

## ADMINISTRATIVE PROCEDURE FOR MAKING AN AIRPORT PASS AT THE MANADO REGION VIII AIRPORT AUTHORITY OFFICE

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### Abstract

The Manado Regional VIII Regional Airport Authority Office is a government agency that has the task of carrying out the regulation, control and supervision of flight activities at airports, one of which is service in the administration of making airport PAS (Public Address System). PAS services at airports are public services with the largest number of user services at the Airport. This is because many people other than passengers who will carry out activities in the limited security area of the airport must have an airport pass. Feedback submitted by service needs to be responded to and repaired so that the quality of services and procedures can be improved. Satisfaction of service users can be used as a benchmark to see an increase in service quality. The purpose of this study is to find out how the procedure for making airport passes. Descriptive research methods through literature study observation interviews by collecting and collecting data from previous researchers, relevant articles and journals as well as data analysis methods, namely by describing, describing, and summarizing the results of data collection. The results of this observation indicate that services in making airport passes have a very important role in improving security in limited airport areas.

### Keywords

Administration procedures; airport pass; service

## INTRODUCTION

PAS (*Public Adress System*) is one of the things that is very important for airport authorities in carrying out operational activities in airport operations. Can carry out operations in restricted security areas of airports. Every person and vehicle must have a valid boarding pass, including an airport PAS card. Without valid permission,

At the Manado Region VIII Airport Authority Office, every employee must have an airport pass if they want to enter vital areas of the airport which are color coded according to the area on the pass. The types of airports are based on the basic color background, namely the red bandar pass is intended for personnel who carry out their daily duties predominantly on the air side of the airport, while the yellow basic color background is intended for personnel who carry out their daily duties predominantly at the airport passenger terminal and the background color is blue is intended for personnel from agencies who carry out daily tasks predominantly outside the security area bordering the airport. Then the function of the PAS (Public Address System) Card is not only a sign of entry permission, but also to control security at the airport by monitoring and controlling access for everyone who has access to certain areas.

The Manado Region VIII Airport Authority Office is a government agency which has the task of carrying out the regulation, control and supervision of aviation activities at the airport. The Manado Region VIII Airport Authority Office (Otban8) continues to make every effort to maintain order and security at the airport. One of the actions that was implemented well was checking airport PAS cards (sweeping) which was held on a scale in the airport environment. By checking the airport (sweeping), it is hoped that order and security will be further improved in the future.

The number of applications for airport passes at the Manado Region VIII Airport Authority Office is not small, so this needs to be balanced by improving the administrative procedures for making airport PAS. In making this airport PAS, the requirements that the applicant must have are an application letter, a police record certificate (SKCK), a work contract letter, and recording the data of the PAS owner on the curriculum vitae. Once the applicant's data is complete, then the General Affairs (general management) section will make application letters for the issuance of PAS, namely the airport PAS application letter and the airport PAS applicant's statement letter. If all applicants have completed it, it will be processed via the airport authority website. After the application is submitted successfully, the applicant can immediately come to the airport authority office to collect the airport PAS card that has been submitted. Then, when the process of making the PAS is not smooth because the information provided by the applicant is incomplete or incorrect, there will be delays even inspections that make it difficult to obtain airport permits. So when doing this airport PAS, you have to go through several stages until the applicant really has to be selective and complete and also have to go through several stages until the applicant is truly and worthy of having an airport PAS. In making this Airport Pass, there are various obstacles that are often encountered, this is because applicants do not complete the required requirements, as a result, revisions must be made.

From the background above, the author is interested in researching the flow of administrative procedures in making airport PAS, so the author took the title of this research "Administrative Procedures for Making Airport PAS at the Regional VIII Manado Airport Authority Office".

## **LITERATURE REVIEW**

### ***Airport***

An Airport is an area on land or waters with certain boundaries that is used as a place for aircraft to land and take off, boarding and disembarking passengers, loading and unloading of goods, and a place for intra- and inter-mode transportation, which is equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities. Airports have a role as nodes in the air transportation network which are described as airport location points that meet several flight networks and routes according to the airport hierarchy.

In Law Number 1 of 2009 concerning aviation, more specifically in article 1, airports are a unified system consisting of the use of airfields, aircraft, airports, air transportation, flight navigation, safety and security, the environment, as well as supporting facilities and other public facilities. So airports cover various aspects related to airport operations and management as well as all matters relating to flights in airspace in carrying out the functions of safety, security, smoothness and orderly flow of aircraft, passenger, cargo and/or traffic. posts, places for intra and/or intermodal transfers as well as increasing national and regional economic growth.

