EVALUATION OF SUPPORTING FACILITIES FOR PASSENGERS WITH DISABILITIES TO IMPROVE SERVICES AT EL TARI KUPANG INTERNASIONAL AIRPORT

Sandra Nur Laili1\* , Prasetyo Iswahyudi2 , Arnaz Olieve3

*1,2,3) Politeknik Penerbangan Surabaya, Surabaya, Indonesia*

*\*Corresponding author. Email:* [*sandralaili03@gmail.com*](mailto:sandralaili03@gmail.com)

### ABSTRACT

El tari airport terminal in Kupang is equipped with one wheelchair accessible lift, difabled person's waiting room, disabled person's restroom area, ramp, and wheelchairs. this is provided to assist passanger with dissabilities. The aim of this research is to determine the readiness of ideal facilities and services, as well as the availability of amenities for passengers with disabilities. The method used is qualitative research with results from observations, documentation, interviews, triangulation, and literature studies.The results indicate that there is a lack of facilities for passengers with disabilities at El Tari Airport in Kupang. Therefore, in order to offer services that can guarantee the pleasure of passangers with disabilities, it is necessary to construct facilities and conduct valuations.

**Keywords:** Facilities, People with Disabilities, Services, El Tari Kupang International Airport

# 1. INTRODUCTION

In the current era of globalization, air transportation has become a widely used mode of transport. This is driven by the growing need for both long and short-distance travel, evident in the increasing number of passengers on domestic and international flights. As the population grows, so does the demand for transportation modes. Transportation plays a crucial and strategic role in facilitating economic activities, strengthening unity, and influencing all aspects of national life. The importance of transportation—whether by land, sea, or air—is reflected in the rising demand for services that ensure the mobility of people and goods.

Transportation serves as a support, driving force, and catalyst for regional growth, necessitating transport services that align with traffic needs and provide ideal service values such as orderliness, efficiency, safety, and security. In Indonesia, with its many islands, air travel is essential for reaching distant locations quickly. Air travel is not just an ordinary mode

of transportation; it is a modern means that employs advanced technology. Airports, the facilities that support flight operations, are defined by the 2009 Aviation Law (Law No. 1 of 2009) as "designated areas on land or water, with specific boundaries, used for aircraft landing and takeoff, passenger boarding and deplaning, cargo handling, and the transfer between and within modes of transport, equipped with safety and security facilities, as well as basic and supporting facilities."

Airports are expected to provide the best facilities and services. Properly maintained facilities and services are key considerations and benchmarks for passengers when choosing air transport services. Therefore, airport management should prioritize the comfort and safety of facilities and services, especially for passengers with physical disabilities. According to the 2016 Disability Law (Law No. 8 of 2016), people with disabilities are "individuals who experience physical, intellectual, mental, and sensory limitations that, in certain circumstances, may hinder their

interaction with the environment and their ability to participate fully and effectively in society on an equal basis with others."

Airport management must ensure that the services and facilities available cater to the needs of passengers with disabilities, providing them with the confidence and comfort to travel by air. One such airport is El Tari International Airport in Kupang, which offers facilities for passengers with disabilities. El Tari International Airport, located in Kupang City, East Nusa Tenggara, in Penfui Village, Maulafa District, has been operational since 1928. The airport's general data are as follows: ICAO code WATT, IATA code KOE, airport name El Tari International Airport, city name Kupang, East Nusa Tenggara, address Jl. Adi Sutjipto, Penfui, Maulafa District, 85361, managed by PT. Angkasa Pura I, phone numbers (0380) 881668;881121 and (0380) 881263, email [Humas.koe@ap1.co.id,](mailto:Humas.koe@ap1.co.id) and a distance of

7.3 km west to the city.

El Tari International Airport was designated as an international airport in 2000 and is managed by PT Angkasa Pura I, serving around 20 domestic flights daily. Over time, the airport has continuously improved its services to better serve its users. The airport's expansion, managed by PT. Angkasa Pura I, is aimed at accelerating air connectivity in Indonesia. This expansion has increased the terminal's size from 7,642 square meters to 16,064 square meters, and the apron area from 42,525 square meters to 56,917 square meters, adding five parking stands, bringing the total to 17.

With the upgrades at El Tari International Airport, passenger and aircraft numbers have increased, necessitating additional services and facilities to support flight activities. These improvements must accommodate not only regular passengers but also those with disabilities, ensuring equal rights for all. However, many facilities and services for disabled passengers are still inadequate. People with disabilities, particularly those with hearing, mobility, and speech impairments, often face barriers to accessing public facilities due to inadequate infrastructure and continue to face social stigmatization.

