THE ROLE OF AVIOBRIDGE FOR SERVICES FLIGHTS

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ABSTRACT

Aviobridge usage services are one of the revenues in airport management. In this case by PT. Angkasa Pura II. One of the airport's revenues is the service of using aviobridge facilities. In providing flight services, Sultan Thaha Jambi Airport is supported by 2 (two) units of aviobridge facility equipment, but the current condition of the aviobridge facilities cannot operate optimally. Therefore, to find out the role of aerobridges for flight services at Sultan Thaha Jambi airport, by conducting a study or simple research (qualitative descriptive) with data collection methods using observation and interviews, and analyze data to obtain alternative problem solving. The result of this study is that the maintenance of aerobridges at Sultan Thaha Jambi Airport must be improved and the operation of bridges carried out in accordance with procedures set by the airport. Because the maintenance and operation of aviobridge facilities have an influence on improving the performance of aviobridge and improving the quality of service to passengers and airlines as users of aviobridge services at Sultan Thaha Jambi Airport.

Keywords: *Operation and Maintenance of Aviobridge*

1. INTRODUCTION

Indonesia is the world's largest archipelago located in Southeast Asia. As the largest archipelago in the world, Indonesia is also one of the countries that has the longest coastline in the world. So that in traveling and moving goods from one place to another requires a mode of transportation as a means of travel. Transportation in Indonesia consists of land, sea, and air. Compared to other transportation, air transportation has advantages in terms of time, which requires a shorter travel time. The airport is one of the most important places for the operation of a transportation activity by air with aircraft as a means of transportation [1]. Airplanes are the fastest means of transportation and can cover a very wide area to date. What is meant by airport is an airfield that is used for landing and taking off aircraft, getting on and off passengers, loading and unloading cargo and posts, and is equipped with aviation safety facilities, and as a place of transfer between modes of transportation [2] [3] [4].

Sultan Thaha Jambi Airport is located in Jambi City, Jambi Province, Indonesia. There are 8 airlines that fly every day, but since 2021 Sriwijaya Air no longer operates at Sultan Thaha Jambi Airport due to declining passengers during the pandemic, so Sriwijaya Air decided not to operate again. For now there are still 7 airlines, namely Garuda Indonesia, Citilink, Batik Air, Lion Air, Susi Air, Super Air Jet and Wings Air, which operate at Sultan Thaha Jambi Airport, averaging 20 movements a day.

Sultan Thaha Jambi Airport is managed by PT Angkasa Pura II starting April 2007, which was previously managed by the Jambi Provincial Transportation Office. PT Angkasa Pura II is one of the State-Owned Enterprises engaged in the business of airport services and airport-related services in other parts of Indonesia. One of them is Aeronautical revenue including Landing Services, PJP4U, PJP2U and Garbarata Usage Services [5].

Tabel 1.1 Number of Passengers in 2021

No	Month	Total Flight		Total *Pax*
		Arrival	Departure	
1	January	16.235	17.092	33.327
2	February	14.886	15.150	30.036
3	March	17.509	17.814	35.323
4	April	20.151	17.720	37.871
5	May	15.325	15.926	31.251
6	June	21.790	24.234	46.024
7	July	5.977	5.049	11.026
8	August	5.757	5.673	11.430
9	September	12.882	12.811	25.693
10	October	18.236	18.826	37.062
11	November	25.831	25.987	51.818
12	December	29.982	29.733	59715
TOTAL		**204.561**	**206.015**	410576

Tabel 1.2 Number of Passengers in 2022

No	Month	Total Flight		Total *Pax*
		Arrival	Departure	
1	January	29.766	31.305	61.071
2	February	23.214	24.138	47.352
3	March	31.455	31.453	62.908
4	April	34.663	28.727	63.390
5	May	36.833	45.234	82.067
6	June	33.646	37.692	71.338
7	July	34.778	33.512	68.290
8	August	29.393	31.053	60.446
9	September	28.813	30.724	59.537
10	October	33.264	33.607	66.871
11	November	33.121	32.981	66.102
12	December	38.352	38.346	76698
TOTAL		**387.298**	**398.772**	786070

After the central government lifted the status of the Restriction of Community Activities in Indonesia, [6] various activities began to run. People have started doing their daily activities normally and started traveling outside the city. Airplane passengers also began to show an increase, including at Sultan Thaha Jambi Airport. It can be seen from table 1.2 In 2022 the number of passengers per year reached 7860.70 pax. This has shown an increase compared to last year during the pandemic, where it can be seen in table 1.1 in 2021 passengers at Sultan Thaha airport decreased with 410,576 pax.

