

# Cargo Business Contribution to Logistics Services at Class I Main Airport Juwata Tarakan

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## Abstract

Shipping goods by air, goods security is actually very well maintained because security continues to use aircraft as a key factor in maintaining customer confidence in shipping goods. Therefore, cargo/goods receiving operations services through airports, including loading and unloading, transfers from aircraft to warehouses (cargo warehouses). Compiler and storage and delivery of goods to the owner, must arrive safely and everything is fine. This Study aims to describe the facts about the questions posed by the author. So that the facts and valid data facilitate the analysis of effective and efficient problem solving by the author. Items that are not neatly placed in the cage can be stepped on or subjected to shocks or friction which can result in damage. This research uses a qualitative descriptive research method, namely research that uses a case study method or approach. This research is very focused on a particular topic being studied as a case, and case data can be obtained from all parties.. In addition, the placement of scattered goods also has the potential to increase the risk of loss of cargo. can affect customer confidence so that the cargo unit should be able to maximize to complete the existing facilities at the cargo terminal of the Main Juwata Tarakan Airport Class 1. The results of this study are that air cargo has advantages compared to sea and land cargo where shipping goods using air cargo can save time and reach a wide area. Despite these advantages, there is a problem that the cargo cannot be sent because the documents listed in the SMU and the contents of the cargo are different. The need to carry out cargo handling in accordance with applicable SOPs to avoid these problems.

**Keywords:** Air Cargo, Business Influence, Logistics Improvement

## INTRODUCTION

Juwata Airport was first built during the Dutch colonial period and became a military base for Dutch warplanes. On January 11, 1942, Japanese fighter jets first landed at Juwata airport in Indonesia to seize the Dutch East Indies. After independence, this airport initially operated as a pioneer airport using only small aircraft, and in early 2000, Juwata Airport was upgraded to become a domestic airport with a runway length of 1,850 meters, served by Bouraq Indonesia, Dirgantara Air Service, Citilink, Kartika Airlines, Mandala Airlines, Merpati Nusantara Airlines and Pelita Airlines.

Over time, the airport is no longer just a place for planes to land and take off, but can also be a place for doing business. The business of shipping or transporting goods has very strategic business prospects, including the transportation of goods by air (cargo) [1] [2].

By utilizing air transportation as a medium for shipping goods, people can save time and expand the reach of delivery areas. Given Indonesia's geographical location which consists of many islands, air cargo has

become an option for many levels of society. In addition, the ease of accessing air cargo is now much easier than it was a few years ago.

The air cargo transportation business is a promising business in line with the development of the Indonesian aviation industry. This is indicated by the relatively good prospects for air transport in terms of passenger and cargo growth, so that adequate service quality is required [3] [4] [5].

In shipping goods by air, the security of goods is actually very well maintained because security continues to use aircraft as a key factor in maintaining customer confidence in shipping goods. Therefore, the operational services for receiving cargo/goods through the airport, including loading and unloading, transfer from the plane to the warehouse (cargo warehouse), preparation and storage and delivery of goods to the owner, must arrive safely and everything is fine.

Loading and unloading is an activity that takes place in the apron area, namely loading and unloading of goods (luggage, cargo and letters) from and inside the aircraft

[6] [7]. Loading takes place during pre-flight, meaning that loading operations (baggage, cargo and mail) are carried out by Ground Handling before the aircraft takes off. The descent is usually carried out post-flight, meaning that the descent operation is carried out after the aircraft has flown. In order to maintain quality and customer trust, airlines must prevent errors/irregularities in cargo handling, such as lost cargo that can affect customer trust.

An airport is "an area on land and/or waters with certain boundaries that is used as a place for aircraft to land and take off, take off passengers, load and unload goods, and place for intra and intermodal transportation, equipped with facilities aviation safety and security, as well as basic facilities and other supporting facilities. [8]

Facilitation, Chapter I, Definition and Application, International Airports "Any airport designated by the Contracting State in whose territory it is sited as an airport of entry and departure for international air traffic, where are formalities incident to custom, immigration, public health, animal and plant quarantine and similar procedures are carried out". [9]

Contribution means that the individual is also trying to increase the efficiency and effectiveness of his life. others.

Business is an activity to make a profit. All people or individuals or groups carry out business activities to seek profit so that their life needs are met. No one does business to make a loss. [10]

Logistics is a process of planning, executing and controlling procurement, storage, packaging, handling and delivery of goods or services from the point of origin to the point of destination with the aim of meeting customer needs effectively and efficiently. [11] [12]. Logistics covers all stages of the production, distribution and delivery of goods or services.

In IATA (International Air Transport Association) Cargo Regulations (1998) it is explained: Air Cargo is a type of goods other than postal goods and other goods, which are included in postal goods as listed in the International Post Conference, are goods without passengers and other people from the company. the flight in question.

Cargo aircraft or Air freight is a transportation of goods from origin to destination by using air transportation mode [13] [14] [15].

