

## **DYNAMICS OF COLLABORATION AMONG WORK UNITS AT ADI SOEMARMO AIRPORT IN SERVING UMRAH PILGRIMS**

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### **Abstract**

As providers of air transportation services, airport managers must ensure optimal operational services, which require efficient collaboration between various work units. This collaboration is vital for the service of Umrah pilgrims at Adi Soemarmo Airport, focusing on the security and safety of the pilgrims from different aspects by coordinating with relevant stakeholders. The availability of clean and safe facilities and areas that pilgrims pass through, both during departure and arrival, is essential. Officers need to be vigilant about maintaining the security and safety of Umrah pilgrims throughout their time at the airport. This research aims to explore the dynamics of collaboration between work units at Adi Soemarmo Airport and evaluate how these collaborations ensure the smooth running of Umrah pilgrim services. The study uses a qualitative exploratory approach to collect and analyze data in depth. Data collection methods include interviews, observations, documentation, and other techniques to gather contextual information. The results indicate that collaboration among work units for Umrah pilgrim services has been efficient and in line with established SOPs. Key units involved in these services include the Landside/Terminal Unit, Airside Unit, Aviation Security Unit, CIQ Unit, KKP Unit, Ground Handling, Transportation Agency, Religion, and Airlines. Coordination is facilitated through three media: HT, PABX, and Extend, with morning briefings serving as the primary form of collaboration. Pilgrims' luggage is collected a day before departure (H-1) and loaded onto the plane. Pilgrims go through two security checks and immigration during departure, while arrival involves customs and baggage claim procedures. Required documents include tickets, passports, Umrah visas, health certificates, and meningitis vaccines.

**Keywords:** Services, Umrah Pilgrims, Collaboration, Work Units, Process / Flow

### **Introduction**

In this era of globalization, air transportation is very useful for the community, especially during the Umrah season because it provides flight services from and to Saudi Arabia (Divya, 2023). PT Angkasa Pura 1 is a company that manages several airports in Indonesia, one of which is Adi Soemarmo Airport. As an airport operator, PT Angkasa Pura 1, which has changed its name to PT Angkasa Pura Indonesia, is responsible for ensuring that all aspects of flight operations for pilgrims run well, including human resource management, customer service, and compliance with regulated aviation regulations.

Therefore, Adi Soemarmo Airport as one of the airports that organizes flights for Umrah pilgrims cooperates or collaborates with several companies related to flights in launching flight activities and managing airports during the Umrah season/period. In recent years, the number of Umrah pilgrims has increased significantly, thus impacting the need for better collaboration dynamics, to improve the cooperation system between departments. Especially in terms of operations, service quality, and safety of Umrah pilgrims. As part of critical infrastructure, the airport plays an important role in ensuring the security and safety of pilgrims traveling to/from Saudi Arabia.

Umrah congregation comes from two words, namely Jamaah and Umrah. Jamaah in terms is defined as the implementation of worship together led by an imam or amir. Umrah in other terms is hajjul ashghar (small hajj). Meanwhile, Law Number 8 of 2019 concerning the Implementation of Hajj and Umrah defines that Umrah worship is a visit to the House of Allah outside the Hajj period with the intention of performing Umrah followed by performing tawaf, sa'i, and tahalul. Meanwhile, according to Minister of Religious Affairs Regulation Number 05 of 2021 concerning Business Activity Standards for Organizing Umrah Worship Travel and Organizing Special Hajj, defines an umrah pilgrim as an individual or group who performs umrah worship to the Temple.

In this case, good collaboration between work units and departments at the airport plays an important role to ensure optimal and smooth service operations (Anisykurlillah, 2023). According to Widyarto (2017), collaboration is a process of cooperation between two or more people to achieve a success for both parties as a form of social process that helps each other in activities to achieve common goals. Airport management is a complex task and demands effective coordination between various departments to involve flight operational functions, air traffic management, passenger services, security, and facility maintenance. According to Kotler (cited in Laksana, 2018), service is defined as any action or activity offered by one party to another. This approach has intangible characteristics and does not result in any ownership.

But in practice, there are still challenges in the dynamics of collaboration between work units at the airport in managing cooperation and often the collaboration also still causes several problems, especially related to the handling of Umrah pilgrims. A lack of understanding of the importance of collaboration between work units and coordination that has not been optimized, is one of the causes of the emergence of issues related to services for Umrah pilgrims. Factors such as limited resources, the difficulty of coordination between stakeholders (such as airlines, airport authorities, immigration and travel agencies), and the internal dynamics of the group are very important in optimizing Umrah flight activities.

