

THE RELATIONSHIP BETWEEN DELAY HANDLING OF PASSENGER AND ON TIME PERFORMANCE OF ETIHAD AIRWAYS AT SOEKARNO HATTA INTERNATIONAL AIRPORT

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ABSTRAK

The On time performance of Etihad Airways is still below target. Therefore, in order to achieve the target, Etihad Airways decided punctuality as one of the fundamental missions of the company. The issue of timeliness of departure Problem punctuality of departure and the airline that Etihad airways in have is because a lot of many factors, one of them is a delay in the handling passengers. Delays in handling passengers also included in the factors causing delays in the departure of aircraft-Etihad Airways aircrafts. This research purpose aims to analyze the delay in handling of passengers related to on time departure performance departure-Etihad Airways in Soekarno-Hatta Jakarta, for in analyzing the research data, authors used in descriptive research method by doing observations, survey and questionnaire. quistionerquestioner and The results show Etihad Airways should be improve the staff for in makeing a good on time performance for their departure. About 78,76% of the handling of passengers on Etihad Airways Jakarta has been quite good. In addition, the on time performance on Etihad Airways in Jakarta is also quite good. However, butnoHowever, no respondents also still no one answered chose the hesitation option in responding the questionnaire, the questionnaire with a response statement hesitation, 40.99% of the respondent did not agree. It the response did not agree, 40.99%, which means that although the on time performance of Etihad Airways in Jakarta is quite good but still there Etihad Airways still experience constraints experienced in the timeliness of his-its departure

Keywords: *handling passenger, time performance*

INTRODUCTION

On time performance Etihad Airways is still below target. Therefore, in order to achieve the target, Etihad Airways decided punctuality as one of the fundamental missions of the company .Problem punctuality of departure and the airline Etihad airways in because a lot of factors one of them is a delay in the

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handling passenger. Delay handling passengers also included in the factors causing delays in the departure of aircraft Etihad Airways. This research purpose to analyze delay handling of passenger related on time performance departure Etihad Airways in Soekarno- Hatta Jakarta.

THEORETICAL FRAMEWORK

Operations Management According to Barry (2001) is a series of activities that create goods and services through changes in inputs into spending.

According to Eddy (2007) Operations management is an activity related to the manufacture of goods, services and their combinations, through the process of transformation of production resources into the desired output. According to William (2009) said that operations management is the management system or a series of processes in the manufacture of products or provision of services.

Delay is coming not in time. Understanding of flight delays raised by some experts as follows: According R.Felix.H.Mulianto (2005), there are two kinds of delay, namely: 1) The delay is too long a flight time from the time that has been specified in the schedule ; 2) Delay is the best arrival time delayed from the time that has been specified in the schedule.

According to Husni Hasan and Andri warman (2011) delay of a flight delay of a predetermined schedule due to various reasons such as technical reasons, commercial reasons, reasons of security and safety.

According Ervianto (2001) said the delay was as execution time is not used in accordance with the action plan so that one or some of the activities to follow to be delayed or not completed on the schedule that had been planned.

In addition to the above definition, the quotation of air transport management journal volume 28 no 1 Th 2010 in an edition of the factors causing delays in a airlines, the reason for the flight by Suharto Abdul Majid (2010) mainly explained by five factors: a) Technique b) Operations c) Commercial d) Airport e) Weather.

According to the Rev. D. Ariani (2009), services are as of economic activities that generate the time, place, form, and usability psychology and also

the activities, processes and interactions as well as a change in the condition of the person or thing in the possession of the customer. .And According to Valarie A.Zethaml and Mary Jo Bitner cited by Buchori Alma (2007) services are all economic activity which results not in the form of physical products or construction, which is commonly produced and consumed simultaneously and provide added value (eg, convenience, entertainment, pleasure and health) consumer.

According to Majid and Eko (2014) in the aviation world, there are three main stages of service: pre flight services, in flight services and post flight services. The types of passenger air transport services provided include as follows Nur Nasution (2008).

Majid and Eko (2009), Ground Handling comes from the ground and handling. Ground means land or on land, which in this case comes from the word .Handling Handle which means hand.