The increase will continue over time. During the current recovery period Sultan Thaha Jambi Airport began to experience an increase in passengers [7]. So that the quality of service facilities both on the land side and the air side must be optimized as well as possible. This is expected in order to produce high-quality and highly competitive products and services so as to increase company value and public trust or prospective passengers of air transportation services [8] [9]. One of the service qualities that must be optimized is the air side facilities, which are carried out by maintaining the performance of all equipment on the air side, one of which is the performance of the aviobridge facility [10].

Aviobridge facility services are needed because the aviobridge function is to facilitate passenger access from the terminal to the aircraft or vice versa. It is necessary to improve the quality and service of the aviobridge between PT Angkasa Pura II as the organizer or service provider with airlines / airlines that use these services. aviobridge itself is one of the facilities, especially as access to the exit or entry of airplane passengers. Aviobridge is one of the facilities owned by the airport (Angkasa Pura II) to improve its services to airplane passengers.

With the aviobridge facility, passengers will feel comfortable when boarding the plane. With its closed form, passengers will be protected from the scorching sun and rainy weather. So that the aviobridge is equipment that must be installed at every airport, including at Sultan Thaha Jambi Airport. Therefore, the quality of maintenance must be improved so that airport service facilities are able to operate optimally as one of the aspects considered in assessing airport operational performance.

At Sultan Thaha Jambi Airport there are 2 aviobridge located on the east apron located at parking stand 8 and parking stand 9. But for a while one of the aviobridge is not being operated, therefore passengers who will board or get off the plane are forced to use the Passenger Boarding Stair (PBS) if the flight is in the near future. The aviobridge located at parking stand 9 experienced trouble around March 2022 and has now been reactivated since February 24, 2023.

While the aviobridge in parking stand 8 experienced trouble in December 2022 during the Nataru holiday and until now it has not been reactivated. This can reduce the value of Sultan Thaha airport facilities and services. According to the Standard Operating Procedure (SOP) for the Operation and Maintenance of Mechanical Facilities at Sultan Thaha Jambi Airport, aviobridge maintenance includes Daily Maintenance, Weekly Maintenance, Monthly Maintenance, Quarterly Maintenance, Semesterly Maintenance and Annual Maintenance.

At Sultan Thaha Jambi Airport garbarata maintenance activities include cabin maintenance, horizontal drive, vertical drive, autolevel, ligthting, landing stair and others. However, with the intensity of maintenance there is still damage. The damage that occurs can affect the performance of flight operations at Sultan Thaha Jambi Airport or in other words flight services cannot be carried out optimally.

2. METHOD

2.1 Research Design

This research uses descriptive qualitative by conducting field exploration or observation first, then literature study and interviews. Qualitative research aims to explain a phenomenon in the deepest possible way by collecting data that is as deep as possible. Qualitative methods emphasize the observation of phenomena and examine the substance of the meaning of these phenomena [11]. This research was conducted to find out about maintenance and operations on aviobridge performance at Sultan Thaha Jambi Airport.

The research method is a descriptive approach, where the research design contains all the methods needed in planning and conducting the research [12].

From Nazir's opinion, the research was carried out in two stages, namely planning and implementation:

1. Planning includes: problem identification, problem formulation, theoretical basis and problem formulation.
2. Implementation includes: data collection (population, sample and instrument development), instrument testing, data analysis and conclusions and suggestions. In conducting this research there are stages or methods that are carried out.

2.2 Population and Samples

Population as a generalization area consisting of objects / subjects that have certain qualities and characteristics set by researchers to study and then draw conclusions [13]. In this study, the research subjects were 16 aviobridge maintenance officers, 6 Apron Movement Control (AMC) officers at PT Angkasa Pura II Jambi Sultan Thaha Airport Main Branch Office, and passengers at Sultan Thaha Jambi Airport as aviobridge service users as many as 2,184 passengers per day on average.