The presence of people with disabilities in a diverse society is often overlooked due to their smaller numbers. This, combined with a lack of awareness of their rights, has led to their marginalization in many aspects of life. Barriers for people with disabilities are still prevalent in Indonesia, arising from family, community, and personal factors, including negative stigmas and feelings of inferiority due to physical differences. Public service provision, according to the 2009 Public Service Law (Law No. 25 of 2009), is based on equal rights, equal facilities, and special treatment for vulnerable groups, ensuring non-discriminatory services. According to the 2016 Disability Law (Law No. 8 of 2016), Articles 18 and 19, people with disabilities are

entitled to access public facilities, receive appropriate accommodations, and enjoy public services in an optimal, fair, and dignified manner, without discrimination, and with the necessary assistance and easily accessible facilities at no additional cost.

Data collected by the author shows that El Tari Airport handles an average of 300-400 passengers per day, with 4-6 of them being passengers with disabilities. However, the exact number of disabled passengers is unpredictable. The 2016 Disability Law (Law No. 8 of 2016), Articles 18 and 19, mandates that people with disabilities are entitled to accessibility to public facilities, appropriate accommodations, and equal rights in public services.

During On the Job Training at El Tari International Airport, the author observed several facilities provided for disabled passengers, including a special lift, a ramp, a holding room for people with disabilities and special needs, a special toilet in the waiting room, wheelchairs, and ground handling assistance. However, the observations revealed some shortcomings, such as the absence of toilets for disabled passengers in the departure and arrival areas, no designated parking spaces for disabled passengers, no special markings or signs for disabled passengers in the drop-off and pick-up zones, and no lifts in the arrival area.

Based on the background outlined above, the author formulates the following research questions:

1. What is the current condition of the supporting facilities for disabled passengers at El Tari International Airport, Kupang?
2. What is the level of service quality for disabled passengers at El Tari International Airport, Kupang?
3. Are the supporting facilities for disabled passengers sufficient?

# TEORETICAL REVIEW

## Airport

Based on Government Regulation Number 70 of 2001 on Aviation, it is stated that an airport is an airfield used for aircraft landing and takeoff, passenger boarding and disembarkation, cargo and mail loading and unloading, equipped with safety and security facilities for aviation. An airport also serves as a transfer point between different modes of air transportation.

An airport is a facility where air transportation means, such as airplanes, can safely take off and land. Even the simplest airports must have a runway at a minimum, while larger airports are typically equipped with various facilities that support operational activities, both for the personnel/operators providing aviation services and for passengers using aviation services, such as terminal buildings and hangars..

## Evaluation

Jones' opinion (Ekowati, 2012:111) states that the definition of evaluation refers to an activity that can provide an idea or understanding of great value, with the hope that it will improve the implementation of the policy development that has been established.

Yunanda (2009) argues that the state of an object is known using tools and then compared to a standard to determine the summary of all these activities, which is called evaluation. Arikunto and Cepi (2008:2) argue that the definition of evaluation is the act of collecting information about the functioning of something, and this information is then used to determine the most appropriate course of action for making conclusions.

Uzer (2003:120) states, "Evaluation is a process undertaken by someone to obtain useful information to determine which of two or more alternatives is desired. Because such determination or decision is not made randomly, those alternatives must be given relative value, and thus, assigning value must require rational consideration based on information for the decision- making process."

According to the Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System, Article 57 paragraph (1), it is stated that evaluation is carried out on the management activities of local education quality as a form of accountability for the implementation of education to the related parties, including students, institutions, and educational programs.

## Facilities

Facilities, according to the \*Kamus Besar Bahasa Indonesia\* (Indonesian Dictionary), are means to facilitate the execution of functions and ease of use. Facilities are obligations that must be provided by service providers. In practice, facilities need to meet various consumer needs. Facilities themselves function as a medium or support to achieve the objectives of the core services provided.

Facilities play a crucial role in the development of the aviation industry. Well-equipped and complete facilities add value to an airport. These facilities must be accessible to all service users, including those with special needs. Special needs passengers or those with disabilities should receive the same treatment as regular passengers.

## Supporting Facilities

Supporting facilities are everything that complements the operation of a mode of transportation, providing ease, comfort, and safety for the users of that transportation service. The concept of supporting facilities can have various meanings depending on the context, including in the fields of economics, services, education, or healthcare.

