upaya dalam meningkatkan kualitas kinerja, para petugas operasional bandara terutama *Customer Service* telah sesuai dengan prinsip dimensi pelayanan untuk memenuhi kepuasan pengguna jasa bandara.

**Kata Kunci:** *Lost and Found Item*, Bandara Internasional Adisutjipto Yogyakarta, *Customer Service*, Prosedur, Pandemi

## ABSTRACT

*Yogyakarta Adisutjipto International Airport operational officers, try to provide services and convey all information related to the company for its service users. However, it turns out that passengers are still often confused when they experience cases of losing or missing items at the airport. Some passengers thought the handling procedure was too complicated. In addition, due to the lack of socialization or information delivery, to passengers regarding Lost and Found Items at the airport by operational officers, especially Customer Service. This study aims to identify and describe service procedures for handling Lost and Found Items at the airport and to determine the role of the unit Customer Service in assisting Lost and Found Item services at Adisutjipto International Airport Yogyakarta. This research uses descriptive qualitative research. The data needed in the study include the types of primary and secondary data. Researchers used data collection techniques, through participant observation, semi-structured interviews, and documentation. The results show that the unit officer Customer Service has an important role as an intermediary or communicator in conveying information and reports on cases Lost and Found Item, always coordinating with unit officers Airport Security in providing services for handling cases in Lost and Found Item accordance with company procedures. Airport operational officers continue to comply with health protocols during a performance during the pandemic. To improve the quality of performance, airport operational officers, especially Customer Service, have complied with the principle of service dimensions to meet airport service user satisfaction.*

**Keywords:** *Lost and Found Item, Yogyakarta Adisutjipto International Airport, Customer Service, Procedure, Pandemic*