The sampling technique uses accidental sampling [14]. Incidental sampling is a data collection technique by determining samples based on chance, which means that anyone can be used as a sample, if it is deemed that the person who happens to be found is suitable as the source of the data he needs. So in this case the authors took a sample of 4 aviobridge maintenance personnel, 6 Apron Movement Control (AMC) officers, and 10 passengers from Sultan Thaha Jambi Airport as users of aviobridge facilities [15].

2.3 Data Collection Techniques

2.3.1 Observation

Observation is a data collection method used to collect research data through observation and sensing. [16]. Observation is a direct observation that includes focusing on an object with all the sensory organs [17]. Observation can also be interpreted as systematic observation and conversation of symptoms that appear on the object of research, observation is carried out on objects where events occur or take place, so that the observation is with the object being investigated. Meanwhile, indirect observation is an observation that is not made during the unfolding of an event to be investigated. The purpose of observation is to describe what is being studied, the activities that take place, the people involved in the activities, and the meaning of events seen from the perspective of those seen in the observed events. In this case the author made observations at Sultan Thaha Jambi Airport while carrying out On the Job Training (OJT) on January 9 to March 31, 2023.

2.3.2 Interviews

An interview is a communication or conversation conducted between two or more people who are commonly referred to as interviewers and interviewees [18]. Or it can be interpreted that an interview is a form of communication carried out in a structured manner by two or more people, either directly or remotely using telecommunications equipment, in order to explore and discuss certain information to achieve certain goals [19]. This interview aims to obtain as much information as possible about the problems that occur, so as to strengthen the author's data, related to aviobridge maintenance to improve flight services at Sultan Thaha Jambi Airport.

2.3.3 Literature Study

Literature study is a data collection technique by conducting a study of books, literature, records, and reports that have something to do with the problem being solved.

The literature study conducted by the author includes regulations and requirements regarding maintenance in order to review things that are considered to cause problems, SOP guidelines and references regarding aviobridge operations at Sultan Thaha Jambi Airport contained in the discussion of the problem, including the description of the title of the problem raised along with several opinions from experts edited from various sources.

2.4 Data Analysis Techniques

Data analysis in qualitative research is the process of systematically searching and compiling data obtained from interviews, field notes, and other materials so that it is easier to understand, and the findings can be informed to others. so that it is easier to understand, and the findings can be shared with others [20] [21].

The data analysis used in this research is using qualitative descriptive analysis, where the purpose of this analysis is to describe systematically, factually and accurately the facts and relationships between the phenomena investigated. the relationship between the phenomena being investigated. Analysis is carried out after the data required in this study were collected. Data obtained regarding maintenance and aviobridge operations carried out by maintenance personnel (TLMP).

3. RESULTS AND DISCUSSION

3.1 Research Results

3.1.1 Observations

Observations were carried out by the author at Sultan Thaha Jambi Airport from January 09 to March 31, 2023. Researchers made field observations related to the maintenance of garbarata facilities. There are 2 aviobridges at Sultan Thaha Jambi Airport, with the existing maintenance the aviobridge still has problems. As happened to the aviobridge located in parking stands 8 and

9 which have the same damage, namely, the ball screw on the aviobridge pole has broken due to the lack of thoroughness of the telecommunications and electrical engineering unit (TLMP) personnel at Sultan Thaha Jambi Airport in maintaining existing aviobridge facilities.

By not activating the aviobridge, it has an effect on passenger service. What happens at the airport Sultan Thaha Jambi passengers who do not use the aviobridge must overheat during the day because of the long queue when boarding the plane. In addition, some passengers with disabilities and parents who use wheelchairs have difficulty when going up to the plane by using the passanger boarding stair.

From the observations above, it can be seen that the evaluation of the role of aviobridge for flight services is quite necessary in order to improve flight services at Sultan Thaha Jambi Airport.