### ***ICAO***

ICAO International Civil Aviation Organization (ICAO) is an international civil aviation organization where this organization is a UN agency that helps 193 countries to work together and this institution develops techniques and principles of international air navigation and helps the development of planning and development of international air transport to ensure its growth is planned and safe. The role of the International Civil Aviation Organization (ICAO) in handling international civil aviation safety standards.

One type of transportation that is really needed by humans to fulfill their needs is air transportation. Any activity using aircraft to transport passengers and cargo. In this context, humans need safe, fast and regular transportation to support their mobility, both in local, national and international transportation.

ICAO differs from other international air transport organizations, primarily because ICAO itself is in the hands of international authorities (among the signatory countries): other organizations include the International Air Transport Association (IATA), a trade association representing airlines. Civil Air Navigation Services Organization (CANSO), an air navigation services provider (ANSP) organization; and Airports Council International, a trade association of airport authorities.

## ***Procedure***

### ***Definition of Procedure***

A procedure is a series of activities or actions that are carried out repeatedly in the same way. "It is important for an organization to have procedures so that everything can be done uniformly" (Azhar Susanto 2019:198).

Meanwhile, according to Mulyadi 2018:5 "A procedure is a sequence of clerical activities, usually involving several people in one or more departments, which are created to ensure uniform handling of company transactions that occur repeatedly. A procedure is a way of carrying out the work of a task which consists of one or more activities of a written nature by an employee so that a series of methods put together will form a unity.

Procedures can also be referred to as guidelines containing operational procedures used to ensure that all decisions and actions, as well as the use of process facilities carried out by people within the organization who are members of the organization are effective and efficient, consistent, standard and systematic ( Rudi M. Tambunan, 2013:84)

According to Ardios in (Wijaya and Irawan, 2018), procedures are sequences of clerical work involving several people which are arranged to ensure the same treatment in handling repetitive company transactions.

From the opinions of several experts above, it can be concluded that a procedure is a sequence of processing steps and/or a sequence of work involving several people in one or more activities, arranged to ensure uniform treatment so as to form an activity procedure.

### ***Procedure Characteristics***

Procedure characteristics show logical and simple sequences to support the achievement of organizational goals, show decisions and responsibilities, show no delays or obstacles, are able to create good supervision and use minimal costs.

To support the smooth operation of an organization, it must have basic procedures for carrying out work. By having adequate procedures, controlling the goals to be achieved in an organization can run well. According to Azhar Susanto, stated in (Ustari, 2017) activities that are carried out sequentially and regularly over and over again, must be carried out with characteristics that are able to explain and simplify their application.

### ***Benefits of The Procedure***

The benefit of the procedure is that it is a work pattern which is an explanation of goals and objectives that make it easier to determine future activity steps. In addition, procedures serve as a basis for coordinating between different parts of the organization and determining the skills and abilities of employees required to complete certain areas of work. Benefits Procedures should standardize the steps required to perform job duties or provide services to customers. For example, for waiters serving in a restaurant, service must be delivered by introducing themselves, offering the most popular items and ensuring the quality of the food meets customer expectations. Detailed procedures to provide the best service to customers is what contributes to a great service environment.

## ***Administration***

### ***Definition of Administration***

According to Dr. Sondang Siagian (2015: 13) administration is the entire process of cooperation between two or more people based on certain rationality to achieve predetermined goals.

According to Ulbrert, it is the recording and compiling of data and information systematically both internally and externally with the aim of providing information and making it easier to obtain information.

Meanwhile, according to Soewarno in (Wijaya and Irawan 2018) administration is a process of organizing and managing all actions/activities in every collaborative effort of a group of people for a purpose.

According to Usaini Usman (2014:1), administration is the word administration according to its origin (etymology) from Latin, ad+ministrare. ad means intensive, while ministrare means to serve, help and fulfill. So the main task of an administrator or manager is to provide excellent service, both in the real sense and in short.

Meanwhile, according to George R. Terry, administration is the activity of planning, controlling and organizing office work as well as driving those who carry it out to achieve predetermined goals. Meanwhile, it states that administration is the function of administering communications and document services of an organization.

Administration in the narrow sense, according to Hendy Haryadi (2019), administration is the systematic preparation and recording of data and information, to provide information and make it easier to get that information back. Administration in a broad sense is a cooperative activity by a group of people based on the division of labor, according to what has been determined in the structure, carried out to achieve common goals efficiently and effectively. Administration is the systematic preparation and recording of data/information both internally and externally as an effort to provide information and make it easier to retrieve it, either in part or in whole (Ulbert Silalahi, 2014:27).

### ***Types of Administration***

Based on the type, administration can be divided into several types. Each type of administration has different characteristics and goals. There are various types of administration, for example:

#### **a. Office Administration (Public)**

Office or public administration is a type of administration in the form of financial planning activities, billing and recording, personnel and distribution of goods and logistics in an organization. Generally, workers who work in this field are called administrators or admins.