## Accessibility

Accessibility comes from the word "akses," which is a translation of the English word "access," meaning entry or way in. Accessibility, or "accessibility" in English, refers to something that can be entered or easily reached or achieved. According to the Regulation of the Minister of Transportation of the Republic of Indonesia Number 98 of 2017 on the provision of accessibility in public transportation services for special needs users, accessibility is the ease provided for special needs users to realize equal opportunities. In general, accessibility can be defined as the degree of ease with which someone can access something, whether it be an object, service, place, or other, where this ease of access can be reached by everyone, including those with special needs.

## Services

According to the \*Kamus Besar Bahasa Indonesia\* (Indonesian Dictionary), the word "pelayanan" (service) means "the matter or method of serving." For example: "So far, the hotel guests have not received proper service." Another meaning of "pelayanan" is the convenience provided in relation to the buying and selling of goods or services.

Service is a series of activities through a process that creates direct interaction between one person and another, or a machine physically, and provides consumer satisfaction. As a process, service occurs routinely and consistently, encompassing all aspects of life within society (Trianah, Pranitasari, and Rahmanahsari, 2017).

## Passengers

Law Number 22 of 2009 explains that "a passenger is a person who is in a vehicle who is not the driver or crew of the vehicle responsible for providing services, having entered into an agreement after completing a transaction by paying a certain amount of money for a public transportation ticket, thereby officially becoming a passenger of the public transportation."

The definition of a passenger according to the Decree of the Director General of Civil Aviation Number SKEP 100/XII/1985 concerns the understanding of passengers, transit passengers, and transfer passengers. A passenger is a person who is traveling by aircraft. A transit passenger is one who arrives and will continue their flight to the destination airport using the same aircraft. A transfer passenger is one who arrives and will continue their flight to the destination airport using the same aircraft. A transfer passenger is one who arrives and will continue their flight to the destination airport using a different aircraft.

## Persons with Disabilities

According to the “Kumus Besar Bahasa Indonesia” (Indonesian Dictionary), "penyandang" refers to a person who suffers from something, while "disability" is defined as a condition (such as illness or injury) that impairs or limits a person's mental and physical abilities. Persons with disabilities can be considered a vulnerable group that often faces

discrimination and whose rights are frequently unmet. However, "disability" is also a loanword from English, meaning a person's inability to perform various tasks in the usual way.

Persons with disabilities, like others, have the same rights, including economic, social, and cultural rights (ekosob). The state has an obligation to fulfill, respect, and protect the educational rights of every citizen.

In general, Article 1, Chapter 1 of the Ministerial Regulation (PM) 98 of 2017 states that "persons with disabilities are those who have long-term physical, intellectual, mental, and/or sensory impairments which, in interaction with the environment, may hinder and limit their ability to participate fully and effectively with other citizens on an equal basis."

## Previsious Research

In this study, the author approached previous research to compare past findings with the current study. This review serves as a reference to enrich the theoretical framework of the current research. Several relevant studies were identified and analyzed.

Vrilo Rahmadani Tantowi (2021) conducted a qualitative study titled "Assessment of Services and Facilities for Passengers with Disabilities at the Domestic Terminal of Sultan Hasanuddin International Airport, Makassar," which concluded that competent personnel and facilities that cater to all types of disabilities are necessary for optimal service.

Andi Andini Armayanti and Suprapti (2023) conducted a qualitative analysis titled "Analysis of Service Facilities for Disabled Passengers at Domine Eduard Osok Airport, Sorong," which found that while facilities for disabled passengers are adequate, some essential facilities are still lacking.

Firda Silvia Pramashela and Hadiyanto Abdul Rachim (2021), in their literature review "Accessibility of Public Services for People with Disabilities in Indonesia," suggested that the government should pay more attention to the needs of people with disabilities, particularly regarding public services and facilities.

Michelle and Yunus Purnama (2023) conducted a qualitative study titled "Performance and Accessibility Facility Analysis of Special Service Units for Disabled Passengers at I Gusti Ngurah Rai International Airport, Bali," which found that the existing facilities are excellent and the presence of special service units greatly aids disabled passengers.

Muhammad Abdurrohman (2020) in his qualitative study "Accessibility and Services for Physically Disabled Passengers in Public Transportation" with a case study at PT. Kereta Api Indonesia, Yogyakarta Station, found that there are still some locations that pose barriers for disabled passengers.