3.1.2 Interview

One of the information obtained by the author through interviews with personnel from the Telecommunications and Electrical Engineering Unit (TLMP), the aviobridge facility at Sultan Thaha Jambi Airport began operating from 2015 until now (approximately 8 years) and if maintenance of the aviobridge facility can function normally for approximately 20 years.

According to information from Telecommunications and Electrical Engineering (TLMP) unit personnel, the aviobridge has experienced trouble when the aviobridge is operated, therefore TLMP personnel are always ready to perform emergency operations. As when the canopy does not want to go down and is not perfectly closed, the limit switch does not work or has an error that requires restarting the limit switch.

According to the Apron Movement Control (AMC) unit personnel before docking several activities are carried out such as, monitoring the estimated landing of the aircraft, ensuring the type of aircraft that will land, conducting internal and external checks 10-15 minutes before the estimated landing with the aim that there is leeway time for checking Back if there is trouble on the aviobridge then the Apron Movement Control (AMC) unit personnel can report to the Telecommunications and Electrical Engineering (TLMP).

Aviobridge facility services according to Apron Movement Control (AMC) personnel are very important because for the airport itself the aviobridge facility is one of the revenues for the airport and adds value to the airport. If the aviobridge is not used, the airport revenue is also reduced. In addition, the aviobridge can facilitate passengers and protect from heat and rain and dust.

Aviobridge at Sultan Thaha Jambi Airport in a day is done docking and undocking about 16 times a day. Airlines that use aviobridge services, namely, Garuda Indonesia B738, Lion Air B738 / 739, Citilink A320 and Batik A320 / 738. During the operation of the aviobridge there is minor damage that can still be overcome by personnel from the Apron Movement Control (AMC) unit, but if there is severe trouble then the personnel will report to the relevant unit, namely the Telecommunications and Electrical Engineering unit (TLMP).

Information obtained by the author through interviews with passengers, the aviobridge facility is needed because the aviobridge makes it easy for passengers to get on and off the plane, and protects from heat and rain. By not operating the aviobridge facility at Sultan Thaha Jambi Airport, the value of the aviobridge service is reduced. Therefore, passengers' expectations for the aviobridge at Sultan Thaha Jambi Airport in the future so that the aviobridge is repaired and maintained so that the aviobridge can be reoperated in the long term.

3.1.3 Literature Study

Based on the literature study conducted by the author, it includes existing regulations and is used to review things that cause problems regarding the discussion of existing problems. The literature study conducted by the author comes from existing regulations and guidelines and obtains the following in accordance with SKEP/157 /IX / 2003 concerning guidelines for maintenance and reporting of aviation electronic and electrical facility equipment [22], according to PM 185 of 2015 article 28 paragraph (1) During the process of heading to the aircraft as referred to in Article 25 letter c [23], KP 22 of 2015 concerning Operational Technical Guidelines for Civil Aviation Safety Regulations [24], Standard Operations and Procedures for Operation and Maintenance of Mechanical Facilities, and Aviobridge Service Soup.

3.2 Problem Analysis

3.2.1 The occurrence of damage to the Garbarata at Parking Stand 8 since December 2022 Problem Analysis

Aviobridge is one of the airport facilities that aims to facilitate passengers to enter and or exit the aircraft so that passengers are protected from rain, heat, wind dust, and reduce busyness in the apron [25].

Quality service plays an important role in shaping passenger satisfaction, besides that service to passengers can add value to the airport. The more quality services provided, the higher the satisfaction felt by customers. Since the aviobridge at Sultan Thaha Jambi Airport was damaged, there was a decrease in the quality of service to passengers, if it rains passengers will have difficulty getting off the plane due to rain and if in hot weather, passengers will overheat [26].

Figure 3.1 Boarding and Disembarking Activities with Passanger Boarding Stair (PBS)
Source: Author (2023)

The data and information obtained by the author through observations and interviews with passengers illustrate that aviobridge facilities have an important role or the existence of aviobridge facilities is quite expected by passengers, especially for passengers with disabilities.

Figure 3.2 Broken Garbarata at Parking Stand 8
Source: Author (2023)

Concerning guidelines for maintenance and reporting of aviation electronic and electrical facility equipment, article 1 reads "Every airport operator is obliged to maintain aviation electronic and electrical facilities and its implementation can cooperate with the Electronics Center - Directorate General of Civil Aviation if it encounters difficulties".