#### **b. State Administration**

State administration is a type of administration related to social science which studies three important elements of state life which include the legislative, judicial and

executive institutions. This type of administration also includes matters relating to the public such as public policy, state goals, and ethics governing state administrators.

**c. Commercial Administration**

Commercial administration is a type of administration that aims to achieve commercial goals or business profits. Generally, commercial administration is carried out by each manager in a commercial or business organization that can generate economic profits.

**d. Development Administration**

Development administration is a type of administration that includes the process of controlling business by the state or government to realize planned growth. The aim is to move towards a situation that is considered better and progress in various aspects of national life.

**e. Population Administration**

Population administration is a type of administration in the form of a series of structuring and controlling activities in controlling population documents and data through Population Registration, Civil Registration, Population Information Management. Later the data will be used for public services and development in other sectors.

**f. Financial Administration**

Financial administration is a type of administration that includes all activities related to finance and achieving the goals of a company organization. This type of financial administration produces output in the form of financial reports that help make decisions for the company or organization.

**g. Education Administration**

Educational administration is a type of administration in the form of an overall process and joint activities that must be carried out by all parties related to educational tasks. This type of administration also includes broad activities which include planning, organizing, directing and supervising in the field of education.

## **METHODS**

In this research, researchers used a descriptive qualitative approach, using a case study method of administrative procedures for making airport passes at the Manado Region VIII airport authority office.

In this way, this researcher wants to reveal the overall integration, what is the administration procedure for airport pass creation, the research object studied by employees at the airport authority office region viii Manado.

Based on the problems above, the researcher felt it necessary to explore the data empirically to provide critical and adequate descriptions and explanations for improving procedures as an effort to make Airport Passes at the Manado Region VII Airport Authority office.

This research was conducted at Sam Ratulangi Airport Manado, Jalan A.A Maramis, Paniki Bawah, Mapanget District, Manado City, North Sulawesi. The data collection procedure in

this research refers to the procedure developed by Creswell which includes 3 (three) components, namely, observation, interviews and documentation. So the data collection procedure was carried out by focusing on the basic principles of the descriptive exploratory case study method with a qualitative research approach.

This research is qualitative research, a study with a naturalistic research paradigm that uses the case study method. Qualitative research has a natural setting as a direct data source and the researcher is the key instrument, qualitative researchers are descriptive, qualitative researchers are very concerned with the process rather than the results or product.

The sources and types of data used by the author in this research are primary data and secondary data. The data collection methods that the author used in this research were observation, interviews and documentation. Researchers carry out data analysis procedures based on an interactive model, namely analysis that is carried out interactively and takes place continuously which includes three stages in the analysis as proposed by Miles and Huberman, namely:

1. *Data reduction*
2. *Data display*
3. *Conclusion drawing verification*

Data collection techniques are the most strategic step in research, because the main aim of research is to obtain data. Data collection uses primary sources and secondary sources. The data collection technique in this research is the triangulation technique, namely a data collection technique that combines various different data collection techniques to obtain data from the same source.

## **RESULT AND DISCUSSION**

### ***Airport Pass Application Process Flow***

The Manado Region VIII Airport Authority Office has a flow for issuing driving permits as shown in the following image.

An Airport Pass Card is a sign of permission to enter restricted areas within the airport area. Pass Cards are issued by the Regional Authority Office at each airport. The making of airport passes is carried out by the Manado Region VIII Uadadra Airport Authority Office with several stages as follows:

- 1) **Creating An Admin Account**

When creating an admin account, you must first log in to the Manado Region VIII Airport Authority (Otban8), click on registration then fill in the type of service, namely creating a person's bookie pass and then fill in complete legal/business entity data and user data. After completing the registration submission, the service officer will verify and approve the user account request.

- 2) **Submission of Airport Pass Quota Limits**

When applying for airport pass quota limits, make sure you are still logged in on the website and go to home, select airport pass and click quota and a new applicant user

will appear. Next, register for the quota and are expected to fill in the data to obtain a request to change the quota for the airport pass service system.

- 3) Interview to determine and approve quota limits to obtain approval from the quota user dashboard



**Image 1. Airport PAS Application Process Flow**  
(Source: Manado Region VIII Airport Authority Office)

### ***Airport Pass Application***

When applying for airport pass registration, first log in to the "otban8.id" website application, then, after logging in to this website, an example of the service will be displayed as follows:



**Image 2. Login to Otban 8**  
(Source: Manado Region VIII Airport Authority Office)



The image above shows the login display where when you enter the username and password the user can log in to the application and can proceed to the next stage. When inputting your pass application, use the website account that has been registered in the SimPas application. The requirements requested are:

1. Application letter
2. Statement letter from the employer where you work
3. FC employee decree/work contract
4. SKCK (private)
5. DRH (Curriculum Vitae)
6. Application form
7. Copy of Indonesia Identity Card and
8. Passport

a. Verify application files

Verify the completeness of your airport pass application via checklist, within 10 minutes and receive databases, requests and notifications. Penerbitan kode billing kasir bendahara penerima melakukan update kode billing dan penagihan secara online atau offline.

