

EVALUASI KINERJA TERMINAL BANDAR UDARA INTERNASIONAL SAM RATULANGI KOTA MANADO

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ABSTRAK

Jumlah penumpang pada Bandar Udara Internasional Sam Ratulangi Kota Manado mengalami penurunan lebih dari 70% dari tahun 2018-2019, pada tahun 2020-2021. Penurunan jumlah penumpang dikarenakan pandemi COVID-19, namun pada Tahun 2022, situasi berangsur menjadi endemi dan jumlah penumpang kembali seperti sebelum pandemi. Terminal Bandar Udara baru saja selesai dilakukan pengembangan, sebelumnya hanya berkapasitas 2,6 juta penumpang per tahun dengan luas 26.481 m² sekarang dikembangkan menjadi 57.296 m² dengan kapasitas 5,7 juta penumpang per tahun. Analisis kinerja fasilitas dihitung dengan mengetahui kebutuhan luas area pada masing-masing fasilitas mulai dari *curbside area* yang luas kebutuhannya 181,6 meter sedangkan untuk situasi fasilitas eksisting *curbside area* adalah 288 meter, maka memenuhi kebutuhan luas area. Selanjutnya *check in area* berkebutuhan luas area 238,85 m² dibandingkan luas eksisting 1321,9 m², sudah memenuhi standar kebutuhan luas area, untuk *waiting room area* berkebutuhan luas area nya 1069,6 m² dengan luas eksisting 3939,84 m², maka memenuhi standar kebutuhan luas area. Selanjutnya *baggage claim area*, luas kebutuhannya 374,5 m² dengan luas eksisting area 2177,3 m² maka masih memenuhi standar kebutuhan luas area. Dari hasil analisis *Level of Service* fasilitas pemrosesan penumpang menurut standar *Internasional Air Transport Association* (IATA) menggunakan luas area per penumpang sebagai standar dan persentase rasio penggunaan ruang. Untuk *curbside area* rasio penggunaan ruang 63% mendapatkan nilai LOS C, *check in area* mendapatkan luas area per penumpang 1,4 m², termasuk dalam nilai LOS C. *waiting room area* rasio persentase penggunaan ruang 41% , termasuk dalam nilai LOS B. Untuk *baggage claim area* luas area per penumpang 5,23 m² dan mendapatkan nilai LOS A. Kemudian untuk kebutuhan luas 5-10 tahun kedepan, ada beberapa fasilitas yang masih memenuhi standar, seperti *check in area* dan *baggage claim area*, namun untuk fasilitas *curbside area keberangkatan* dan *waiting room area*, diperlukan adanya pengembangan.

Kata kunci: Jumlah Penumpang, Terminal Bandar Udara, *Level of Service*, Luas Kebutuhan Area

PERFORMANCE EVALUATION OF SAM RATULANGI INTERNATIONAL AIRPORT TERMINAL MANADO CITY

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ABSTRACT

The number of passengers at Sam Ratulangi International Airport in Manado City has decreased by more than 70% from 2018-2019, in 2020-2021. The decline in the number of passengers was due to the COVID-19 pandemic, but in 2022, the situation gradually became endemic, and the number of passengers returned to what it was before the pandemic. The airport terminal has just completed development, previously with a capacity of only 2.6 million passengers per year with an area of 26,481 m², now it has been expanded to 57,296 m² with a capacity of 5.7 million passengers per year. Facility performance analysis is calculated by knowing the area requirements for each facility starting from the curbside area which needs 181.6 meters while for the situation of the existing facility the curbside area is 288 meters, then it meets the needs of the area. Furthermore, the check-in area needs an area of 238.85 m² compared to the existing area of 1321.9 m², already meets the standard area requirement, for the waiting room area needs an area of 1069.6 m² with an existing area of 3939.84 m², then it meets the standard requirements. area. Furthermore, for the baggage claim area, the required area is 374.5 m² with an existing area of 2177.3 m², so it still meets the standard area requirement. From the results of the Level of Service analysis of passenger processing facilities according to the International Air Transport Association (IATA) standard, the area per passenger is used as a standard and the percentage of space usage ratio. For the curbside area, the space utilization ratio is 63%, the LOS C value is obtained, the check-in area has an area per passenger of 1.4 m², which is included in the LOS C value. The waiting room area has a space usage percentage ratio of 41%, which is included in the LOS B value. For baggage claim area per passenger area of 5.23 m² and get an LOS value of A. Then for the area needs for the next 5-10 years, there are several facilities that still meet standards, such as check-in areas and baggage claim areas, but for curbside facilities for departure areas and waiting room area, development is needed.

Keywords: Number of Passengers, Airport Terminal, Level of Service, Required Area width