

**ANALISIS PENGARUH KINERJA
OPERATOR *GROUND SUPPORT EQUIPMENT* (GSE)
TERHADAP KEAMANAN DAN KESELAMATAN PENERBANGAN
DI BANDAR UDARA SULTAN MUHAMMAD SALAHUDDIN BIMA**

Penulis :

Dyah Alifa Azminingtyas

INTISARI

Meningkatnya animo masyarakat pengguna jasa moda transportasi udara di Bandara Sultan Muhammad Salahuddin Bima, menuntut ketersediaan sarana dan prasarana yang memadai. Operator *Ground Support Equipment* (GSE) menjadi unit penting untuk mendukung keamanan dan keselamatan penerbangan. GSE adalah alat-alat bantu yang di persiapkan untuk keperluan pesawat udara di darat pada saat kedatangan dan/atau keberangkatan, permuatan dan/atau penurunan penumpang, cargo dan pos.

Penelitian ini menggunakan penelitian deskriptif kualitatif bertujuan untuk menganalisis pengaruh kinerja, faktor penghambat kinerja dan solusi dari factor penghambat kinerja operator *Ground Support Equipment* (GSE) terhadap keamanan dan keselamatan penerbangan di Bandara Sultan Muhammad Salahuddin Bima. Penelitian ini menggunakan pendekatan metode triangulasi (multimetode) yang dilakukan pada 3 (tiga) operator GSE sebagai sumber data primer dan, dokumen *Safety Management System* (SMS), dokumen *Standart Operational Prosedur* (SOP) serta dokumen lain sebagai data sekunder, menggunakan teknik pengumpulan data berupa observasi, wawancara dan dokumentasi dan menggunakan teknik analisis data yang meliputi *Reduction* (Reduksi Data), *Data Display* (Penyajian Data), *Conclusion Drawing/Verivication* (Penarikan kesimpulan dan erifikasi).

Hasil penelitian yang diperoleh adalah kinerja operator *Ground Support Equipment* (GSE) di Bandar Udara Sultan Muhammad Salahuddin Bima sudah BAIK, sesuai standar *Safety Management System* (SMS) dan *Standart Operasional Prosedure* (SOP). Faktor penghambat kinerja Operator GSE adalah kesehatan, cuaca, kerusakan dan kekurangan alat, yang dapat diselesaikan dengan cara membangun komunikasi dan koordinasi yang baik dengan unit lain dengan tetap berpedoman pada *SMS dan SOP*

Kata kunci : GSE, keamanan & keselamatan penerbangan

**ANALYSIS OF THE EFFECT OF OPERATOR PERFORMANCE OF
GROUND SUPPORT EQUIPMENT (GSE) ON FLIGHT SECURITY AND
SAFETY AT SULTAN MUHAMMAD SALAHUDDIN BIMA AIRPORT**

Author:

Dyah Alifa Azminingtyas

ABSTRACT

The increasing of public interest in using air transportation services at Sultan Muhammad Salahuddin Bima Airport demands the availability of adequate facilities and infrastructure. Ground Support Equipment (GSE) operators are an important unit to support aviation security and safety. GSE are tools that are prepared for the needs of aircraft on the ground upon arrival and / or departure, loading and / or dropping of passengers, cargo and post.

This qualitative descriptive study aims to analyze the effect of performance, performance inhibiting factors and solutions of Ground Support Equipment (GSE) operator performance inhibiting factors on flight safety and security at Sultan Muhammad Salahuddin Bima Airport. This research uses a triangulation (multimethod) approach which is carried out on 3 (three) GSE operators as the primary data source and, the Safety Management System (SMS) document, Standard Operational Procedure (SOP) documents and other documents as secondary data, using data collection techniques in the form of observation, interviews and documentation and using data analysis techniques which include reduction, data display, conclusion drawing / verification (drawing conclusions and verification).

The results obtained are the performance of the Ground Support Equipment (GSE) operator at Sultan Muhammad Salahuddin Bima Airport is GOOD, according to the Safety Management System (SMS) and Standard Operational Procedure (SOP) standards. The factors inhibiting the performance of GSE Operators are health, weather, damage and shortages of equipment, which can be resolved by building good communication and coordination with other units by sticking to SMS and SOP.

Keywords: GSE, security & aviation safety