Performance Study On Check-in Counter Terminal toward the Passenger Level Of Service at Sultan Babullah Airport, Ternate

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ABSTRACT: The purpose of this study is to analyze the performance of check-in counter at Sultan Babullah airport, Ternate. The primary data obtained through survey, interviews, and discussions with manager of airport, Government official, and passengers. The secondary data conducted from several agencies, namely airline companies, Technical Operational Unit of airport, Directorate General of Air Transport and the Central Bureau of Statistics. Forecasting analysis of passengers and aircrafts using time series method to calculate the trend values (SPSS 16.0 Programe). The existing of check-in area space was not adequate, level of service of check-in area (based on IATA standards) was in the E category, the percentage of performance services at check-in counter already reached 92.42%. The research results used to analyse the design and determine the performance of facility at the airport check-in counter.

Keywords: Airport, Check-in Area, Level Of Service.

I. INTRODUCTION
Airports are the perceptions of a gateway of an area, region, even state and have become a symbol of prestige that will be remembered by aircraft passengers both domestically and internationally [1,5,6]. Sultan Babullah airport is an airport, which is quite high of level of service to the flow of passengers and goods. Sultan Babullah airport management still in the authority of Technical Operational Unit (TOU) of Directorate General of Air Transport, Ministry of Transport, Republic of Indonesia. Limited of check-in counter services equipment facilities at airport, departmental terminal of Sultan Babullah will have an impact on the thenumber of passengers queues waiting for service proceed.

Problems that occured in the form of chaos in the check-in counter services. The normal time to wait at the check-in counter services was < 2 minutes, and the average time at the check-in proceed was 2 minutes 30 seconds. However, it was also found that passenger could wait more than 20 minutes.

II. RESEARCH OBJECTIVES
The purpose of this study are:
- Analyzing the capacity of existing condition at check-in counter, with space standard calculations based on Ministry Decree No. 20, 2005.
- Measuring Level of Service at check-in counter area at Sultan Babullah airport based on IATA standards.
- Analyzing the performance of check-in counter area based on Director General of Civil Aviation

III. AIRPORT CONCEPT
Based on Law of Republic of Indonesia (No 1, 2009), airport is an area of land and/or water with certain limits, which are used as a place of aircraft landing and take-off, up and down for passengers; loading and unloading of goods, and movements of intra and intermodal transport, which is equipped with a safety facility and aviation security, as well as basic facilities and other supporting facilities [5 – 13].

The terminal building is a central point for public, passengers and all activities of employees and is a fundamental part for the operation of an airport (http://id.wikipedia.org/wiki/terminal_bandar_udara) [1,2,14,15,6].

Passenger terminal should be able to accommodate the operations, administration and commercial, and must meet the requirements of security and safety of flight operations, in addition to other requirements related to building issues. (SKEP-347-XII-1999) (SKEP-347-XII-1999) [5 – 13].

IV. CHECK-IN AREA & CHECK-IN COUNTER DESKS
According to Directorate General of Air Transportation (SKEP/77/VI/2005), to calculate the check-in area, used the following equation [11].

\[ A = 1.1 \times 0.25(a+b) \]

Description :
- \( A \) = wide of check-in area (m²)
- \( a \) = number of departing passenger at peak hours
- \( b \) = number of transit passenger

Table 1 shows the space of check-in area.

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Check-in Area(m²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>≤ 16</td>
</tr>
<tr>
<td>Moderate</td>
<td>16 – 33</td>
</tr>
<tr>
<td>Intermediate</td>
<td>34 – 165</td>
</tr>
<tr>
<td>Big</td>
<td>166 - 495</td>
</tr>
</tbody>
</table>

The space of check-in area at Sultan Babullah airport currently as big as 34.35 m², so as mentioned in Table 1, the terminal is already included in the intermediate category. To calculate the number of check-in counters, used the following equation.

\[ N = 1,1 \left( \frac{a + b}{60} \right) \times t1 \text{ Counter} \]

**Description**:

- \( N \) = number of desks
- \( a \) = number of departing passengers at peak hours
- \( b \) = number of transit passengers (20%)
- \( t1 \) = processing time at check-in counter/pax (2 minutes/pax)

**V. CHECK-IN COUNTER PERFORMANCE**

Based on the Directorate General of Air Transportation Decree (SKEP/284/X/1999), the performance of an airport can be assessed using the airport operational performance standards associated with the level of service. To the check-in counter, there are several things that can be taken as an indicator of quality of service, i.e. waiting times and processing time, baggage delivery, providing the check-in counter desks, through the provision of computers and scales [4,6,19]. Whereas under the provisions of the IATA in Airport Development Reference Manual (ADRM) given a coefficient comparison at each Level of Service starting from level A to level F.

**Table 2. Category Standard LoS based on IATA Standard**

<table>
<thead>
<tr>
<th>No.</th>
<th>LoS</th>
<th>Coeff. of Comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>B</td>
<td>0.8</td>
</tr>
<tr>
<td>3</td>
<td>C</td>
<td>0.6</td>
</tr>
<tr>
<td>4</td>
<td>D</td>
<td>0.4</td>
</tr>
<tr>
<td>5</td>
<td>E</td>
<td>0.2</td>
</tr>
<tr>
<td>6</td>
<td>F</td>
<td>&lt; 0.2</td>
</tr>
</tbody>
</table>

**Source**: IATA Standards

**VI. FORECASTING THEORY**

An airport plan (Horenjeff/McKelvey, 1988) should be developed based on an estimate (forecast). From the requests estimates can be evaluated/determined the effectiveness of airport facilities. In general, estimates are needed for short, medium, and long terms or roughly 5 years, 10 years, and 20 years [15,16].