Freight Forwarder is a business entity that aims to provide services or management of all activities required for the delivery, transportation and receipt of goods using multimodal transportation either by land, sea and air. [16] [17]

Based on the International Civil Aviation Organization, Annex 9, "Facilitation", Second Edition,

July 1989, SNI 03-7047-2004 (Indonesian National Standard). Cargo Terminal is one of the main service facilities at the airport to process the delivery and receipt of air cargo, domestically and internationally which aims to smooth the cargo process and meet flight security and safety requirements.

To fulfill the purpose of this paper, the following questions are asked:

1. How does the cargo business contribute to logistics services at Class 1 Main Juwata Airport, Tarakan?
2. What factors contribute to logistics services at Juwata Tarakan Main Class 1 Airport?

## METHOD

In this study, the author will use a qualitative descriptive research method, namely by understanding the phenomenon of what is experienced by research subjects, for example behavior, perceptions, motivations, actions, holistically, and by means of descriptions in the form of words and language, in a context. naturally and by utilizing various natural methods [18].

In collecting this data the author uses independent variables, namely analyzing business potential opportunities at Class 1 Main Airport Juwata Tarakan. This research does not make comparisons of these variables to other samples and looks for the relationship between these variables and other variables.

In addition, the author knows how to describe the facts about the questions posed by the author. So that the facts and valid data facilitate the analysis of effective and efficient problem solving by the author. In compiling this work, the authors use several data collection methods as follows:

### 1. Observation

observation is a data collection method used to collect research data through observation and sensing. Observations aim to describe the environment under study, the activities that take place, the people involved in these activities, and the meaning of events from the point of view of the people seen in the events observed. In this case the author made observations on the contribution of the cargo business at Class 1 Main Airport Juwata Tarakan, when the author carried out On the Job Training (OJT) activities in January - March 2023.

### 2. Interview

Interview is an activity that aims to obtain in-depth information about the information or problem being studied. In this case the author will conduct an interview, namely conducting an intensive conversation with a goal to Mrs. Indy as the Head of the cargo control unit at Class 1 Main Juwata Airport,

Tarakan. This interview aims to obtain as much information as possible about the problems that occur, thereby strengthening the author's data, related to the need for optimizing the perimeter fence at Juwata Tarakan Main Class 1 Airport.

### 3. Library Studies

Literature study is a data collection method that is directed at finding data and information through documents, both written documents, photographs, images, and electronic documents that can support the writing process. "Research results will also be more credible if they are supported by photographs or works existing academic and artistic writing." [19].

Information obtained through interviews, observation, and documentation is recorded in field notes which have two main components: descriptive and reflective.

## RESULTS AND DISCUSSION

### Results

In this Final Project research the authors used the Qualitative Descriptive method so that the data was obtained by the authors with observations, interviews, and documentation to obtain data related to the contribution of the cargo business to the logistics services of Class 1 Main Airport Juwata Tarakan:

#### 1. Observation

Observations were made in the cargo terminal area of the Juwata Tarakan Main Class 1 Airport starting from January 9 2023 to March 31 2023, the researcher conducted service at the Cargo unit from January 10 2023 to January 26 2023. The researcher conducted field observations of the terminal facilities cargo, the amount of cargo in the cargo terminal, and how to handle cargo in the make up and breakdown area, the researchers also documented the cargo terminal area of Class 1 Main Juwata Airport, Tarakan.

#### 2. Interview

The research conducted by the author was also in the form of conducting interviews, this interview was in the form of questions and answers which were conducted directly when the researchers were still conducting on the job training to the Managers of PT. Rajawali and Supervisor of Class 1 Main Airport cargo Juwata Tarakan. This interview was carried out with 2 informants, namely, Mr. Hidayat and Mrs. Indi. The interview was carried out by asking 10 different questions each. Based on interviews that have been conducted with the Manager of PT. Rajawali, obtained the following interview results:

Research question	Respondent's answer
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How many personnel are there in the cargo warehouse?	For the number of personnel here, there are 4 people who are divided into 2 shifts, namely, the morning shift and the afternoon shift. Each shift is divided by 1 person. With a schedule of 2 days in 1 day off
What is the suitability of cargo handling with existing SOPs at Class I Main Juwata Airport, Tarakan?	Yes, for handlers of goods using air cargo, it is in accordance with the applicable SOP.
What is the flow or process for sending air cargo?	The owner of the goods comes then the goods will be sent to be weighed. Next, the owner of the goods fills out the PTI form (Notification of Contents), after the PTI form has been filled in completely, the agent will make a reservation from the PTI contents, and the AWB/SMU number will appear. After the form is complete, the shipment will be labeled according to the contents of the goods, then the owner of the goods will pay the cost of sending the goods.
If there is a shipment of plants or animals, what is the delivery process?	After all procedures at the cargo agent have been completed, animals and plants will be brought to the quarantine service to be checked whether they meet the specified quality standards. If they meet the standards, the quarantine service will issue a certificate of eligibility.
Does issuing quarantine documents take a long time?	The process for issuing quarantine documents only takes 1 day
Usually, what are the factors that can cause	The case that often occurs is that the

