THE INFLUENCE OF AIRSIDE FACILITIES (AVIOBRIDGE) ON PASSENGER COMFORT BASED ON 3S + 1C ASPECTS (SAFETY, SECURITY, SERVICES AND COMPLIANCE) AT DJALALUDIN GORONTALO AIRPORT

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### ABSTRACT

In the midst of the Class I Djalaludin Gorontalo Airport Service Unit's On the Job Training implementation. The Garbarata (Aviobridge) air side facilities had a number of issues that did not align with the 3S + 1C (Safety, Security, Services, and Compliance) elements. The Garbarata's automatic measuring instrument is broken, the air conditioning isn't working, and the floor on the other side is peeling. These issues make the vehicle uncomfortable for passengers because it's hot inside, and using the passenger stairs will be risky because they go over the ground support equipment track.

***Keywords:*** *Djalaludin Airport, Garbarata, Influence of Passenger Comfort*

# INTRODUCTION

Aviation is an important mode of air transportation to facilitate the movement of people and goods quickly, effectively and efficiently, supported by technological developments. Airports or airports, as defined by ICAO and Law Number 1 of 2009, are facilities on land or water that are used for the movement of aircraft, both taking off and landing, as well as for other activities such as getting on and off passengers and loading and unloading goods. In Gorontalo, which has a strategic role in commercial shipping, there is Djalaludin Airport which was designated as a Category 1 Airport Management Unit in 2014, with ICAO Code WAMD and IATA Code GTO [1].

Djalaludin Airport is a class 1 Airport Auxiliary Unit with daily flights to major cities in Indonesia. So not many flights depart from this airport, only a few destinations can be reached from Djalaludin Gorontalo Airport, such as Cengkareng and Makassar [2].

However, this airport only serves domestic flights and does not serve international flights. There are 12 airlines that fly every day, but since 2021 airlines such as Wings air and Citilink no longer operate at Djalaludin Gorontalo Airport due to declining passengers during the pandemic. For now there are only 3 airlines, namely Garuda Indonesia, Batik Air and Lion Air, operating at Djalaludin Gorontalo Airport. Djalaludin Airport is

managed by the Gorontalo Province Transportation Agency. One of its Aeronautical revenues includes Aircraft Landing, Placement and Storage Services (PJP4U), Aircraft Passenger Services (PJP2U) and Garbarata Usage Services [3].

After the central government lifted the status of the Restriction of Community Activities (PPKM) in Indonesia, various activities began to run. People have started to carry out their daily activities normally and have started traveling outside the city. Airplane passengers also began to show increasing numbers, including at Djalaludin Gorontalo Airport. Based on AMC Data, in 2023 the number of passengers per year reached 371,336 *pax*. This has shown an increase compared to last year during the pandemic, where in 2022 passengers at Djalaludin Gorontalo Airport decreased with 298,127 *pax* [4]. The increase will continue over time. During the current recovery period, Djalaludin Gorontalo Airport began to experience an increase in passengers. 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 products and services that are of high quality and strong competitiveness so as to increase company value and public trust or prospective passengers of air transportation services. One of the service qualities that must be optimized is the air side facilities, which is done by maintaining the performance of all equipment on the

air side, one of which is the performance of the garbarata facility [5].

Services in public facilities, especially airports, are very important to provide comfort to users, which involves aspects of 3S + 1C (Safety, Security, Services, and Compliance). The Ministry of Transportation through the Directorate General of Civil Aviation continues to monitor and ensure the implementation of these standards at each airport, including through the supervision of units such as Apron Movement Control (AMC). AMC is responsible for traffic regulation on the apron as well as the docking and undocking of the Aviobridge, which plays an important role in maintaining passenger comfort by protecting them from bad weather, noise, and dust. Good service levels, including the use of facilities such as the Aviobridge, can increase passenger satisfaction, while neglect of these service standards can decrease satisfaction and pose operational risks [6].