A prediction or forecast is a good course that is able to estimate the number of data as accurately as possible, or estimate as small as possible. Minimal error can be anticipated by calculating the value of the trend with SPSS program [17]. Trend is a up or down movements in the long term that is obtained from the average change over time and the value is quite flat (smooth). To Calculate the trend values can be done by several methods, including:

a. Least Square Method:
   \[ Y = a + bx \]

b. Quadratic Trend Method:
   \[ Y = a + bx + cx^2 \]

c. Exponential Trend Method:
   \[ Y = a (e^{bx}) \]

**VII. RESEARCH METHODOLOGY**

**Methods of data collection based on field survey (Cross Sectional Survey)**, in which the information was collected only at a particular time, means that data collection can be done not just on one day, but it can be done in a few weeks because of the situation. (Kountur, 2004).

Study of check-in counters performance were only focused on the airlines of Sriwijaya Air, Garuda Indonesia Airways, and Wings Air, these airlines could represent the performance of facilities check-in counters, because it has the largest number of passengers.

**Research Location**

This research was carried out at the Sultan Babullah airport terminal for two weeks, starting on February 4, 2013 until February 18, 2013. The site location was on the check-in counters area of 2 (two) airlines companies, namely, Garuda Indonesia Airways, Sriwijaya Air.

![Fig. 1. Airport Location](image)

**Data Collection**

In the process of data collection, there were two types of data, i.e. primary and secondary data. Primary data, which gained for existing check-in area, waiting time and processing time per passenger, and the availability of check-in counter desks. As for secondary data was conducted for number of passengers and aircraft movements (arrived and departed) from 2007-2011 based on the statistical data derived from Technical Operational Unit, Directorate General of Air Transportation, and the Central Bureau of Statistics.

**VIII. RESULTS AND DISCUSSIONS**

Here are the graphs of the movements of passengers and aircrafts within the last 5 years. Figure 3 shows, the passenger growth increased each year from 2007 until 2012 with an average growth of 23.90 %, while Figure 4 shows, the aircraft movements each year has increased from 2007 to the year 2012 with an average growth of 13.51 %.
The existing space of check-in area was 34.35 m² for 8 (eight) airlines. The number of passengers at peak hours was obtained by direct survey for 7 (seven) consecutive days.

<table>
<thead>
<tr>
<th>Name</th>
<th>Number of Airlines</th>
<th>Check-in Counter</th>
<th>Total Room (m²)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sriwijaya Air</td>
<td>2</td>
<td>4</td>
<td>5.40</td>
</tr>
<tr>
<td>Garuda Indonesia</td>
<td>3</td>
<td>3</td>
<td>5.40</td>
</tr>
<tr>
<td>Total</td>
<td>5</td>
<td></td>
<td>10.80</td>
</tr>
</tbody>
</table>

Source: Analysis Results

Using the survey data, obtained the needs of check-in area for both airlines amounted to 47.58 m², while the space of check-in area for both airlines was 10.80 m², so the level of service according to the IATA standards was at the level of "E".

On the other hand, by using the annual aircraft movement data, obtained the needs of check-in area amounted to 158 m², while the space of check-in area was at 34.35 m², so the level of service was at the level of "E", where the level of service and comfort was not enough, the movement/flow was unstable, and the delay was unacceptable. In terms of performance services, the percentage of the existing check-in counter based on Director General of Civil Aviation Decree (SKEP/284/X/1999) has reached 92.42%, as the indicators of service quality assessment. As some shortcomings, such as check-in services, and the provision of check-in counters desks services were less and check-in area capacity was considered less than adequate.

For the needs of space area and check-in counter desks in the next 5 years, the trend value calculated with SPSS program. Based on Table 4, it was found that the selected models used in the 5 (five) years ahead was exponential model.

<table>
<thead>
<tr>
<th>Model</th>
<th>Symbol</th>
<th>Parameter Model</th>
<th>Statistic Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linear</td>
<td>a</td>
<td>$ax + bx + c$</td>
<td>0.975</td>
</tr>
<tr>
<td>Quadratic</td>
<td>a</td>
<td>$ax^2 + bx + c$</td>
<td>0.976</td>
</tr>
<tr>
<td>Exponential</td>
<td>a</td>
<td>$ae^{bx} + c$</td>
<td>0.980</td>
</tr>
</tbody>
</table>

Source: Calculation Results

IX. CONCLUSIONS AND RECOMMENDATIONS

The space area of check-in counter for the near future (next 5 years ahead) is not adequate. The existing level of service is in the E category, it is required new design for check-in counter area. The percentage of performance at existing check-in counter based on airport performance standard already reached 92.42%. Referring to the passenger forecasting results, it's expected that Sultan Babullah airport should be developed, to serve the growing number of passengers in the near future.

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REFERENCES


AUTHOR BIOGRAPHY

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Fig. 2. Layout of Existing Check-in Area at Sultan Babullah Airport

Fig. 3. Passenger Movement at Sultan Babullah Airport
Source: Directorate General of Air Transport and Central Bureau of Statistics

Fig. 4. Aircraft Movement at Sultan Babullah Airport
Source: Directorate General of Air Transport and Central Bureau of Statistics