Meanwhile, according to Majid and Eko (2009), the phase or stage of post flight service, namely the handling of passengers and aircraft at the airport were simple. Technically Operations.

According to the Indonesian Minister of Transportation's Minister of Transportation Regulation No. 89 of 2015 on the handling of late flight handling on the scheduled commercial airline business entities in Indonesia Article 5, the factors causing on time performance cannot achieve are: 1) Flight management factors: pilot and co pilot delays, delay handling passenger and baggage on land, catering delays, waiting for new passengers check in, transfers or connecting flights, and aircraft lack of alert; 2) Operational technical factors: airports for departure and destination can not be used for aircraft operations, the environment towards the airport does not support such as floods and fires, the occurrence of queuing aircraft takeoffs, and aircraft refueling delays; 3) Weather factors: such as bad weather, storm, smoke haze, and others; 4) Other factors: factors that occur outside the airline's management factors, operational technical factors, and weather factors.

RESEARCH METHOD

According Sugiyono (2011) the scientific method is a scientific way to obtain data specific purpose and usefulness premises means scientific research activities are based on the characteristics of science, such as rational, empirical and systematic. Rational the research activities conducted in ways that reasonable so affordable by human reason. Empiris is a way in which can be observed by human senses so that others will be know and observing the ways used in the study using the steps that are logical. In this research the writer uses descriptive method with a means of correlation methods.

Arikunto (2010) said that the way research methods used by researchers in collecting research data. The descriptive method is a method of research that is intended for probing the circumstances, conditions or other issues already mentioned, the results are presented in the form of a research report.

According Sugiyono (2003) study based on their explanations level (the level of clarity) can be classified as follows: (1) Descriptive research is research conducted to determine the value of an independent variable, either one or more variables (independent) without making comparisons, or connect with other variables, (2) Comparative research is a study that is comparing. Here variables are the same as independent variables but to sample more than one, or in a different time, (3) Associative research is research that aims to determine the effect nor is the relationship between two or more variables. This research has the highest levels compared with descriptive and comparative due to this research can be constructed a theory that can serve for explain, predict and control the symptom.

There are several types of studies include (a) Quantitative research is research to obtain data in the form of numbers or qualitative data with number, (b) Qualitative data is data that form of words, schemes, and images. Based on the above theory, this research is a quantitative descriptive study, data were obtained from a sample of the study population was analyzed according to the statistical methods used then interpreted.

DISCUSSION AND ANALYSIS

A. ANSWER ANALYSIS OF RESPONDENTS

Based on the results of the questionnaire per indicator and per respondent already discussed above, the following will also be presented recapitulation of respondents' answers on the questionnaire results for the variable timing. Recapitulation of respondents will be presented in the form of tables and described in the table below.

Table 4.1

Recapitulation Questionnaire Results Variable On time Performance

RESPONDEN	ALTERNATIVE ANSWER					TOTAL
	SS	S	RR	TS	STS	
1	5	24	12	4	0	45
2	5	24	15	2	0	46
3	5	20	15	4	0	44
4	0	28	12	4	0	44
5	1	24	15	2	0	42
6	0	24	15	4	0	43
7	0	28	18	0	0	46
8	0	20	21	2	0	43
9	5	24	15	2	0	46
10	0	20	15	2	0	37
TOTAL	21	236	153	26	0	436
Presentase	4,81%	54,12%	35,09%	5,9%	0	100%

Source: Adapted Questionnaire Results

Recapitulation of the table above can be seen that the respondents answered the questionnaire with a response statement strongly agree and agree responses amounted to 58.93%, which means that punctuality on Etihad Airways in Jakarta has been good, but respondents also still no one answered the questionnaire statement with a response to bad doubt, the response did not agree, 40.99%, which means that although the timeliness of Etihad Airways in Jakarta is quite good but there are still some things that need to be improved and taken into account so punctuality on Etihad Airways Jakarta can increase even more.