The research on the title "Dynamics of Collaboration Between Work Units at Adi Soemarmo Airport in Umrah Pilgrims Services" aims to find out how the dynamics of collaboration between work units occur at Adi Soemarmo Airport and find out how to collaborate between work units in maintaining the quality of service at Adi Soemarmo Airport in Umrah pilgrims' activities both departure and arrival from various aspects of flight operations running well and smoothly.

Based on the problems in the field and the background above, the authors took the title " The Dynamics of Collaboration Between Work Units at Adi Soemarmo Airport in the Service of Umrah Pilgrims " because Adi Soemarmo Airport is one of the airports that serves and handles Umrah flights and one of the main entrances for Umrah pilgrims to travel from / to Saudi Arabia in Central Java. So that the last few months have been very crowded by pilgrims who will travel on Umrah flights from / to Saudi Arabia. The author will focus on the service of Umrah pilgrims at Adi Soemarmo Airport, which is an international flight service that accommodates pilgrims traveling from/to Saudi Arabia. Therefore, effective airport management is essential to ensure optimal service and safety of umrah pilgrim passengers.

This research is expected to provide benefits for various parties. For the author, this research can add knowledge and insight into the dynamics of collaboration between work units at Adi Soemarmo Airport in the service of Umrah pilgrims. For the company, the results of this study are expected to be input to improve collaboration between work units and the quality of Umrah pilgrims' services at the airport. For STTKD, this research can be a reference and source of new knowledge for academics, as well as comparison material for future research and development of cooperation with related companies.

### **Research Methods**

This research uses a qualitative exploratory approach with qualitative methods to collect and analyze data that is more in-depth and contextual, because the main goal is to understand complex phenomena in a real context. The type of data in this research is descriptive qualitative, which consists of primary and secondary data. Primary data is obtained directly from the original source, such as interviews and statements from those who handle Umrah pilgrims at PT Angkasa Pura Indonesia Adi Soemarmo Airport. Meanwhile, secondary data, according to Sugiyono (2017), is information obtained from documents, books, or other sources that have been managed, such as company information or the results of other parties' presentations.

The subjects of this research are all individuals involved in Umrah Pilgrims Services at Adi Soemarmo Airport in the AOLTS unit (Airport Operation Landside, Terminal, and Service Improvement Section), AOCC (Airport Operation Control Center), Aviation Security Unit, AOAS Unit (Airport Operation Airside Section). In this study, the object of research is the results of interviews with sources, documentation, and direct observation in the field regarding the overall data of "The Dynamics of Collaboration Between Work Units at Adi Soemarmo Airport in Umrah Pilgrims Services".

Data collection techniques in this study used observation, interviews, and documentation. Participant observation was conducted with researchers directly involved in the research location to observe the situation carefully. In-depth interviews were conducted to explore specific information from the interviewees regarding the dynamics of collaboration between work units at Adi Soemarmo Airport. This interview aims to understand the experiences and feelings of the interviewees. Documentation was used to obtain data from records of past events in the form of pictures, writings, or documents

that support the research, thus complementing interviews in obtaining more complete information.

Data validity testing was conducted to ensure the validity and reliability of the research data. Some of the methods used include extended observation, cross-check, discussion with peers, and verification by members. Triangulation techniques were used to evaluate the validity of the data, which included: 1) Source Triangulation, which is verifying data through various informants; 2) Triangulation of Data Collection Techniques, which analyzes data from the same source using different methods; 3) Time Triangulation, which collects data at different times to ensure the accuracy of the information.

The data analysis technique in this research involves organizing data from interviews, documentation, and other sources into patterns, categories, and explanatory units. This process includes: 1) Data Reduction, which is selecting and filtering relevant information based on the main themes of the research to clarify and deepen the results; 2) Data Presentation, which organizes data in the form of explanations or charts to make it easier to understand; 3) Data Verification, which draws conclusions and verifies findings to ensure their validity. Initial conclusions may change according to evidence found during the data collection process.