3.2.2 Not Optimal Service of Aviobridge Facilities

Scheduled commercial air transportation business entities must;

a. Use the aviobridge provided by the airport manager in accordance with the type of aircraft; or
b. Provide four-wheeled motorized vehicles or more if the aircraft parking is in the remote parking area and or the distance between the departure terminal and aircraft parking is more than 200 (two hundred) meters with the condition of the place or open space and no pedestrian access is available.

Which means the availability of aviobridge facilities will make it easier for passengers to get on or off the plane to the arrival terminal provided by the airport manager according to the type of aircraft. Therefore, maintenance of aviobridge facilities must be carried out periodically in accordance with applicable SOPs.

At Sultan Thaha Jambi Airport there are 2 garbarata, where the aviobridges facilities that have been provided are only 1 aviobridge that can be used, namely at parking stand 9. Judging from the flight schedule at Sultan Thaha Jambi Airport, the number of flights every day is more or less 20 flights. Of the 20 flights, not all aircraft use aviobridge facilities, such as Wings Air and Susi Air. However, with the damage that occurred to the aviobridge facility at parking stand 8, not all aircraft can use the aviobridge facility service.

JADWAL PENERBANGAN
BANDARA SULTAN THAHA JAMBI
16 JANUARI 2023

KEDATANGAN

NO	AIRLINES	FLIGHT NO	ROUTE	TIME
1	SUSI AIR	SI 7219	SIQ - DJB	10:05
2	LION AIR	JT 604	CGK - DJB	10:05
3	GARUDA IND	GA 126	CGK - DJB	10:40
4	SUPER AIR JET	IU 842	CGK - DJB	11:30
5	CITILINK	QG 966	CGK - DJB	14:10
6	BATIK AIR	ID 6802	CGK - DJB	16:25
7	BATIK AIR	ID 6804	CGK - DJB	18:20
8	LION AIR	JT 608	CGK - DJB	18:50

KEBERANGKATAN

NO	AIRLINES	FLIGHT NO	ROUTE	TIME
1	LION AIR	JT 601	DJB - CGK	06:00
2	BATIK AIR	ID 6805	DJB - CGK	07:20
3	SUSI AIR	SI 7218	DJB - SIQ	10:35
4	LION AIR	JT 809	DJB - CGK	10:45
5	GARUDA IND	GA 127	DJB - CGK	11:25
6	SUPER AIR JET	IU 843	DJB - CGK	12:10
7	CITILINK	QG 967	DJB - CGK	14:40
8	BATIK AIR	ID 6803	DJB - CGK	17:05

Figure 3.3 Flight Schedule of Sultan Thaha Jambi Airport
Source: TIS Unit Data

From Figure 3.3 it can be seen that there are flights in close proximity, so from these flights there are aircraft that are required not to use the aviobridge facility. Information obtained by the author from interviews with personnel from the Apron Movement Control (AMC) unit that "whoever comes earlier then that's who we will serve" in the sense that the aircraft landing faster then the aircraft will get aviobridge facility services.

From the explanation of the problem analysis above, it is found that the maintenance and operation of aviobridge facilities are quite necessary, because if maintenance and operation are not carried out optimally, it will affect the system and performance of the aviobridge If the system and performance of the aviobridge are disrupted, it will affect flight services.

3.3 Discussions

Based on the results of the description of the problem analysis above, the author concludes that the occurrence of aviobridge damage is caused by the lack of careful personnel from the Telecommunications and Electrical Engineering Unit (TLMP) in carrying out maintenance of the aviobridge so that the aviobridge is damaged and forced not to be operated for a while.

3.3.1 Aviobridge Maintenance

Aviobridge maintenance carried out by personnel from the Telecommunication and Electrical Engineering Unit (TLMP) of Sultan Thaha Jambi Airport must be carried out in accordance with the established SOP. Maintenance of aviobridge facilities at Sultan Thaha Jambi Airport is carried out twice a month, namely on the 8th and the 30th or 31st, as well as annual maintenance carried out per 3 months (Quarterly) and maintenance per 6 months (Semesterly).

