

THE IMPACT OF THE PERFORMANCE OF TERMINAL INSPECTION SERVICE (TIS) OFFICERS ON TOWARDS SERVICE

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ABSTRACT

PT Angkasa Pura has a unit in charge of supervising the facilities at the airport, namely the Terminal Inspection Service (TIS) unit which is in charge of supervising and ensuring that airport facilities ca function properly. This study aims to determine the effect of the airport facility supervision system carried out by every airport officer nationally referring to the Minister of Transportation Regulation Number 30 of 2021 concerning Minimum Service Standards for Air Transport Passengers. This research uses quantitative descriptive research methods. The research technique uses observation and questionnaire methods. The instrument used to test the hypothesis is regression analysis. As for the calculation of the analysis is the Likert scale technique, validity test, reliability test, and hypothesis analysis. The result showed that the relationship between the influence of the performance of Terminal Inspection Service (TIS) officers and excellent service was strong and real 84.5% so that if the performance of the Terminal Inspection Service (TIS) officers is improved, excellent service will also increase.

Keywords: *Excellent Service, Performance, Terminal Inspection Service (TIS)*

1. INTRODUCTION

The development of airport services can be seen from the performance of officers, airports are limited areas on land or in water that function as locations for aircraft to land, take off, load and unload cargo as well as for intra and intermodal transport transfers[1][2]. Radin Inten II Lampung International Airport requires the performance of officers to provide excellent service. Influence is the ability to shape or change something else, to make someone according to your wishes or follow you because of your strength or the power of other people[3][4][5][6]. From the understanding above it can be concluded that influence is a force that can form or change something else.

Performance or performance refers to the extent to which program policy activities have been implemented in achieving business goals, objectives, vision and mission as described in its strategic planning [7][8][9]. At Lampung Radin Inten II Airport, it has many facilities such as a prayer room, nursery, kids zone, toilets, smocking area, Automated Teller Machines (ATMs), executive lounges, charging stations, restaurants and shopping facilities that can support passengers in meetings their needs. The Terminal Service Officer (TSO) or better known as the Terminal Inspection Service (TIS) is a work unit tasked with carrying out supervision of all operational support facilities in the airport Land Side area which includes airport terminals, sidewalks/curbs, parking area/ Parking Area, and terminal building.

PT Angkasa Pura II (Persero), is one of the StateOwned Enterprises (BUMN) which is engaged in the business of airport services and airport-related services in the West Indonesia region. PT Angkasa Pura has a unit tasked with supervising existing facilities at the airport, namely the Terminal Inspection Service (TIS) unit tasked with overseeing and ensuring that airport facilities function properly, by observing, monitoring and identifying certain objects, this is done so that every activities can run according to the goals set, if there are problems that can be resolved immediately.

Inspection activity is an activity that includes checking or checking activities periodically (routine schedule check) of factory buildings and equipment in accordance with the plan as well as activities of checking or inspecting equipment that is damaged and making reports of the results of checking or the inspection[10]. Based on the opinion above, it can be stated that inspection is an activity of checking or checking with a certain time to find out the condition of the object product so that it knows whether it is still in accordance with the standards that have been determined based on needs.

Supervision of facilities at airports is based on the Zero Accident principle, namely to overcome the possibility of accidental incidents occurring at the work site, be it a minor accident or a fatal accident resulting in death. therefore the importance of the Influence of the Performance of Terminal Inspection Service (TIS) Officers on Excellent Service at Radin Inten II International Airport Lampung. On a daily basis,

Terminal Inspection Service (TIS) officers check facilities at the airport terminal relating to passenger service.

Service excellence correlated with service quality is manifested in the performance results. Service excellence, through professional evaluations and performance outcomes, also indicates consumers' appreciation of a service provider's delivery on its promise[11].

The importance of monitoring the security of facilities in order to improve airport services so as to achieve the goals set. In accordance with the description above, the writer can draw and arrange the formulation of the problem, as follows:

1. What are the constraints of Terminal Inspection Service (TIS) officers when providing excellent service at Radin Inten II Lampung International Airport?
2. What are the efforts of Terminal Inspection Service (TIS) officers when handling and resolving problems that occur at Radin Inten II Lampung International Airport?