## **Results and Discussion**

### **Observation Results**

The results of this research observation focus on the work units involved in the service of Umrah pilgrims at Adi Soemarmo Airport Surakarta. Primary data is obtained from direct observation by researchers in the field, involving units such as the parties involved are the AOLTS Unit (Airport Operation Landside, Terminal, and Service Improvement), Airside Unit, Aviation Security Unit, Ground Handling, Airline, CIQ (Custom, Immigration, and Quarantine), and KKP (Port Health Office) (Hanggara & Puspitasari, 2023).

The activities of the dynamics of collaboration between work units in the service of Umrah pilgrims at Adi Soemarmo Airport, including:

- a. Check-in Officer: In charge of entering data on pilgrims and baggage carried to fly to Saudi Arabia. The check-in officer is part of the airline to help enter pilgrims and baggage data into the system at the airport terminal.
- b. Boarding Officer: In charge of serving passengers in this case pilgrims while in the boarding lounge or departure waiting room. And in charge of checking the condition of the Umrah pilgrims. The boarding gate officer is also part of the relevant airline.
- c. Ground handling: In charge of serving up/down the baggage of pilgrims' aircraft on the apron.
- d. Airline: Airline (plane) used to fly pilgrims from / to Saudi Arabia.
- e. Customer Service Unit: In charge of serving pilgrims in the scope of the airport terminal. Provide information and services while on the ground/terminal.

- f. Information Unit: In charge of providing information through FIDS both gate information, check-in, boarding, left behind items, parking restrictions, aircraft landed at the airport, and all automatic information from the FIDS system.
- g. AOCC Unit: In charge of supervising and checking everything that happens at the airport starting from facilities, passengers (pilgrims), baggage, and so on.
- h. AMC Unit: In charge of making flight plans and placement of the use of check-in desks, conveyor belts, and boarding tables that will be used.
- i. Tower ATC: In charge of overseeing the movement of aircraft traffic in the air and ensuring the landing and take-off time of aircraft at the airport.
- j. Aviation Security Unit: In charge of ensuring the security and safety of passengers, and rechecking cabin baggage for international flights.
- k. KKP Unit (Port Health Office): In charge of ensuring the health of passengers (pilgrims) who will depart in good health, providing the first treatment when there are Umrah pilgrims who are sick by providing a health certificate for flight permits.
- l. CIQ (Custom, Immigration, and Quarantine) Unit: In charge of checking the data of passengers (pilgrims) who enter and exit the country at the airport and the baggage carried.

Based on the observations made by researchers, the dynamics of collaboration of officers from various work units, both departure and arrival of Umrah flights, are not much different from regular flights. The difference that can be mentioned is that Umrah pilgrims will go through a 2× SCP security check process for international flights and immigration on departure. Meanwhile, at international arrivals, Umrah pilgrims will go through a customs inspection process and baggage collection. The following are the results of the author's observations in the field: (Napitupulu & Syaputra, 2024)

**Table 1. Observation Results**

No.	Aspects Observed	Observation Results
1.	Was the information given to the congregation clearly heard?	Very clear information conveyed.
2.	Has the service provided to Umrah pilgrims been carried out properly?	Yes, it has been carried out well in accordance with the applicable SOP.
3.	How is collaboration, coordination and communication between work units in serving pilgrims?	Using HT media facilities in the field, Extend and PABX in the room with morning breafing before activities.
4.	Are there certain rules/restrictions in bringing items to enter the cabin for pilgrims?	Yes, there are restrictions on cabin baggage at the second SCP for International flights.
5.	What information is provided to Umrah pilgrims and how is it delivered?	The information is Check-in Open, To Waiting Room, Boarding, Landed, Second Call, Last call, Items Left Behind.
6.	How important is collaboration between work units in ensuring the smooth running of Umrah flights?	Very important, as it requires good collaboration and coordination to ensure it runs well and smoothly.