The aviobridge maintenance logbook at Sultan Thaha Airport Jambi is reported using a system called Asset Information System (ASIS). The system belongs to Angkasa Pura II which is managed by the Telecommunications and Electrical Engineering Unit (TLMP). The information obtained by the author of the system contains a aviobridge maintenance checklist that will be carried out by personnel from the Telecommunications and Electrical Engineering Unit (TLMP). The system can only be accessed by personnel from the Telecommunications and Electrical Engineering unit (TLMP) in order to maintain the security and

confidentiality of data from the company (Angkasa Pura II branch of Sultan Thaha Jambi Airport).

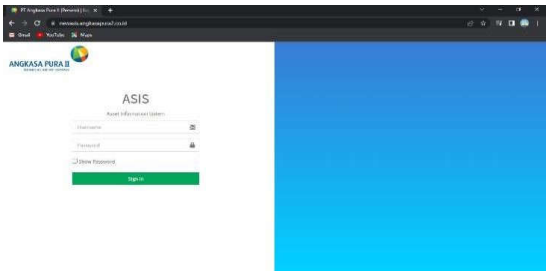

Figure 3.4 Asset Information System (ASI)
Source: TLMP Data Unit

In addition, personnel from the Telecommunications and Electrical Engineering (TLMP) unit also utilize the WhatsApp group for aviobridgemaintenance reporting, where the group contains personnel from the Telecommunications and Electrical Engineering (TLMP) of Sultan Thaha Jambi Airport.

3.3.2 Aviobridge Operation

Aviobridge at Sltan Thaha Jambi Airport has been operated by personnel from the Apron Movement Control (AMC) unit since 2020. Initially the aviobridge at Sultan Thaha Jambi Airport was operated by Ground Handling personnel, namely Gapura Angkasa and Prathita Titiannusantara (PTN).

Table 3.1 Aviobridge Operators

No.	Ground Handling	Airline
1.	Gapura Angkasa	Garuda Indonesia
		Cilitink
2.	Prathita Titiannusantara (PTN)	Lion Air
		Batik Air
		Super Air Jet

According to personnel from the Apron Movement Control (AMC) unit, the operation of the aviobridge must be in accordance with the SOP that has been established at Sultan Thaha Jambi Airport. Before docking and undocking personnel from the Apron Movement Control (AMC) unit as aviobridge operators always check the components in the aviobridge, such as:

a. Operation of the aviobridge is carried out 10-15 minutes before the aviobridge is used.
b. Checking the lights on the aviobridge.
c. Checking the air conditioner on the aviobridge.
d. Checking the panel button or joystick
e. Consul check (canopy, cabin, auto level, rotation)
f. Checking the cleanliness of the aviobridge
g. Ensuring there are no leaks in the aviobridge.

3.4 Problem Solving

3.4.1 Aviobridge Equipment Repair

Aviobridge is one of the facilities owned by the airport as a bridge or tunnel to get on and off the plane in a more efficient way. However, the non-operation of the aviobridge can make flight service users experience a decrease in the value of airport facilities.

It has been explained above that the aviobridge cannot be operated, because the ball screw on the left pole of the aviobridge has broken. Therefore, so that the aviobridge can operate again there are several things that must be fixed, namely:

1. Replace the broken ball screw with a new one along with the pad bearing.
2. Replacing equipment that is no longer suitable for use so that the aviobridge can be operated again, such as replacing aviobridge wheels that have begun to peel off, replacing canopies that have begun to deteriorate, and so on.
3. Immediately repair or replace aviobridge equipment if damage is found with the aim of avoiding continuous damage.

3.4.2 Aviobridge Performance Enhancement

Maintenance of aviobridge has an influence on aviobridge performance. Aviobridge maintenance itself is a form of improving the performance of aviobridge performance and improving the quality and value of services to passengers and airlines as users of aviobridge services at Sultan Thaha Jambi Airport. So the maintenance of the aviobridge at Sultan Thaha Jambi Airport must be improved and in accordance with SKEP 157/IX/2003.