The quality of service on the airside of the airport, including the performance of the garbarata (Aviobridge), is very important to ensure passenger comfort and satisfaction. Garbarata functions as a bridge between the terminal and the aircraft, so a good, effective, and efficient operating system is needed so that flights can run on schedule. At Djalaludin Gorontalo Airport, there are two garbaratas with different conditions, where Garbarata 1 has damage to the air conditioner and floor, while Garbarata 2 has more serious problems with non-functioning altitude measuring devices and damage to the air conditioner and floor. These problems show the importance of good communication, collaboration and coordination between units at the airport to keep facilities optimized. The author wants to prove whether the condition of facilities such as garbarata affects passenger comfort, considering several technical factors that can affect the satisfaction of airport service users [7].

This research identifies problems related to the influence of airside facilities, especially garbarata (Aviobridge), on passenger comfort based on the 3S+1C (Safety, Security, Services, and Compliance) aspects. The author conducted observations during On the Job Training at the Apron Movement Control Unit at Djalaludin Gorontalo Airport, focusing on how passenger comfort is affected by the condition and use of the garbarata. This research also identifies factors that affect service comfort and the risks that arise if comfort is not guaranteed. With good facilities, such as maintained garbarata, services to passengers can be improved, which is the responsibility of the Apron Movement Control unit in maintaining the condition of supporting facilities on the apron.

# METHODS

# The research method is a scientific process that aims to obtain data for specific purposes, with a rational, empirical, and systematic approach (Sugiyono, 2019; Hamid, 2013). This method includes collecting, processing, analyzing, and presenting data to solve problems or test hypotheses. In writing the Final Project entitled "The Effect of Airside Facilities (Aviobridge) on Passenger Comfort Based on 3S + 1C Aspects at Djalaludin Gorontalo Airport," the author uses a quantitative descriptive research method, which involves research subjects and objects, populations and samples, instruments, data collection and analysis techniques, as well as setting the place and time of research [8].

## Research Design

Research design involves the entire process of planning and conducting research, including problem identification and formulation, data collection, analysis, and conclusion drawing (Nazir, 2014). This study aims to measure the effect of passenger comfort in the use of Airside Facilities (Aviobridge) at Djalaludin Gorontalo Airport, in accordance with PM 178 of 2015 concerning Airport Service User Service Standards. With descriptive quantitative research method, this research describes quantitative data collected through research instruments and analyzed statistically. The descriptive method is used to produce a picture or description of passenger comfort without making broader generalizations, and the results of the analysis will help determine whether passenger comfort is adequate or there are aspects that need to be improved.



**Figure 1 Research Steps**

## Research Population and Sample

The population in this study are passengers who use air transportation at Djalaludin Gorontalo Airport, especially departure passengers who use airside facilities (Aviobridge). Based on 2023 data, the average number of departing passengers per day is 472 people (172,442 passengers / 365 days) during operating hours 06.30-19.00 WITA.

A sample is a portion of the population taken to determine the characteristics of the population. In this study, the sampling technique used probability sampling to provide equal opportunities for each member of the population. Using the Taro Yamane formula with a precision of 15% (0.15), the calculated sample size is around 40 respondents. Therefore, the questionnaire was distributed to 40 passengers who carried out departure and arrival activities at Djalaludin Gorontalo Airport.

## Research Variables

Research variables are anything in the form of anything that is determined by the author to study so that information is obtained about it, then conclusions are drawn. (Sugiyono, Quantitative, Qualitative and R&D Research Methods, 2019). In the research conducted, 2 (two) variables were found, namely; Variable Use of Airside Facilities (Aviobridge) (X) and

Passenger Comfort Variable (Y) at Djalaludin Gorontalo Airport.



**Figure 2 Research Variables (X) and (Y)**

## Data Analysis Technique

The method used in the analysis of this Final Project writing is descriptive quantitative, which emphasizes the natural and objective description of phenomena observed directly in the field (Arikunto, 2015). The quantitative method involves collecting data in the form of numbers, which are then analyzed to provide an overview of the problem under study (Sugiyono, 2019).

