

## INTISARI

Bandar udara harus memberikan pelayanan yang baik dan maksimal terhadap penggunanya. Agar mampu melayani dengan baik dan maksimal setiap aspek yang ada di bandara harus di perhatikan tingkat pelayanannya, salah satunya *X-Ray* dan *Check-in Counter*. Jumlah penumpang yang dilayani bandar udara Sultan Mahmud Badaruddin II terus mengalami peningkatan, untuk itu perlu diadakan evaluasi dari kinerja pelayanan bagian *X-Ray I* dan *Check-in Counter*.

Data waktu pelayanan penumpang diperoleh dengan melakukan survei di terminal keberangkatan saat jam puncak berlangsung. Waktu pelayanan penumpang dibandingkan dengan standar waktu pelayanan menurut SKEP Dirjen Hubud No.284/X/1999 dan dilakukan simulasi peningkatan waktu layanan untuk mendapatkan nilai antrian dan tundaan.

Waktu pelayanan rata-rata *X-Ray I* pada weekday jam puncak 3,351 detik, jam non puncak 2,892 detik dan weekend jam puncak 3,257 detik, jam non puncak 3,289 detik. Hal ini berarti sudah memenuhi peraturan SKEP Dirjen Hubud No. 284 /X/1999 yakni pelayanan pemeriksaan security penumpang dan barang < 3'. Waktu pelayanan rata-rata *Check-in Counter* maskapai Garuda Indonesia 1,550 menit, Air Asia 1,848 menit dan DLL 1,926 menit. Hal ini berarti sudah memenuhi standar < 20' berdasarkan SKEP Dirjen Hubud No. 284 /X/1999. Antrian pelayanan *X-Ray I* weekday jam puncak dan jam non-puncak tidak terjadi antrian panjang namun setelah waktu pelayanan dipercepat terjadi antrian panjang lebih dari 50 penumpang pada saat jam puncak. Terjadi berkali-kali antrian sangat panjang maskapai Garuda Indonesia dan AirAsia pada jam puncak. Setelah waktu pelayanan dipercepat pada jam puncak terjadi 6 kali antrian panjang maskapai Garuda Indonesia, 11 kali antrian panjang maskapai AirAsia. Pelayanan *Check-in Counter* pada jam non-puncak waktu normal dan waktu dipercepat tidak terjadi antrian panjang pada kedua maskapai. Nilai tundaan pada saat waktu pelayanan normal dan waktu pelayanan dipercepat tetap memenuhi SKEP Dirjen Hubud No. 284 /X/1999 yakni < 20'30".

Kata Kunci: Bandar Udara, *X-Ray*, *Check-in Counter*, waktu pelayanan, simulasi, antrian, tundaan.

## ABSTRACT

The airport should give their maximum effort of services to every passanger of their enterprise. In that case, the airport should pay more attention to every aspects of their enterprise particularly on their passanger's satisfaction of services rate, to be specific is on *X-Ray* and *Check-in Counter*. To be mentioned, the number of passanger on Sultan Mahmud Badarudin II airport is always increasing by the time, that is why the *X-Ray I* and *Check In Counter* services performance should be evaluated

Passanger's services time data acquired by conducting a survey in departure terminal during the peak hour. Based on SKEP Dirjen Hubud No.284/X/1999 policy, the Passanger's services time will be comparedwith the standard services time then be continued by making a simulation to increase the time of services to acquired the queue and delays.

The average of *X-Ray I* services' time in a peak hour during the weekday is 3,351 seconds, in a staid hour is 2,892 seconds, and in a peak hour during the weekend is 3,257 seconds, in a staid hour is 3,289 seconds. Based on SKEP Dirjen Hubud No. 284 /X/1999 policy about security of passanger and load's checking, the *X-Ray I* services' time is fulfilling that requirement. *Check-in Counter* while the average of Garuda Indonesia Enterprise service's time is 1,550 minutes, Air Asia Enterprises is 1,848 minutes and DLL Enterprise is 1,926 minutes. Based on SKEP Dirjen Hubud No. 284 /X/1999, those three enterprises has fulfilled the requirement of government policy. *X-Ray I* service queues the weekday peak hours and non peak hours do not long queue but after time accelerated service happened to long queue of more than 50 passengers at the time of peak hours. There are times of long queue happened during the peak hour on Garuda Indonesia Enterprise, and Air Asia Enterprise. After increasing the service's time, there are only about 6 times of long queue happened on Garuda Indonesia Enterprise and 11 times of long queue in Air Asia Enterprise. While there is no significant queue in *Check-In Counter* during staid hour and peak hour on both enterprise. The delaying value still fulfilling the policy's requirement of SKEP Dirjen Hubud No. 284 /X/1999 it's <20'30" during the staid or peak hour.

Keywords : Airport, *X-Ray*, *Check-in Counter*, Time of services, simulation, queue, delay