From the table above tabulation, we can see that the statement numbers 2, 8, 11,12 and 13 were included in the indicator timeliness gets smallest number of

weights to statement number 2 (Staff can handle passenger with special needs so that the aircraft can depart in accordance with the time specified) there are 4 respondents who answered with response disagree (weighting 2), 4 respondents who answered with response hesitation (weight value 3) and two other respondents who answered with the response agrees (weighting 4), so the amount of weight to the statement number 2 can only numbered 28 or if it is calculated by the percentage (%) actual score that is equal to 6.30%.

For a statement of the number 8 (Frequency of the number of passengers every day is still within normal limits) there were two respondents who answered with response disagree (weighting 2), 5 respondents who answered with response hesitation (weight value 3) and 3 respondents who answered with response agree (weighted value of 4), so the amount of weight to number 7 statement amounted to only 34 or if it is calculated by the percentage (%) actual score that is equal to 6.98%.

For a statement of the number 11 (Staff can ensure passenger can get on the plane in a time), there are 9 respondents who answered with response disagree (weighting 2) and 1 other respondents who answered with response strongly agree (weighting 4) so the sum of the weights for the statement number is 31 or 11 only if it is calculated by the percentage (%) actual score that is equal to 6.98%. For a statement of the number 12 (Staff can handle passengers on time), there are 9 respondents who answered with response disagree (weighting 2) and 1 other respondents who answered with the response agrees (weighting 1), so the amount of weight to the statement number 12 only amount to 22 or if it is calculated by the percentage (%) actual score that is equal to 4.95%. And statement number 13 (staff can ensure special passenger can get the board in a time) of all respondents responded hesitation (weighting 3) so the amount of weight to the statement number 13 only amount to 30 or, if calculated by a percentage (%) score actual ie 6.75%.

To support the results of the questionnaire answers about on time performance, it will also support data presented in the form of tables and graphs its about on time performance Etihad Airways during 2016.

Table 4.2
Delay Etihad Airways During 2016

MONTH	LATE	ONTIME
JANUARY	15	45
FEBRUARY	10	50
MARET	6	54
APRIL	11	49
MAY	12	48
JUNE	15	45
JULY	10	50
AUGUST	5	55
SEPTEMBER	4	56
OKTOBER	12	48
NOVEMBER	11	49
DESEMBER	13	47
TOTAL	124	596

Source: data from the logbook Etihad Airways 2016

In the late author analysis results referred to in the table above is a delay of more than 30 minutes. And below will be presented also some reason for the delay and its frequency.

From the table on Delay of Etihad Airways for 2016 above, it can be seen that the number of delays due to operational (in the category of passenger handling operations) its around 43% of the total delay for 2016

B. RELATIONSHIP BETWEEN THE DELAY HANDLING OF PASSENGER WITH THE ON TIME PERFORMANCE DEPARTURE ETIHAD AIRWAYS JAKARTA.

To find out if their integrated delay handling passenger related departure punctuality with Etihad Aiwyas Jakarta, the authors use correlation analysis to prove the integration between X1, X2 delay in the handling of passengers with

punctuality From the correlation calculation, it can be seen that the correlation coefficient (r) of 0,990. According Sugiyono (2008) r values between 0.80 to 1.000 in interpretation "Very Strong". So the value of the correlation coefficient (r) is very strong. That is, there is integration or a very strong relationship between the delay associated with the passenger handling timeliness Etihad airways.

CONCLUSION

Punctuality on Etihad Airways in Jakarta is quite good, but respondents also still no one answered the questionnaire with a response statement hesitation, the response did not agree, 40.99%, which means that although the timeliness of Etihad Airways in Jakarta is quite good but still there Etihad Airways constraints experienced in the timeliness of his departure. One factor is the delay in the departure of Etihad Airways Delays staff in handling passengers during pre-Flight Service.

Correlation coefficient (r) of 0,990. According Sugiyono (2008: 250) r values between 0.80 to 1.000 in interpretasikan "Very Strong". So the value of the correlation coefficient (r) is very strong. That is, there is a very strong integration between passenger handling Delays related to the timeliness of Etihad airways.

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