PERFORMANCE EVALUATION OF JUANDA AIRPORT
INTERNATIONAL PASSENGER TERMINAL

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ABSTRACT

Passanger terminal is one of the main components in system because it is the venue for all activities of the aiport passanger. Performance of the passanger terminal needs to be evaluated regularly in line with the number of people using aircraft as one of transportation mode. In this final task, author evaluated the performance of check-in area, departure lounge, and also baggage claim area in international passanger terminal.

This final task analyzed the number of check-in counter and security check-in needed according to survey using SNI 03-7046-2004 and FIFO method, the space requirement for each gate, and also the space requirement for baggage claim area according to SKEP/77/VI/2005.

Result of this final task indicate that service time of the existing condition exceeds the service time standar according to Peraturan Direktur Jenderal Perhubungan Udara Nomor: SKEP/77/VI/200, so the number of check-in counters need to be calculated according to its service time. Its is known that the number off check-in counter needed is bigger when it is calculated by service time in existing condition. The number of security check-in is also inappropriate compare to its need. In the departure lounge, level of service in the waiting room for gate 9-10 and 11-12, respectively, are F and E, which indicates that the capacity of the waiting room wasn’t able to accommodate passanger during peak hour. For the baggage claim area, the space of existing condition already appropriate with the standar calculation of SNI 03-7046 2004.
Keywords: Terminal passengers, check-in area, security check-in, departure lounge, baggage claim claim area, forecasting, Juanda Airport.