2. METHODS

2.1 Research design

The research design used is an evaluation approach, which is a process of decision making, which is used to compare an event, activity, product that has been determined to explain a phenomenon [12].

In collecting this data, the writer uses the independent variable or variable X, which is a variable whose presence influences other variables. The X variable in this paper is the Performance of Terminal Inspection Service (TIS) Officers. And the dependent variable or Y variable is a variable that depends on the results of other variables. Variable Y in this paper is the Excellent Service of Terminal Inspection Service (TIS) officers.

The population is the entire research subject, or all of the variables related to the problem being studied. The population is a general area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and conclusions drawn[13][14].

The population in this study were 30 officers and 30 passengers at Radin Inten II Lampung International Airport. The sample is part of the number of characteristics possessed by the population and is a part taken from the entire research object and is considered to represent a true picture of the population[14]. The sampling technique in this study used a non-probability sampling technique. This technique is a sampling technique that does not provide

equal opportunities for each member of the population to become a research sample. In this study the method used was quota sampling, namely a technique for determining samples from populations that have certain characteristics used by the author.

The object of research is a scientific goal to obtain data with specific goals and uses about an objective, valid and reliable matter about a matter[14]. The object of research is the performance of the Terminal Inspection Service (TIS) as the independent variable and the Excellent Service of the Terminal Inspection Service (TIS) as the dependent variable. Data collection has a function as a collector of information needed to achieve goals in writing. The author uses a questionnaire to facilitate data collection.

2.2 Data analysis technique

2.2.1 Validity test

The validity test is used to measure the legitimacy or validity of a questionnaire. A scale or measuring instrument can be said to have high validity if the instrument carries out its measuring function, or provides measuring results that are in accordance with the purpose of carrying out the measurement. While tests that have low validity will produce data that is irrelevant to the purpose of measurement[15] [16][17][18].

The test uses a two-tailed test with a significance level of 0.05 with the decision-making criteria, namely if r count $\geq r$ table, the instrument is declared valid. To facilitate the validity test in this study, it was carried out using the help of the SPSS (Statistical Package for the Social Science) version 25. The steps for calculating validity using SPSS (Statistical Package for the Social Science) version 25 are:

1. Enter all data and total score; (2) Analyze >> Correlate >> Bivariate; (3) Enter all items into the Variables box; (4) Click Pearson >> OK.

The output of the results of the validity test of the questionnaire with the help of SPSS (Statistical Package for the Social Science) version 25 can be seen in the attachment.

2. In testing the validity of the questionnaire, it is known that $N = 51$, it is known that r tables at an error level of 0.05 (5%) are 0.271. R tables can be seen in the appendix.
3. The criterion in decision making is if r count $\geq r$ table then the instrument is declared valid, but if r count $\leq r$ table then the instrument is declared invalid. In addition, researchers also use manual calculations as a comparison.

2.2.2 Reliability Test

Data collection methods and research instruments. States that the reliability test is the extent to which

measurement results using the same object will produce the same data[19]. This reliability test is used to determine the consistency of the measuring instrument, whether the measuring device used is reliable and remains consistent if the measurement is repeated.

To test the reliability of the researchers used the help of the SPSS (Statistical Package for the Social Science) version 25. The steps to calculate validity used the Statistical Package for the Social Science (SPSS) version 25, namely, enter the same data as the data used to calculate validity, Analyze >> Scale >> Reliability Analysis, Enter a valid item number into the items box, the total score is not included:, Statistics, in the Descriptives dialog box, click Scale if item deleted >> Continue >> OK.

If the value of Cronbach's Alpha > R table then the questionnaire or lift is declared reliable or consistent. Meanwhile, if the value of Cronbach's Alpha < R table then the questionnaire or questionnaire is not reliable. besides that researchers also use manual calculations for comparison.

2.2.3 Normality test

The normality test was carried out to find out whether the data used was normally distributed or not. The test tool used in the normality test of this study is the Kolmogorov Smirnov test with the SPSS program[20][21][22][23]. The data can be said to be normal when the significance is > 0.05. The results of the normality test in the table above show that the significance value = 0.100 (> 0.05), so it can be concluded that all variables in this data are normally distributed.

2.2.4 F test

The F test aims to determine the stimulant effect of the independent variable. The model can be called feasible if it has a Sig F value that is less than or equal to an alpha of 0.05[14].