Finally, Dika Nur Syaifuddin (2023), in his quantitative descriptive study "Analysis of Accessibility Facility Needs to Improve Services for Disabled Passengers at Kalimarau Airport Terminal," concluded that while the services for disabled passengers are good

due to the availability of assistance, there are still shortcomings in the facilities, and additional facilities are needed.

In summary, while these studies share a focus on services and facilities for disabled passengers, they differ in terms of research location and scope. The commonality lies in the use of qualitative methods across most studies, with the present study conducted at El Tari International Airport, Kupang.

# METHODOLOGY

The research method employed in this study is a descriptive qualitative approach, focusing on systematic and rational procedures to gather and analyze data related to the evaluation of supporting facilities for disabled passengers at El Tari International Airport, Kupang. The study emphasizes understanding phenomena through direct observation, interviews, and documentation, aiming to present valid data for effective problem- solving.

The research design involves planning and executing data collection in two stages: identifying and formulating the research problem, and gathering and analyzing data from selected samples, which include disabled passengers with hearing and physical impairments. The data collection techniques used include interviews, observations, documentation, and triangulation to ensure data reliability and validity.

The research aims to assess the current condition of facilities for disabled passengers, the quality of services provided, and the availability of supporting facilities. The findings will help provide an in-depth understanding of the existing issues and propose effective solutions to improve services for disabled passengers at the airport.

# RESULT AND DISCUSSION

### Observation

The observation was conducted during the On the Job Training schedule at the terminal area of El Tari International Airport, from December 11, 2023, to February 29, 2024. The author observed the existing conditions of facilities that could be provided for prospective passengers with disabilities at El Tari International Airport.

Table 1. Observation

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name : El Tari Internasional Airport, Kupang  Inspection Bencmark : Existing facilities compared to  the desired conditions as per PM 98 of 2017 | | | |
| N  o | Type of Check | Actual Condition | Desired Condition |
| 1 | Assistance tools for getting on  and off | Assistance tools for getting on  and off are | Assistance tools for getting on and  off |

|  |  |  |  |
| --- | --- | --- | --- |
|  | transportatio n | available at the terminal, such as ramps/slopin g pathways with handrails | transportation should be available at every airport to facilitate disabled passengers in boarding flights |
| 2 | Accessible doors | Accessible doors such as automatic doors are available, but sometimes the sensors do not function properly. | Accessible doors with sensors should be available at every room divider, and they should be checked regularly to ensure functionality |
| 3 | Audio/visual information | No audio information is available. | Every airport should provide facilities such as audio/visual information to assist passengers with disabilities |
| 4 | Special signs/ indicators in transportatio n areas | Several special signs/ indicators are available to assist disabled passengers in navigating transportatio n areas, such as guidance from ground handling staff to help passengers board the plane | Special signs/indicator s in transportation areas should be available at every airport to assist disabled passengers in boarding flights |
| 5 | Priority seating | Priority seating is available for disabled passengers in the waiting  nroom and at | Regular passengers should be more aware of the need to leave priority  seats available |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | the check-in counter, but regular passengers often use the priority seats in the waiting room. The priority seating at the check-in counter is not usable due to a lack of facilities in that area | for disabled passengers. The priority seating area at the check-in counter should be fully equipped to provide maximum comfort for disabled passengers |
| 6 | Accessible toilets | Accessible toilets for disabled passengers are available in the waiting room | Accessible facilities, such as handrails and clear markings, should be provided in every airport toilet |

|  |  |  |  |
| --- | --- | --- | --- |
| Company Name : El Tari International Airport, Kupang  Inspection Benchmark : Existing infrastructure  compared to the desired conditions as per PM 98 of 2017 | | | |
| N  o | Type of Check | Actual Condition | Desired Condition |
| 1 | Guiding block textured tiles | Guiding block textured tiles are provided | Every airport should have guiding block textured tiles at key pathways |
| 2 | Special signs/ indicators in service areas | | |
|  | a. parking | No special parking for disabled passengers is available | Special parking for disabled passengers should be available to ensure their comfort |

|  |  |  |  |
| --- | --- | --- | --- |
|  | b. ticket/ check-in counter | No special ticket/check- in counter for disabled passengers, but disabled passengers are given priority over regular passengers at the check-in counter | A special ticket/check- in counter for disabled passengers should be provided to enhance service and convenience |
|  | c. toilets | Accessible toilets for disabled passengers are available in the waiting room, but not in the departure and arrival areas | Every airport should provide accessible toilets for disabled passengers |
|  | d. drop zone | A drop zone for disabled passengers is available, but there are no special markings | Special markings should be provided in the drop zone area to help disabled passengers recognize the dedicated drop-off area at the terminal |
|  | e. pick up  zone | A pick-up zone for disabled passengers is available, but there are no special markings | Special markings should be provided in the pick-up zone area to help disabled passengers recognize the dedicated pick-up area at the terminal |