cargo to be unable to be sent or canceled to be sent?	documents listed in the SMU and the contents of the cargo are different so that the goods experience delivery delays.
What is the process for handling hazardous goods or cargo?	If goods that have dangerous properties are going to use air cargo delivery services, they must use packaging that meets the requirements that are equipped with a label according to the nature of the dangerous goods. Furthermore, the goods are stored at the dangerous goods stacking place and when sending dangerous cargo, it is mandatory to notify the pilot.
Can shippers track the goods they send?	Yes you can, checking can be done using the receipt number provided by the shipping agent.
What are the obstacles in handling air cargo at Juwata Tarakan Main Class I Airport?	Here often there is a buildup of goods which results in scattered goods covering the movement paths in and out of incoming goods.
How do officers deal with obstacles in handling air cargo at Class I Main Airport Juwata Tarakan?	So far, we have always evaluated and informed the porters so that the cargo is not scattered so that it covers the flow of cargo in and out so that there is no accumulation of goods.

### 3. Library Studies

Based on the results of a literature study conducted by researchers including regulations for reviewing things that are considered to cause problems as well as guidelines and references regarding the meaning contained in the discussion of the problem, including a description of the title of the problem raised and accompanied by several opinions from experts edited from several sources. In this study the writer will refer to the regulations. Based on a literature study by

authors originating from regulations and guidelines the following results are obtained, in accordance with Minister of Transportation Regulation Number 53 of 2017 concerning Cargo and Post Security and the Supply Chain of Cargo and Post Transported by Aircraft and Regulations of the Minister of Transportation KM number.

#### Discussion

- a. Based on the results of observations found handling of air cargo that stays in the warehouse. Goods that stay in the warehouse are not put in cages, resulting in the goods being sent being scattered and lacking in safety. Items that are scattered and not in the cage may be damaged by types of goods that are easily damaged. Items that are not neatly placed in the cage can be stepped on or subjected to shocks or friction which can result in damage. In addition, the placement of scattered goods also has the potential to increase the risk of loss of cargo.
- b. Based on the results of interviews conducted with the Head of the Cargo Control Unit, it was stated that cases could occur where cargo could not be sent. This is due to differences in the documents listed in the SMU and the contents of the cargo are different. As an example of the different types of goods that should use the special cargo shipping type but instead use general cargo. It can also be caused by the difference in the weight of the goods. Utilization of cargo warehouses is also still not properly utilized. In the cargo warehouse the supervisory personnel carried out data collection, the items that were recorded were in a scattered condition and not in cages as was the result of observations. The Head of the Cargo Monitoring Unit said that this made it easier for the data collection process to be completed quickly.
- c. Based on a literature study carried out by the author in accordance with the regulations and guidelines obtained relating to improving cargo facilities and services at Class 1 Main Juwata Tarakan Airport, the following results are obtained:

No	Topic	Analysis and solutions	Applicable rules
1.	Cargo handling is still not up to standard.	<p>Analysis:</p> <p>The placement of cargo goods that come and stay is not stored in cages and allowed to be scattered.</p> <p>Solution:</p>	Regulation of the Minister of Transportation Number PM 53 of 2017 Article 53 concerning Security of Cargo and Post and Supply Chain of Cargo and Post Transported

		- Laying cargo that arrives or stays put in cages.  -To ensure the safety of goods, it is necessary to handle goods neatly and in an orderly manner so that it is easy to monitor goods and the risk for lost goods is very small.	by Aircraft [20]
2.	There are no cold storage facilities in the Cargo Warehouse.	Analysis: There is no Cold Room in the Cargo Warehouse  Solution: There is a budget to build a Cooling Room facility in the Cargo Warehouse to support Sea Products shipping activities	Regulation of the Minister of Transportation Number KM.29 of 2005 Concerning Enforcement of Indonesian National Standard (sni) 03-7047-2004 Concerning Airport Cargo Terminals as Mandatory Standards [21]

## CONCLUSION

Based on the results of research conducted at Juwata Tarakan Main Class I Airport, it can be concluded that:

1. According to the discussion above, the handling of cargo by cargo delivery officers at the Cargo Terminal of Class 1 Main Airport Juwata Tarakan in handling is far from standard, goods are not put in cages, only placed in the aisle in and out of goods which results in goods being scattered and untidy so that less efficient and the risk of lost goods is greater.
2. Air cargo has advantages compared to sea and land cargo in that shipping goods using air cargo can save

time and reach a wide area. In addition, adequate facilities are an important factor for logistics services at the Juwata Tarakan Main Class 1 Airport Cargo Terminal, because the City of Tarakan itself has many marine resources which will also be sent out of the city or island via air cargo routes.

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