2.2.5 Research Instruments

Research instruments are tools that are selected and used by researchers in their activities to collect data so that these activities become systematic and made easier by them[24][25][26][27].

1. The instrument used by researchers uses the method by doing distribution of closed method questionnaires, where possible answer choices have been determined in advance and respondents are not given alternative answers.
2. The indicators for these variables have been translated into a number of statements in order to obtain qualitative data. This data will be

converted into quantitative form with a manual statistical analysis approach and the SPSS application system[28].

In this study the authors used a Likert Scale. The Likert scale is used to measure attitudes, opinions, and perceptions of a person or group of people about social phenomena[14]. The answer choices from the Likert Scale will be given a score, so the respondent must describe and support the question.

3. RESULT AND DISCUSSION

3.1 Results

Validity testing was carried out by conducting a correlation analysis between the scores of each indicator and the overall score of each variable using SPSS software with the following results.

Instrument	Score	$r_{tabel5\%}$ (28)	Information
X1	0.402	0.3610	Valid
X2	0.965	0.3610	Valid
X3	0.473	0.3610	Valid
X4	0.948	0.3610	Valid
X5	0.657	0.3610	Valid

Figures 1. Variable X Validity Test Results r table 5%

$$(N-2) = r \text{ table } 5\% (30-2) = r \text{ table } 5\% (28)$$

Validity is said to be valid if the score > r table 5% (28) = 0.3610

The table above shows the results of the validity test on variable X. There are 5 question instruments on variable X. One way to find out which questionnaires are valid and which are invalid, we have to find out the tables first. The formula for r table is $df = N-2$, so $30-2 = 28$, so $df = 28$ is obtained. Then at table 5%, and $df = 28$, r table = 0.3610. So that from the results of calculating the validity of the X variable, it is found that all instruments are valid. The instrument is said to be valid if r count (score) > r table.

Instrument	Score	$r_{tabel5\%}$ (28)	Information
Y1	0.874	0.3610	Valid
Y2	0.750	0.3610	Valid
Y3	0.713	0.3610	Valid
Y4	0.819	0.3610	Valid

Y5	0.639	0.3610	Valid
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Figures 2.Y Variable Validity Test Results r table 5%

(N-2) = r table 5% (30-2) = r table 5% (28)

Validity is said to be valid if the score > r table 5% (28) = 0.3610.

The table above shows the results of the validity test on the Y variable. There are 6 question instruments on the Y variable. One way to find out which questionnaires are valid and invalid, we have to find out the tables first. The formula for r table is $df = N-2$, so $30-2 = 28$, so $df = 28$ is obtained. Then at rable 5%, and $df = 28$, r table = 0.3610. So that from the results of calculating the validity of the Y variable, it is found that all instruments are valid. The instrument is said to be valid if r count (score) > r table.

Reliability testing is done by calculating the Cronbach's Alpha value of the indicators for each variable. Calculations were performed with the help of SPSS software with the results presented below.

Variables	Cronbach's Alpha	Information
Performance of Terminal Inspection Service (TIS) Officers	0.757	Reliable
Excellent Service for Terminal Inspection Service (TIS) Officers	0.815	Reliable

Figure 4. Reliability Test Results

The results of the reliability test on the variables Performance of Terminal Inspection Service (TIS) Officers and Excellent Service of Terminal Inspection Service (TIS) Officers can be seen that the Cronbach's Alpha value in these two variables is greater than the Critical Value value, namely > 0.70, from these results it can be concluded that all statements or instruments in the questionnaire are declared reliable.

The normality test was carried out to find out whether the data used was normally distributed or not. The test tool used in the normality test of this study is the Kolmogorov Smirnov test with the SPSS program. The data can be said to be normal when the significance is > 0.05. The results of the normality test in the table above show that the significance value = 0.100 (> 0.05), so it can be concluded that all variables in this data are normally distributed.

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		30
Normal Parameters, b	Means	.0000000
	std. Deviation	.73326888
Most Extreme Differences	absolute	.146
	Positive	.133
	Negative	-.146
Test Statistics		.146
asympt. Sig. (2-tailed)		.100c

- a. Test distribution is Normal.
- b. Calculated from data.
- c. Lilliefors Significance Correction.