### Validity Test

The validity test is a process to measure the extent to which an instrument is able to measure what should be measured accurately (Suharsimi, 2010). In this study, the validity test was carried out using SPSS software to determine whether the questionnaire questionnaire used could reveal the variable data accurately. Validity testing is done by correlating the score of each indicator with the overall variable score. The instrument is considered valid if the calculated R value is greater than the R table or the significance value is less than 0.05 (Sugiyono, 2019). The Pearson Correlation validity test compares the calculated R value with the R table at the 5% significance level. If R count ≥ R table, the

instrument is valid; conversely, if R count < R table, the instrument is considered invalid. This test was conducted using SPSS Statistics version 23.0.

### Reliability Test

Reliability test is a process to determine the consistency of the questionnaire questionnaire used in research, so that it is reliable even though it is used repeatedly at different times (Sugiyono, 2019). The reliability test in this study uses the internal consistency method, which assesses how consistent the answers to each item measure the same construction. The level of reliability is assessed based on the reliability coefficient value, which is calculated using the Cronbach Alpha formula. This method is suitable for use because the research instrument is in the form of a questionnaire, where the higher the Cronbach's Alpha value, the higher the level of reliability of the instrument.

Description:

R11 = Reliability Coefficient

n = Number of statement items tested Σσt² = The sum of the score variances of

each item

σt² = Total variance

A reliable questionnaire is indicated by a questionnaire that has a *Cronbach Alpha* value. The minimum *Cronbach's Alpha* reliability level value is 0.70 (Eisingerich, 2010) meaning that the instrument has an adequate level of reliability, and if the *Cronbach Alpha* value> 0.80 means that all items are reliable and the entire test consistently has strong reliability.

### Regression Test

Simple Linear Regression is performed when there is only one independent variable and one dependent variable. Simple regression is based on a functional or causal relationship of one independent variable with one dependent variable [9]. The general equation of simple linear regression is:

Y = a + b X

Y= The subject in the predicted dependent variable

a = Price of Y when X = 0

b = The direction of the regression coefficient, which shows a number

X= Subjects in the independent variable that has a certain value

An increase or decrease in the dependent variable based on the independent variable. If b (+) then it increases, if b (-) then there is a decrease.

### T or Partial Test

Partial testing or T test is used to test the effect of each independent variable partially on the dependent variable. In this test using a significance level of 0.05 If the significance value is smaller than 0.05 or the calculated T value is greater than the T table, it can be concluded that the independent variable partially has a significant effect on the dependent variable [10].

# RESULTS AND DISCUSSION

Research results in this study were obtained from processing primary data and secondary data. Primary data was obtained from direct observation of the condition of the Garbarata (*Aviobridge*) at Djalaludin Gorontalo Airport and questionnaires distributed to 40 passengers at Djalaludin Gorontalo Airport. While secondary data is obtained from observation and literature study.

## Observation

Observations were made by the author when the author conducted *On the Job Training* at Djalaludin Gorontalo Airport. Observations were made by the author with the aim of knowing the real situation at the Garbarata Air Side Facility (*Aviobridge*) at Djalaludin Gorontalo Airport.



### Figure 3 Apron

The condition of airside facilities, especially the garbarata (Aviobridge), at Djalaludin Gorontalo Airport is still the responsibility of the Apron Movement Control (AMC). Cleanliness and damage to the garbarata must be reported and monitored to ensure passenger satisfaction and comfort. At Garbarata 1, issues found included Air Conditioning that was not functioning properly, causing passengers to feel uncomfortable and peeling flooring that often posed a tripping risk. Garbarata 2 experienced problems with the automatic height gauge malfunctioning, forcing operators to estimate the height manually. Regular repairs and surveillance are required to avoid further damage and ensure passenger comfort and safety. In addition, the use of passanger stairs can also cause inconvenience and potential hazards due to the heat of the apron and Ground Support Equipment (GSE) vehicle traffic. These factors affect passenger safety and comfort, in accordance with the 3S+1C (Safety, Security, Services, and Compliance) guidelines.

