

INTISARI

Tugas akhir ini berjudul Perbandingan probabilitas bagasi hilang dan tertinggal di PT Garuda Angkasa Yogyakarta dalam rute *direct flight* dan *in direct flight* Garuda Indonesia, dan memiliki tujuan untuk mengetahui seberapa besar perbandingan probabilitas bagasi tertinggal dan hilang di PT Garuda Angkasa Yogyakarta dalam rute *Direct Flight* dan *In Direct Flight* Garuda Indonesia.

Dalam menyusun tugas akhir ini penulis menggunakan berbagai macam metode penelitian diantaranya observasi langsung atau praktik kerja lapangan, metode wawancara, dokumentasi, serta studi pustaka.

Hasil penelitian memaparkan seberapa besar perbandingan probabilitas bagasi tertinggal dan hilang di PT Garuda Angkasa Yogyakarta dalam rute *Direct Flight* dan *In Direct Flight* Garuda Indonesia serta kendala yang di hadapi petugas unit *lost and found* dan faktor faktor yang mempengaruhi kehilangan dan ketinggalan bagasi penumpang. Unit *lost and found* merupakan suatu bagian operasional yang paling penting di dalam suatu bandar udara, terutama untuk menangani masalah bagasi.

Kata kunci : Perbandingan bagasi hilang dan tertinggal dalam rute *direct flight* dan *in direct flight* Garuda Indonesia

ABSTRACT

The final project is titled Comparison probability of missing luggage and left in PT Gapura Angkasa Yogyakarta in the direct flight and in direct flight Garuda Indonesia, and has purpose to determine how big the comparison probability of baggage left and lost in PT Gapura Angkasa Yogyakarta in service Direct Flight and In Direct Flight Garuda Indonesia.

In compiling this thesis the author uses a wide variety of research methods including direct observations or job training, interviews, documentations, and also literatures.

The results of the study explained how large the probability ratio of luggage left and lost in PT Angkasa Gapura Yogyakarta in the Direct Flight and In Direct Flight Garuda Indonesia and the constraints faced by the lost and found officer unit and the factors that affect the loss and missed passenger's luggages. Lost and found baggage unit is a part of the most important operational unit in an airport, especially to deal with the problem of luggages.

Keywords : Comparison of luggage lost and left in the routes of direct flight and in direct flight Garuda Indonesia.