Figure 5. Normality Test Results

The coefficient of determination test is used to determine the number of R Square (R2).

Summary model b

Model	R	R Square	Adjusted R Square	std. Error of the Estimate
1	.919 a	.845	.840	.746

- a. Predictors: (Constant), Officer Performance
- b. Dependent Variable: Excellent Service

Figure 6. Determination Coefficient Test Results

The test results show that the R Square (R2) number is 0.845 (84.5%) where this number means the magnitude of the influence of variable X on Y. While the remaining 15.5% (100% - 84.5%) is influenced by other factors. In other words, the Y variability that can be explained by the X variable is 84.5, while the effect of 15.5% is caused by other variables outside this model. Meanwhile, for the value of e1 is

$$e1 = \sqrt{1-0.845} \ e1 = 0.394$$

The simple linear regression test aims to measure the influence of the independent variable on the dependent variable. Based on the results of the simple linear regression test in the table below, the regression equation is obtained as follows:

$$Y = -1.958 + 1.129 X$$

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1.958	2.032		-.964	.343
	Kinerja Petugas	1.129	.091	.919	12.362	.000

a. Dependent Variable: Pelayanan Prima

Figure 7. Regression Equation Test Results

The conclusion from the simple linear regression equation above is:

1. The constant value (α) shows -1.958. This means that if the officer's performance (X) is worth 0, then excellent service (Y) is -1.958 units.
2. The regression coefficient value of the officer performance variable (X) is 1.129. This shows that every increase in the X variable by one unit, it will affect the increase in excellent service (Y) by 1,129

The F test aims to determine the effect of the stimulant independent variables.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	85.107	1	85.107	152.827	.000 ^b
	Residual	15.593	28	.557		
	Total	100.700	29			

a. Dependent Variable: Pelayanan Prima

b. Predictors: (Constant), Kinerja Petugas

Figure 8. F test results

The table above shows the results of the influence of variable X on Y. It was found that the value and p-value = 0.000 < 0.05 then it was rejected. So, at a significance level of 5%, it can be concluded that there is an effect of variable X on Y. There is an influence on the performance of officers on excellent service. $F_{hitung} =$

$$152.827 > F_{tabel\ 0.05(1,28)} = 4.20H_0$$

3.2 Discussion

The discussion of the effect of the performance of Terminal Inspection Service (TIS) officers on excellent service aims to answer the formulation of problems and research hypotheses which state that the performance of Terminal Inspection Service (TIS) officers affects excellent service.

Discussion of the effect of the performance of Terminal Inspection Service (TIS) officers on excellent service. Based on regression testing which is characterized by the correlation value of Person and Cronbach's Alpha which is greater than the R table, has a real influence of 84.5% which is marked by the coefficient of determination (R Square) is 0.845 or equal to 84.5% and the calculated T value is greater than the T table with a significance value of 0.000 smaller than 0.05 and if variable X (Terminal Inspection Service Officer Performance) increases, variable Y (Excellent Service) also increases at Radin Inten II Lampung International Airport marked by a regression coefficient value that does not produce a negative score.

4. CLOSING

4.1 CONCLUSIONS

Based on the results and discussions that have been submitted, the conclusions obtained are:

1. Based on the calculation results, the relationship between Variable X (Performance of Terminal Inspection Service Officers) and Variable Y (Excellent Service) has a strong and reliable relationship, which is indicated by the Correlation value of Person and Cronbach's Alpha which is greater than R table, has a significant effect of 84.5% marked by the value of the coefficient of determination (R Square) is 0.845 or equal to 84.5% and the calculated T value is greater than T table with a significance value of 0.000 less than 0.05 and if the variable X (Performance of Terminal Inspection Service Officers) increases then the variable Y (Excellent Service) also increases at Radin Inten II Lampung International Airport marked by the value of the regression coefficient which does not produce a negative score
2. After conducting questionnaires to officers and passengers, the performance of officers is very influential on excellent service, so that performance is maintained consistently so that it continues to increase.

Based on the conclusions that the author puts forward above, the author provides the following suggestions:

1. The performance of Terminal Inspection Service officers can improve when applying the right Standard Operating Procedures (SOP).
2. Supervision and inspection of facilities at the airport have a real effect on the level of excellent service so that the quality of security and comfort is maintained at the airport.

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