|  |  |  |  |
| --- | --- | --- | --- |
| 3 | Audio/ visual travel information | No audio information is available | Every airport should provide audio/visual facilities to assist disabled passengers |
| 4 | Accessible doors/gates with wheelchair- width dimensions | Accessible doors/gates with wheelchair- width dimensions are provided | Accessible doors/gates should be available at every airport |
| 5 | Drop zone/pick-up zone area | A drop zone/pick-up zone area is available, but there are still shortcomings in the provided markings to ensure comfort for disabled passengers | Although a drop zone/pick-up zone area is provided at the terminal, it should also be equipped with appropriate markings at the terminal area |
| 6 | Ramp/ sloping pathways | Ramps/slopi ng pathways are available around the drop zone and pick-up zone areas | Ramps/slopi ng pathways should be provided at every airport to ensure the comfort of disabled passengers |
| 7 | Accessible passenger access in multi-story buildings | Accessible passenger access is available in multi-story buildings, such as a lift in the departure area and an escalator | Airports with more than one floor should provide at least two lifts in both the departure and arrival areas |
| 8 | Accessible toilets with wheelchair- | Accessible toilets with wheelchair-  width | Accessible toilets with wheelchair-  width |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | passengers is available | passengers should be available to ensure their comfort |
| 12 | Fire safety access | Fire safety access, such as assembly points and smoke alarms, is available in the airport area | Fire safety access must be available at every airport to prevent disasters |
| 13 | Availability of ready-to- use wheelchairs | Ready-to- use wheelchairs are provided by the ground handling staff, but some of the wheelchairs are in poor condition yet still in use | Ready-to- use wheelchairs should be available at every airport, and their condition should be regularly checked to enhance service and provide comfort for disabled passengers |

From the direct observations conducted, the author concluded that, in general, the facilities for disabled passengers at El Tari International Airport are quite good. The "quite good" rating is given because, based on the observations, the existing conditions and availability of facilities still have some shortcomings. The available facilities include guiding block textured tiles, accessible doors/gates with wheelchair-width dimensions, ramps/sloping pathways for disabled passengers, one lift in the departure area, one accessible toilet in the waiting room, and priority seating in the waiting room. These facilities are very beneficial for the continuity of air travel for disabled passengers.

|  |  |  |  |
| --- | --- | --- | --- |
|  | width dimensions | dimensions are available in the waiting room, but they are not available in the departure and arrival areas as they lack dedicated disabled passenger toilets | dimensions should be provided in every airport toilet |
| 9 | Special ticket counter/chec k-in counter for disabled passengers | No special ticket/chec k-in counter for disabled passengers, but they are given priority at the regular check-in counter | A special ticket/chec k-in counter for disabled passengers should be provided to enhance service and convenienc e |
| 10 | Waiting room with priority seating | Priority seating is available for disabled passengers in the waiting room and at the check-in counter, but regular passengers often occupy the priority seats in the waiting room. The priority seating at the check-in counter is not usable due to a lack of facilities in that area | Regular passengers should be more aware of the need to leave priority seats available for disabled passengers. The priority seating area at the check- in counter should be fully equipped to provide maximum comfort for disabled passengers |
| 11 | Parking | No special parking for  disabled | Special parking for  disabled |

However, there are still some facility shortcomings, such as the absence of accessible toilets for disabled passengers in the departure area, the unusable priority seating area at the check-in counter due to the lack of air conditioning (AC) and

other facilities such as a priority seat for reading Braille books for visually impaired passengers while waiting at the check-in counter, the absence of special markings for disabled passengers in the drop zone and pick-up zone areas, some wheelchairs that are no longer fit for use but are still in use, and the absence of special parking for disabled passengers.

Regarding the services provided, there is assistance available for disabled passengers from the moment they arrive at the terminal, through the check-in process, and until boarding. This assistance is provided if the disabled passengers report their needs when booking their tickets, either online or offline. Passengers who do not report their needs are directed to wait at the customer service and information desk until assistance from the relevant staff is arranged.