7.	Are there any differences in handling Umrah pilgrims compared to regular flight passengers?	There is, requires an international lounge, SCP held 2x, goes through customs and immigration process.
8.	Is the check-in and boarding process running properly in accordance with government regulations?	Yes, it is in accordance with the rules of the government and the airline.
9.	Is the immigration process for the arrival of Umrah pilgrims at the airport running effectively in accordance with applicable regulations?	Yes, it is in accordance with the applicable SOP. However, an immigration officer's desk is needed so that the queue of pilgrims is not too long.
10.	Are there any obstacles when serving Umrah pilgrims in the international departure waiting room?	None, but sometimes Umrah pilgrims need help from officers to get drinking water from the dispenser.
11.	How is the service of KKP/Health officers at the airport related to pilgrims who have congenital/elderly illness?	The form of service is an inspection by ensuring that Umrah pilgrims bring a health certificate to fly before entering the security check at SCP 1 accompanied by officers.
12.	How does the airport management ensure that the facilities used and the areas passed by Umrah pilgrims are functioning properly for the safety and security of the Umrah pilgrims?	Officers always coordinate with other units using HT to check the facilities and areas used by Umrah pilgrims. There are those who supervise and go around the terminal to check this.

Source: Author

## Results

The following is the data of sources that can be interviewed by the author.

**Table 2. Interviewee Data**

No.	Unit	Total
1.	Officer	4
2.	Customer Officer	4
3.	AOCC Officer	3
4.	Unit Officer	2
5.	Aviation Officer	3
<b>TOTAL</b>		<b>16</b>

Source: Author

The interview results show that the number of Umrah pilgrims using Citlink Air and Lion Air has increased significantly compared to regular flights. The dynamics of collaboration between work units at Adi Soemarmo Airport involve various parties to ensure the safety and comfort of Umrah pilgrims, from departure to arrival. The departure process includes baggage arrangements, document checks, as well as assistance for elderly pilgrims and health checks, including meningitis vaccinations. Arrival services involve coordination between information officers, customer service, and security to

ensure a smooth baggage process and health monitoring (Prastika& Ginusti, 2022). Differences with regular flights include the use of additional gates and waiting areas, as well as stricter checks on luggage in accordance with international regulations.

Services at departure and arrival have differences in the service process. The service process at the departure of the Umrah pilgrims, the officer will serve the check-in process, immigration, SCP security checks which are carried out 2× and boarding. While the service process at the arrival of the Umrah pilgrims, the officers will serve the customs process, this process the Umrah pilgrims will pass through personal and baggage checks, whether the Umrah pilgrims returning to Indonesia have contracted a disease, document checks and baggage collection. Service for Umrah pilgrims upon arrival must pay attention to the safety of pilgrims at the arrival terminal by providing sufficient facilities, especially toilets, wheelchairs, and baggage collection services considering the large number of Umrah pilgrims.

## **Results**

The dynamics of collaboration between units in the service of Umrah pilgrims, some of the inspection activity processes passed by Umrah pilgrims are presented in the form of photo documentation attached to this thesis. The photo documentation is a form of original evidence of how the process of collaboration dynamics between work units runs in the field or as a form of companion evidence in carrying out research activities in the field directly.

### **The Dynamics of Collaboration Between Work Units for Umrah Pilgrims Services**

According to the results of interviews, observations in the field, and documentation of activities that can be taken related to the dynamics of collaboration between work units at Adi Soemarmo Airport which runs on the service of Umrah pilgrims both departure and arrival of Umrah pilgrims, it can be described and described as follows: (Rahmadana, et al. 2020; Ramhans, et al. 2024).

#### **a) Departure of Umrah Pilgrims**

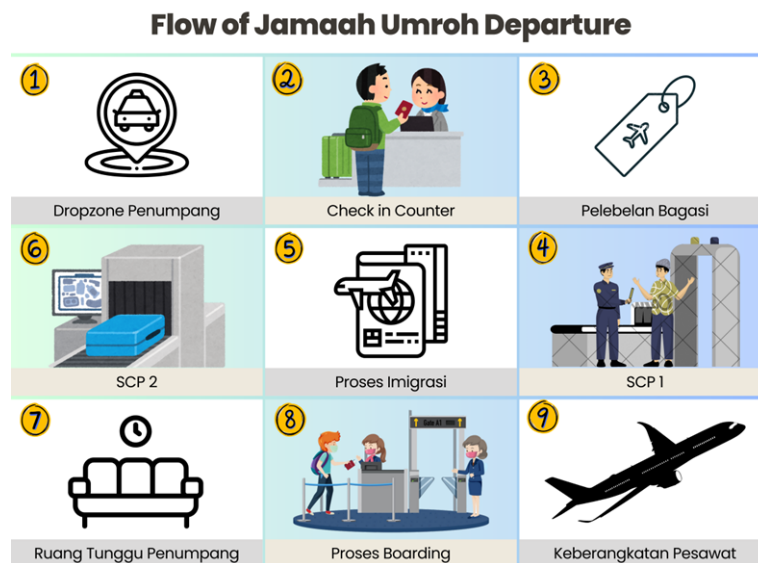
Based on the results of observations in the field and interviews with sources, the units involved in the departure service for Umrah pilgrims include the Airport Operation Landside Terminal Service Improvement Unit (Customer Service, Airport Operation Control Center, Information), Airport Operation Airside Unit, Aviation Security Unit, Airline (Check-in and Boarding Gate), Immigration Officer, KKP Officer (Port Health Office), and Ground Handling Officer (Noerfaishal, 2023).