### Table 1. Existing and Desired Problems

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Problems that occur** | **Desired problem** | **Source** |
| 1. | The Garbarata height gauge is not working which makes it take longerduring the*docking* and *undocking* process. | Provide a fast service process to passengers. | PM 30 of2021 said, as an air transportatio n service provider, it should provide fast service for the sake of smooth activities. |
| 2. | *Air Conditioning* in the firstGarbarata isnot | *Air conditioning* on theGarbaratafunctions | SKEP 157/IX/2003says Daily maintenanceis recorded |

raised along with several opinions from experts who have been edited in the source.

|  |  |  |  |
| --- | --- | --- | --- |
|  | functioning properly which causes passenger discomfort when exiting the Airplane when in the Garbarata. | properly so as not to get *complaints* from passengers. | in a logbook or *aviobridge conditions checklist for daily* maintenance. |
| 3. | Peeling floor mats onGarbarata 1 that interferewith themovement of passengers from the Airplane to the terminal. and endanger themselves if they fall. | Ensure thatthe floor mats are not peeling off so as not to endanger passengers when passing through. | PM 93/2016says personnel focus on flight safety tasks and ensure the proper functioning of control systems. |
| 4. | It will be a summarized event that makes passengers choose to *pass Passanger stairs* but with the risk of crossing *Ground Support Equipment* (GSE). | Provide good Garbarata service performance so thatpassengers pass through the Garbarata properly. | PM 185Year2015 said The quality of garbarata usage services is in accordance with expectations |

**Table 2 Literature Study**

|  |  |  |
| --- | --- | --- |
| **Variables** | **Instrument** | **Reference** |
|  | X5, X6, X7,X8,X9 | PM 80/2017 on the National Aviation Security Program. |
|  |  | PM 30 of 2021 |
| **Use of** |  | concerning |
| **Garbarata** | X1,X2,X3,X | Minimum Service |
| **(*Aviobridge*)** | 4 | Standards for Air |
| **Airside** |  | Transport |
| **Facilities at** |  | Passengers. |
| **Djalaludin** |  | SKEP 157/IX/2003 |
| **Gorontalo** |  | on Guidelines for |
| **Airport (X).** |  | the Maintenance of |
|  | X5,X6 | Aviation Electronic |
|  |  | and Electrical |
|  |  | Facility Equipment. |
|  | Y7, Y8, Y9, Y10, Y11 | PM 93/2016 on the National Aviation Safety Program. |
| **Airplane passenger comfort at Djalaludin Airport (Y)** | Y12, Y13, Y14 | PM 185/2015article 28 Economy Class Passenger Service Standard for Domestic Scheduled |
|  |  | Commercial Air |
|  |  | Transportation. |

## Literature Study

The literature study conducted by the author includes regulations and statements to review things that are considered to cause problems, guidelines and references regarding the understanding contained in the discussion of a problem, including the description of the title of the problem raised along with several opinions from experts taken from various sources.

In this case the author uses PM 80 of 2017 concerning the National Aviation Security Program and PM 93 of 2016 concerning the National Aviation Safety Program and by looking at the effect of the Garbarata and also the *boarding* process (*Preflight*) in PM 30 of 2021 concerning Minimum Service Standards for Air Transport Passengers. So the *Boarding* process is related to being inside the Garbarata which makes it necessary to elaborate on the title of the problem being

## Questionnaire

In this study, questionnaires were used to obtain information related to the effect of passenger comfort on Airside Facilities (*Aviobridge*) at Djalaludin Gorontalo Airport. The questionnaire was distributed to 40 passengers at Djalaludin Gorontalo Airport. To process the questionnaire data, the author used the *Likert* Scale suggested by Sugiyono (2019) which was then analyzed descriptively by calculating the total index of the x and y variables.

