

## Intisari

Pelayanan merupakan kegiatan yang sering kita jumpai dimanapun kita berada. Di Bandara Tjilik Riwut Palangka Raya juga melakukan kegiatan pelayanan terutama di pusat informasi untuk melayani pengunjung yang ada. Namun, sejauh ini pelayanan di pusat informasi Bandara Tjilik Riwut Palangka Raya sangatlah kurang karena petugas kurang tanggap dan responsif ketika melayani pengunjung yang datang, tentunya hal membuat pelayanan di Pusat Informasi Bandara Tjilik Riwut sangat jauh dari standar yang ada. Sehingga dilakukan penelitian ini guna melihat bagaimana prosedur yang ada di Pusat Informasi Bandara Tjilik Riwut dalam melayani pengunjung.

Penelitian ini bertujuan untuk mengetahui: (1) pelayanan di Pusat Informasi Bandara Tjilik Riwut, (2) Prosedur Pelayanan Pusat Informasi Bandara Tjilik Riwut (3) Kendala yang dihadapi petugas Pusat Informasi dalam kegiatan pelayanan dan solusinya. Penelitian ini menggunakan metode deskriptif kualitatif dengan teknik pengambilan data observasi, wawancara, dan studi pustaka.

Hasil penelitian menunjukkan bahwa segala bentuk pelayanan yang dilakukan di Bandara Tjilik Riwut memiliki prosedur dan tahapan yang telah disesuaikan oleh pihak bandara. Segala bentuk pelayanan yang dilakukan di Pusat Informasi Bandara Tjilik Riwut Palangka Raya memiliki 5 macam kegiatan, seperti *handling complain*, *announcing*, pelayanan penitipan barang, pelayanan informasi jadwal penerbangan, dan pelayanan *lost and found*. Kendala yang sering muncul di Pusat Informasi Bandara adalah tidak berfungsinya *front office*, kesadaran petugas akan melayani pengunjung yang datang ke pusat informasi sangat kurang, dan belum diterapkannya durasi waktu penitipan barang di Pusat Informasi Bandara

**Kata Kunci : Bandara Tjilik Riwut, Pelayanan, Prosedur Pelayanan**

### ***Abstract***

*Service is an activity that we often encounter wherever we are. At Tjilik Riwut Airport, Palangkaraya, also conducted service activities, especially at airport information center to serve visitors. However, the service at the airport information center is not optimal because the officers are less responsive when give a service to visitors who came to the airport. Of course, these problems made the service of Information Center at Tjilik Riwut Airport is far away from the standard. So this research is conducted to see how the service procedures to visitors at information center of Tjilik Riwut Airport, Palangka Raya.*

*The aims of this paper are to determine: (1) the services at Information Center of Tjilik Riwut Airport, (2) the service procedures of Information Center at Tjilik Riwut Airport (3) problems which faced by information center officers when give a service and its solutions. This research were used descriptive qualitative method with the collecting data technique were observation, interview, and literature study.*

*This research showed that all services at the airport have procedures and sequences that adjust by airport. The service at Information Center of Tjilik Riwut Airport has 5 kind of activities, they are handling complain, announcing, concierge, flight schedule information, and lost and found. The problems which faced by information center officers are front office not use maximally, self awareness to serve the visitors who came to the information center is very low, and the duration time for the visitors concierge their luggage is not determined.*

***Keywords : Tjilik Riwut Airport, Services, Services Procedure***