The processes or flows that Umrah pilgrims go through

- 1) Drop Zone Area: Umrah pilgrims get off the bus to the entrance of the departure terminal and gather with pilgrims from their respective travel agency groups.
- 2) Departure Terminal Entrance: Umrah pilgrims enter a special area for passengers who will fly to the check-in process area (Check-in Counter) provided, to recheck documents and baggage.
- 3) Check in Counter: Umrah pilgrims carry out the check-in process at the check-in counter provided with H-3 hours before the departure time of the aircraft by

registering / rechecking the baggage and documents needed to fly to Saudi Arabia which are shown to the check-in officer at the airport.

- 4) Security Check Point 1 (SCP 1): SCP 1 checks passengers and goods, SCP 1 is located on the 2nd floor of Adi Soemarmo Airport, pilgrims use escalators or stairs to the 2nd floor. At SCP 1, passengers will be checked for body temperature, luggage whether carrying dangerous weapons or not through x-ray with reference to SKEP/100 / VII / 2003 concerning Technical Guidelines for Handling Civil Aircraft Passengers Carrying Firearms Along with Procedures for Security Escorting Prisoners in Civil Aviation. Taking pictures related to the inspection is prohibited in the area.
- 5) Immigration / Immigration Check Point: Pilgrims will pass through the immigration process to recheck documents containing passports, tickets, visas, and health certificates to visit Saudi Arabia by Immigration officers at the airport.
- 6) Security Check Point 2 (SCP 2): SCP 2 is located on the 3rd floor of Adi Soemarmo Airport, then the Umrah pilgrims will be checked again the luggage brought to the aircraft cabin by security officers through x-rays and computers, whether the luggage still contains dangerous goods and liquids/aerosols/gels carried in the cabin exceed the specified capacity or not. With the provisions of the maximum limit of liquid/aerosol/gel carried is 100 ml for international flights referring to SKEP/43/III/2007 concerning Handling Liquids, Aerosols and Gels. In this area also the same as in SCP 1 is not allowed to take pictures.
- 7) Departure Waiting Room / Waiting Room: Umrah pilgrims are directed to wait for information and see the departure schedule through FIDS at the gate used for boarding and wait for the announcement by the information officer or gate officer. Facilities provided are in the form of wheelchairs, dispensers and plastic cups for drinking due to the limited liquid brought into the aircraft cabin. Dispensers as well as plastic cups are provided and prepared H-1 before the departure of the aircraft.
- 8) Departure / Boarding Gate: In this process, of course, you have been informed by the information officer and gate officer to immediately board by carrying tickets and passports to enter the aircraft cabin. At this stage the officers at the airport will also coordinate with other units whether there are pilgrims left behind or not.