To improve the maintenance of aviobridge equipment, there are several things that can be done, namely:

1. Perform routine cleaning of aviobridge equipment on the outside and inside and avoid the use of harsh chemicals that can damage the surface or components of the aviobridge.
2. Keep the aviobridge equipment dry and dust-free. Moisture and dust can cause corrosion and damage to components.
3. Conduct regular inspections of the aviobridge equipment. Such as checking the power cord, connections, and components regularly. If you see signs of damage or wear, take immediate action to repair or replace damaged components.
4. Maintain aviobridge equipment from temperature and environment. Keep away from sources of excessive heat or direct exposure to sunlight.
5. Perform periodic maintenance, in addition to the routine maintenance performed, consider scheduling periodic maintenance by an experienced technician. This can involve deep cleaning, performance checks, and minor repairs that may be required.

3.4.3 Adding Aviobridge Facility Units

KEDATANGAN

NO	AIRLINES	FLIGHT NO	ROUTE	TIME
1	LION AIR	JT 604	CGK - DJB	10:05
2	GARUDA IND	GA 126	CGK - DJB	10:40
3	SUPER AIR JET	IU 840	CGK - DJB	10:45
4	SUPER AIR JET	IU 842	CGK - DJB	12:45
5	WINGS AIR	IW 1220	BTH - DJB	13:15
6	LION AIR	JT 602	CGK - DJB	13:50
7	CITILINK	QG 966	CGK - DJB	15:00
8	BATIK AIR	ID 6802	CGK - DJB	16:25
9	LION AIR	ID 6804	CGK - DJB	17:20
10	LION AIR	JT 608	CGK - DJB	18:50

KEBERANGKATAN

NO	AIRLINES	FLIGHT NO	ROUTE	TIME
1	LION AIR	JT 601	DJB - CGK	06:00
2	BATIK AIR	ID 6805	DJB - CGK	07:00
3	LION AIR	JT 809	DJB - CGK	10:45
4	GARUDA IND	GA 127	DJB - CGK	11:25
5	SUPER AIR JET	IU 841	DJB - CGK	11:30
6	SUPER AIR JET	IU 843	DJB - CGK	13:25
7	WINGS AIR	IW 1221	DJB - BTH	13:35
8	LION AIR	JT 603	DJB - CGK	14:30
9	CITILINK	QG 967	DJB - CGK	15:30
10	BATIK AIR	ID 6803	DJB - CGK	17:05

Figure 4.5 Flight Schedule at Sultan Thaha Jambi Airport
Source: TIS Unit Data

Noting Figure 4.5 above (sample flight schedule) it is possible to queue for requests for available aviobridge facilities. Currently the aviobridge facilities available at Sultan Thaha Jambi Airport are only 2 units located at parking stands 8 and 9. If the queue occurs, one of the alternative solutions that can be done with consideration of possible financial aspects, then an additional aviobridge facility unit can be made.

4. CONCLUSIONS

After conducting research related to the title and problems that the author has described, the author can conclude that passenger service is something that must be done by airport service providers. According to PM 185 Year 2015, one of these services is aviobridge facility services. Aviobridge usage services at Sultan Thaha Jambi Airport must be in accordance with timeliness and always available when needed.

Aviobridge maintenance at Banda Air Sultan Thaha Jambi must be improved and in accordance with SKEP 157/IX/2003. As well as aviobridge operational activities must be recorded and inputted into the logbook in accordance with KP 22 Year 2015. Maintenance and operation of aviobridge facilities have a role in improving the performance of aviobridge ta performance and improving the quality of service to passengers and airlines as users of aviobridge services at Sultan Thaha Jambi Airport.

Based on the results of the research and the conclusions that the author put forward above, the author provides the following suggestions:

1. It is necessary to replace components that are no longer suitable for use and repair aviobridge components as soon as possible as a form of long-term damage prevention as according to SKEP 157/IX/2003.
2. Increase maintenance of the aviobridge to reduce troubletrouble that occurs when operating the aviobridge by checking before the aviobridge is operated.
3. Adding aviobridge units if needed, taking into account aspects of priority, effectiveness, and efficiency.

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