In this regard, the author suggests that a priority line or dedicated pathway for disabled passengers be added in the check-in area and entrance to the departure area. A priority line is needed to facilitate access and mobility for the assisting staff and disabled passengers themselves, ensuring that their movement is not hindered by other passengers and providing them with privacy if desired. Additionally, the consistency of markings with the available facilities at the airport should be improved to avoid potential audit findings and, more importantly, to help other passengers recognize the facilities available for disabled passengers at El Tari International Airport.

The author also believes that adding more facilities can increase the trust and comfort of disabled passengers. Moreover, these additional facilities make disabled passengers feel that they have the same rights, ultimately encouraging more disabled passengers to use air transportation without fear or discrimination.

### Interview

According to the author, interviews are question- and-answer activities intended to identify the sources of existing problems. In this study, the author conducted interviews with informants during On the Job Training activities, focusing on evaluating the existing conditions of supporting facilities and services provided for disabled passengers. The interviews were conducted with two disabled passengers, Mrs. Altea Shu and Mrs. Marce Rondo, as well as two airport staff members, Mr. Muhammad Ali Tsabit (Customer Service) and Ms. Putri Thio (Ground Handling). Additionally, the author included an interview with an expert on disabilities, Dr. Ariyono Setiawan, S.T., M.T., who is the Deputy Director II at the Surabaya Aviation Polytechnic and also

runs a batik company that employs disabled individuals. The interviews covered various topics, such as the importance of facilities for disabled passengers, ease of access, and suggestions for improvement.

From the interviews with passengers and airport staff, the data collected provided insights into the most critical aspects of facilities for disabled passengers, how well the existing facilities are working, and the initial steps needed to ensure that disabled passengers receive the necessary services. The interviews with the disability expert highlighted the significance of disability facilities, the reasons for involving disabled individuals in the workforce, the challenges of interacting with them, and the types of disabilities that are still tolerated for employment in the batik company.

Generally, data analysis was conducted using the triangulation method, which ensures credibility. Triangulation is a technique that combines various data collection methods and sources. The author discussed the triangulation technique often used in research, particularly in qualitative approaches, which includes three aspects: source triangulation, method triangulation, and theory triangulation.

Source triangulation involves verifying the accuracy of certain information by using various data sources such as documents, archives, interviews, or by interviewing multiple subjects with different perspectives. This process provides different pieces of evidence or data, offering varied views on the research topic.

Method triangulation involves collecting and then comparing information or data using different methods, such as interviews.

Theory triangulation compares information from different theoretical perspectives. In this study, the author compared information obtained from the interview patterns with existing theories such as the Law Number 8 of 2016, PM 98 of 2017 on Accessibility Provision in Public Transportation Services for Special Needs Users, and PM 41 of 2023 on Airport Services.

From the interviews with passengers and airport staff, the author found that although some facilities for disabled passengers are available, there is still a need for additional or improved facilities in certain areas. The services provided require competent personnel who can communicate effectively with disabled passengers, ensuring a positive experience and good impression of the services and facilities provided by El Tari International Airport. This aligns with the patterns in Law Number 8 of 2016, specifically Articles 18 and 19, which outline accessibility rights and public service rights for disabled individuals.

Furthermore, the interview with the disability expert revealed that facilities for disabled individuals are crucial everywhere, considering the need for equality and

opportunities for them to develop their abilities despite their limitations.

# CONCLUSION AND RECOMMENDATIONS

Based on the analysis conducted, the author concludes that the existing supporting facilities for disabled passengers at El Tari International Airport still have some shortcomings. Some facilities, such as dedicated toilets for disabled passengers in the departure area, are not available, making it difficult for users during check-in. Additionally, there is a mismatch between the signage and the actual facilities in the arrival area toilets, where the family toilet signboard has not been replaced to indicate the facilities intended for disabled passengers. The services provided by the airport staff are generally good, including assistance from ground handling personnel from the drop zone to boarding, but improvements are needed in the wheelchair facilities, some of which are no longer in suitable condition.

Based on these findings, the author suggests that El Tari International Airport and the airlines should add more specific facilities for disabled passengers, such as a Flight Information Display System (FIDS) equipped with special indicators for deaf passengers. Additionally, special training is needed for ground handling staff to enhance their competency in communicating with disabled passengers using sign language. The author also emphasizes the importance of increasing public awareness about the facilities for disabled passengers through more effective communication, as well as adding signage in the drop zone and pick-up zone areas, and providing designated parking for disabled passengers. This evaluation aims to ensure that accessibility rights and public service rights for disabled passengers are fulfilled in accordance with the provisions of Law Number 8 of 2016.

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