**Figure 1. Process / Procedure for Departure of Umrah Pilgrims**

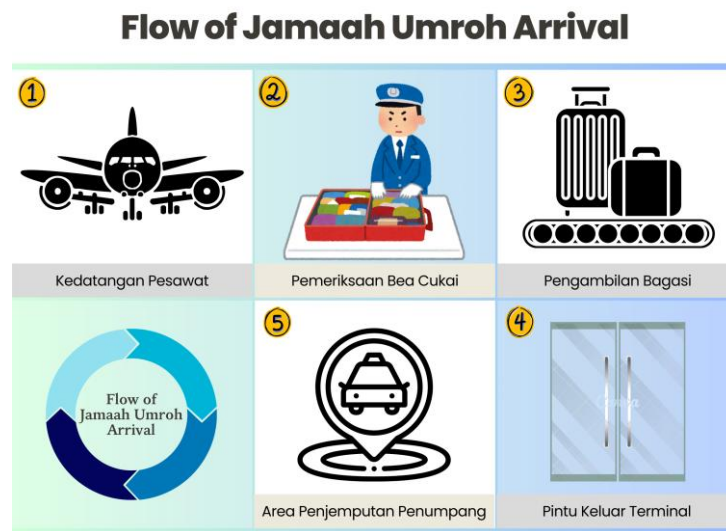
Source: Author

#### b) Arrival of Pilgrims

Based on the results of the author's observations in the field, the units involved in the arrival service of Umrah pilgrims are the Airport Operation Landside Terminal Service Improvement Unit (Customer Service, Airport Operation Control Center, Information), Airport Operation Airside Unit, Aviation Security Unit, Airlines, Customs Officers, KKP Officers (Port Health Office), and Ground Handling Officers (Kuntjoro & Aji, 2018).

The processes or flows that Umrah pilgrims go through upon arrival in the country through Adi Soemarmo Airport

- 1) International Arrival Terminal: The area used for boarding / disembarking Umrah pilgrims. Umrah pilgrims go to the customs process.
- 2) Customs: In this process, pilgrims will undergo an inspection process which includes personal inspection, search of cabin items, inspection of documents (tickets, passports, visas, and health certificates), and scanning using x-rays.
- 3) Baggage Claim: Pilgrims go to the baggage claim on the conveyor belt that has been determined and match the Baggage Tag number on the baggage with the Boarding Pass attached.
- 4) International arrival terminal exit / Exit Arrival: Pilgrims who have passed the customs and baggage collection process, can immediately exit the airport terminal so as not to jostle with other pilgrims who are queuing to collect their luggage at the arrival terminal.
- 5) Crub: Crub is an area where passengers get on and off the vehicle to go to or leave the airport terminal.



**Process / Flow of Arrival of Umrah Pilgrims**

Source: Author

## 2. How to Collaborate Between Umrah Pilgrims Service Work Units

Based on observations in the field, there are several means and ways of collaboration used to coordinate from one unit to another, it can be concluded that coordination and collaboration are carried out through morning briefings both H-1 before the flight schedule and 1 hour before the pilgrims are at the airport (Nurrizqa, 2023). Collaboration is carried out according to the applicable SOP. By collaborating with several related parties and work units at the airport and the airline. The collaboration carried out is very good, the way the collaboration is carried out is also good and needs to be improved only on services and facilities for pilgrims.

The Department of Transportation coordinates for approval to fly to Saudi Arabia and collaborates with the Religious Affairs Office for Umrah pilgrims' requirements for worship in Saudi Arabia, as well as collaborating with managers in various airport department units for Umrah pilgrims' services. The airport manager and related stakeholders/units collaborate and coordinate with each other in the operational services of Umrah pilgrims' flights to run smoothly and efficiently by ensuring the safety and security of Umrah pilgrims. List of numbers contacted by the airport manager for Umrah purposes:

**Table 3. List of CIC and Gate Numbers**

No.	Description	Extend Number
1.	Gate 8, 9, 10	5526
2.	Check-in Counter 1	4254
3.	Check-in Counter 2	4255
4.	Check-in Counter 5	4258
5.	Check-in Counter 6	4259
6.	Check-in Counter 7	4260

Source: Author

# Dynamics of Collaboration Among Work Units at Adi Soemarmo Airport in Serving Umrah Pilgrims

NO. UNIT	REKAMAN	NO. LK	NO. UNIT
GARUDA	TIKETING	4208	781918
	OPERATION	4509	782195
	TEKNIK/COM	5540	785688
		7227	081-576-535-62
			051-503-812-779
	ADMIN		785160
	KR. KOTA		737506
LION AIR	TIKETING	4237	751999
	OPERATION	4211	
	ADMIN	4288	
	KR. KOTA	7783004	
	CALL CENTER		0804-1778-899
			021-63708000
NATRA		5553	
CITILINK			7889352
BRISJAYA AIR	TIKETING	4274	782274
	OPERATION		780629
	KR. KOTA		723777
CAKRAWALA AIR ASIA	TIKETING	5538	780610
	CALL CENTER	4225	
			021-29270999
			0274-487879
	KONGDE		085-726-128-505
	PAK TRIS		085-725-354-917