### Validity Test

**Table 3 Results of Instrument Validation for Variable X**

|  |
| --- |
| **Indicators of use of Airside Facilities (*Aviobridge*)** |
| **Statement** | **RTable** | **RHitung** | **Description** |
| x.1 | 0,312 | .612 | Valid |
| x.2 | 0,312 | .517 | Valid |
| x.3 | 0,312 | .762 | Valid |
| x.4 | 0,312 | .451 | Valid |
| x.5 | 0,312 | .665 | Valid |
| x.6 | 0,312 | .659 | Valid |

|  |  |  |  |
| --- | --- | --- | --- |
| x.7 | 0,312 | .483 | Valid |
| x.8 | 0,312 | .493 | Valid |
| x.9 | 0,312 | .839 | Valid |
| x.10 | 0,312 | .596 | Valid |
| x.11 | 0,312 | .517 | Valid |

It is known that the r-table value for data totaling 40, then the df (n-2) value is 40 - 2 = 38 with a 5% significance level of 0.312. So it can be seen from the table above that the calculated R value on each item of variable X statement is nothing less than R Table so that the variable X questionnaire can be said to be **valid**.

### Table 4 Results of Instrument Validation for Variable Y

|  |  |  |  |
| --- | --- | --- | --- |
| **Statement** | **RTable** | **RHitung** | **Description** |
| y.1 | 0,312 | .932 | Valid |
| y.2 | 0,312 | .830 | Valid |
| y.3 | 0,312 | .955 | Valid |

So it can be seen from the table above that the value of R count on each item of statement variable Y (Passenger Comfort at Djalaludin Gorontalo Airport) has R count greater than R Table so that the variable X questionnaire can be said to be **valid**.

### Reliability Test

A reliable questionnaire is indicated by a questionnaire that has a Cronbach Alpha value. The minimum Cronbach's Alpha reliability level value is

0.70 (Eisingerich et al., 2010: 27); meaning that the instrument has an adequate level of reliability, and if the Cronbach Alpha value> 0.80 means that all items are reliable and the entire test consistently has strong reliability.

### Table 5 Cronbach Alpha Reliability Results

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Variables | *Cronbach Alpha*Value | Description |
| 1 | X | .829 | Reliable |
| 2 | Y | .888 | Reliable |

Based on the above calculations, it can be seen that the value of variable x is more than 0.880, which is 0.829 and variable y has a *Cronbach alpha* value of 0.888. This shows that the data on the variable indicator of garbarata air side facilities (*Aviobridge*) with the passenger comfort variable at Djalaludin Gorontalo Airport is **reliable**.

### Spearman Rank Correlation Test

Researchers conduct correlation tests to identify the relationship between two variables. Researchers used non-parametric in this statistical test because of the small number of samples, the researchers used the Spearman Rank Correlation Test (RS).

### Table 6 Spearman Rank Correlation Analysis Results

From the table above, the *Rank Spearman* correlation result is 0.851 (Strong Relationship). Based on the *Rank* Spearman Correlation coefficient table, it is known that the number of respondents is 40, so df = 40- 2 = 38, using 5% alpha and df = 38, the rtable value

|  |
| --- |
| **Correlations** |
|  | X | Y |
| Spearm an's rho | X | Correlation Coefficient | 1.000 | .851\*\* |
| Sig. (2-tailed) | . | .000 |
| N | 40 | 40 |
| Y | Correlation Coefficient | .851\*\* | 1.000 |
| Sig. (2-tailed) | .000 | . |
| N | 40 | 40 |
| \*\*. Correlation is significant at the 0.01 level (2- tailed). |

obtained is 0.3120.

### Simple Linear Regression Test and T Test

**Table 6. Simple Linear Regression Test and T Test**

|  |
| --- |
| **Coefficientsa** |
| Model | Unstandardized Coefficients | Standardized Coefficients | t | Sig. |
| B | Std.Error | Beta |
| 1 | (Consta nt) | -.728 | 1.479 |  | -.492 | .625 |
| X | .290 | .032 | .825 | 8.983 | .000 |

Based on the results of data processing using SPSS in the table above, the simple linear regression test results obtained the regression equation is as follows:

**Y = a + bX (Ghozali, 2011) Y = 728 + 0.290 X**

## Effect of comfort on Garbarata Airside Facilities (Aviobridge) at Djalaludin Gorontalo Airport

The influence of comfort on Garbarata (Aviobridge) airside facilities at Djalaludin Gorontalo Airport shows significant results based on data analysis. By using SPSS 23.0 software, the calculation of the questionnaire involving 14 statements shows that there is a significant influence between Garbarata facilities and passenger comfort. This is indicated by the calculated t value (8.983) which is greater than the t table (0.3120) with a significant level of 5%, which indicates that the alternative hypothesis (Ha) is accepted [11].