The screenshot displays a web interface for the SimPas application. At the top, there is a navigation bar with the logo 'OTBAN 8' and several menu items: 'Beranda', 'Layanan Kari', 'Informasi', 'Kontak Kami', 'Masuk / Login', and 'Pendaftaran'. The main content area is a grid of eight boxes, each representing a required document for an airport pass application. Each box contains the document name, a brief description, and a blue 'Unggah File' button. The documents are: 1. SURAT PERMOHONAN (Application letter), 2. SURAT PERNYATAAN (Statement letter from employer), 3. DAFTAR RIWAYAT HIDUP (Curriculum Vitae), 4. IDENTITAS DIRI (Identity card/passport), 5. SKCK (SKCK), 6. SK PEGAWAI ATAU KONTRAK KERJA (Employee decree/work contract), 7. FORMULIR PERMOHONAN PAS BARU (New airport pass application form), and 8. FORMULIR PERMOHONAN PERPANJANGAN PAS (Airport pass extension application form).

**Image 3. View of making an airport pass**  
(Source: Manado Region VIII Airport Authority Office)

- b. Payment and print receipt  
The applicant makes payment for the airport pass to the service administration officer through the designated bank.
- c. Select the CBT exam schedule  
selecting Avsec awareness (CBT) schedules and screening interviews according to the time slot determined by the inspector team, with a complete database of 10 minutes and receiving databases, requests and notifications.
- d. CBT exam verification and approval
- e. Providing Avsec Awarnes socialization, CBT exams and background check screening as well as verification of applications to applicants. Using a complete database within the specified time to obtain the database, the application must be followed by the person concerned and must not be represented by anyone else.
- f. Issuance of team cards  
The applicant is directed to the photo room and will print the airport pass after the applicant submits proof of payment to obtain a valid airport pass
- g. Retrieval and validation of team cards  
The applicant will receive a valid airport pass as shown in the following image:



**Image 4. Airport Pass Card**

(Source: Manado Region VIII Airport Authority Office)

The airport pass (driving permit) is an important part of the Manado Region VIII Airport Authority Office in creating security at the airport. An airport pass is not only a sign of entry permission but also to control security at the airport by monitoring and controlling access for everyone who has access to the airport area.

Based on observations made by the author at the Manado Region VIII Airport Authority office, there are several actions that can be taken to prevent these obstacles, namely:

1. The Importance of the Queue Number System

In every activity in the service sector, there are certain rules that must be observed in order to increase the speed and accuracy of performance. Based on research results, the Manado Region VIII airport authority office has complied with good regulations. Airport pass service employees have implemented rules and even conditions that applicants must pay attention to when applying for an airport pass. If an applicant submits a pass but it is not appropriate and there are still missing things, then the service employee will reject it or have to revise the administrative file so that it complies with the provisions. When carrying out public services, it is usually enforced to know who is entitled to receive the service first, based on the arrival of the applicant/potential pass maker at the Manado Region VIII Airport Authority Office. In this case, the author sees that there is no implementation of a queue number system for airport pass services.

2. Increase Performance Speed and Accuracy

Convenience, affordability and speed. In the public service process, public service delivery requires that service delivery be carried out quickly and without being long-winded. Ease or affordability, ability and speed in the service process, the basic thing is that there is support from the components, both employees and tools supporting the service process such as: computers, printing machines, wifi, etc. In carrying out services, we have fulfilled the principle of speed. Many service users quickly complete the airport pass application. This can be done if all the steps or stages of the requirements have been fulfilled and passed the screening stage carried out by employees of the Manado Region VIII airport authority office. The implementation of the airport pass service is also supported by reliable performance by the employees of the Manado Region VIII Airport Authority Office who are very committed to the public interest in carrying out the service process according to the expertise of each employee, so that the work can be completed quickly.

3. Maximize operator performance to be further improved so that they can follow up on mistakes made in the field.

## CONCLUSION

The author draws the conclusion that there are still obstacles faced during the process of making an airport pass (driving permit), namely that the applicant/prospective for making an airport pass still does not follow the rules that have been agreed upon by the airport pass service administration officer so that this will result in employees experiencing difficulties and delays when making airport passes.

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