The Spearman correlation test also shows that the rs value (0.500) is higher than the rtable (0.312), indicating a strong positive correlation relationship between Garbarata usage and passenger comfort. The simple linear regression test results show a positive regression coefficient, indicating that improving the quality of Garbarata facilities is directly proportional to increasing passenger comfort at Djalaludin Gorontalo Airport.

## Most influential factors

From the overall data it can be explained that the average percentage of passenger comfort level variables on the use of garbarata air side facilities at Djalaludin Gorontalo Airport (X) is 82.68%. Based on the percentage value table in table 3.4, it can be concluded that passengers **agree with** the questionnaire statements distributed according to the application, attitude, and understanding indicators**.** Based on this, it needs to be an evaluation of attention related to understanding of comfort services in order to increase the level of satisfaction of airport air transportation service users, especially those in the airside area so that it can reduce the risk of danger [12].

## Risks that Occur

Based on the results of observations made by the author to observe the level of comfort, especially in the Garbarata air side facilities at Djalaludin Gorontalo Airport. Broadly speaking, PM 30 of 2021 Garbarata air side facilities greatly affect the *Boarding* process where in terms of services and conditions the Garbarata can be said to have met the standards, especially in terms of conditions, atmosphere and staff that can affect the smooth process of moving passengers from the Airplane to the terminal. Other supporting facilities such as joysticks and several garbarata drive systems, air conditioning, floors, and translucent windows [13]. However, every available facility still has some shortcomings as the author stated earlier, namely the peeling floor which can endanger passengers, the undetectable Garbarata height measuring instrument and also the air conditioner in the second Garbarata which does not function optimally which causes passengers to feel hot and uncomfortable.

## Aviation Security and Safety

Based on PM 80 of 2017 concerning the National Aviation Security Program, it can be stated that related to passenger safety on the air side and in the process of loading passengers, a problem was found, namely floor mats that were damaged and could cause passengers to suffer losses and at PM 93 of 2016 concerning the National Aviation Safety Program. This is the result if passengers are forced to use the *passanger stair* due to passenger discomfort arising from the airport's failure to solve the problem of garbarata conditions which makes passengers pass through the *Ground Support Equipment (GSE)* track where according to SKEP 91/IV/2008 concerning *Ground* Service Support Equipment, the definition of GSE is: "Aids that are prepared for the needs of aircraft on the ground at the time of arrival and

/ or departure, loading and / or unloading passengers, cargo and post. And is a *Non Public Area* that is

considered dangerous if passengers are active around its area [14].

# CONCLUSION

Based on the previous discussion, it can be concluded that:

1. The observation results show that the Garbarata (Aviobridge) airside facilities at Djalaludin Gorontalo Airport have generally met the service operational standards and regulations regarding minimum air passenger services, as stipulated in Ministerial Regulation Number 30 of 2021.
2. The questionnaire shows that variable X, with an average percentage of 82.68%, indicates that respondents agree that the use of Garbarata has a positive effect on passenger comfort at the airport.
3. There is a strong influence between the use of Garbarata facilities (X) and passenger comfort (Y), as evidenced by the calculated t value (8.983) which exceeds the t table (0.3120) at the 5% significance level. The Spearman correlation test results also show a value of 0.851, indicating a positive and strong relationship between the two variables.
4. The highest percentage index in the questionnaire was 84.5% in question 7, which relates to staff understanding and focus on their duties. The inconvenience felt by passengers can reduce the level of trust in the airport and cause them to choose to use passenger stairs, which increases the safety and security risks of passengers and can be detrimental to the airport.

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