REKAMAN	NO. LK	NO. UNIT
PAK ADI SUMARMO		4218
POSKO REAGSI CEPAT		5509
RESEPSIONIS		5601
GM		5600
GM		5590
OPDH / MOT		5517
OPDH / MOT		5515
SDPH / MKSU		5596
HUMAN CAPITAL / PUM		5010
PENGADJIAN		5530
PELAYANAN		5549
		5552
		4215/9
		4235
		5532/5550
AFFR & AVSEC		5518
AFFR / PRP-PK		5558
POSKO SECURITY		4912
CCIV		5570
ADCC 1		5572
ADCC 2		5573
ADCC 3		5574
RIANG RAPAT ADCC		5575
SEC. SCP 1		4251
SEC. SCP 2		4200
SEC. R. INTER		5571
SEC. R. DGM		4306
AKSES KARYAWAN		4231
IMS & OM		5507
TEKNIK		5554
TUM		4208
TUM		5522
ELECTRICAL		5529
LIBRIK		5573
MERKANIKAL		5566
ICT		4289 / 4290
ELBAN		5548
SALES & CSR		4444/5912
KOMERSIAL		5501
PIR		5531
ACCOUNTING		4224
		5551/5516
TREASURY		5548
KASIR		5502
KOPERASI		5503
RENTAL AIRNAV		
AIRNAV		
STABUN		
RUANG DRIVER		

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Kantor Walikota : 021 - 640020  
Lion Air Kantor Kota  
(021) 7463004 / 7463009  
Mechanical (K) : 4087

List of phone numbers through PABX and Extend Part 1

Source: Author's Documentation

PT. JAS	4239	731239
IMIGRASI	5310	
BEA CUKAI	4271	
KARJANTINA HEWAN	4278	781804
KRTNA TUMBUHAN	4278	
KKP	4273	780203
PILET SELALU SUKSES		782469
CARGO	AP LOG	781042/781043
	AP LOG	EMPU 782898
	DEA	EMPU 707561/1715048
	SAVANA	EMPU 7979310
	MSA	
	SOLO MURNI	
PERTAMINA		780388/783936
ACS		782186
	KANTOR	782186
METANUSA	DINI	0815-6776-5587
CONCORDIA LOUNGE	5534	784397
APS		782931
AERO PRIMA		783862
		782186
SITA	4242	780520
ANGKASA TAXI		781315
BRI		784738
BATIK KERIS		784734
DUNKIN DONUT		781873
LANUD ADI SMO		780544
MAKAY		782552

List of phone numbers through PABX and Extend Part 2

Source: Author's Documentation

Media or means used to coordinate:



**Figure 5. PABX and Extend**  
Source: Author's Documentation

The two media are used to coordinate each other when the officer is in the room, located on each airport officer's desk in their respective units. At the time of the Umrah flight schedule, the numbers listed in the table and picture will appear in the PABX and Extend. The media is always used in regular flight activities and charter flights (Umrah). And the media used to coordinate when officers are in the field or traveling is Handy Talkie where each unit or officer has it. The three media are used for officers in each unit between departments to coordinate with each other.



**Figure 6. Handy Talkie (HT)**  
Source: Author's Documentation

## Conclusion

The dynamics of collaboration between work units for Umrah pilgrim services at Adi Soemarmo Airport are running quite well and efficiently, following the applicable standard operating procedures (SOPs). The facilities used in serving Umrah pilgrims, both for departure and arrival, include wheelchairs, clean toilets, escalators, elevators, non-damaged stairs, dispensers, and plastic cups. Each unit works in collaboration with other departments to ensure the security and safety of pilgrims during their time at the airport. The units involved in these services include the Airport Operation Landside Terminal Service Improvement Unit (Customer Service, Airport Operation Control Center, Information), Airport Operation Airside Unit, Aviation Security Unit, Airlines, CIQ Officers (Customs, Immigration, and Quarantine), KKP Officers (Port Health Office), and Ground Handling Officers.

The process flow for departure and arrival differs in several aspects. For departures, pilgrims' luggage is collected a day before departure (H-1) by the ground handling officer and loaded onto the aircraft. The security check process for cabin baggage includes two security check points (SCP 2×) and immigration procedures. In contrast, for arrivals, pilgrims go through customs and baggage collection services. The flow differences are as follows:

- **Departure:** Drop Zone Area - Departure Terminal Entrance - Check-in Counter - SCP 1 - Immigration - SCP 2 - Waiting Room - Boarding.
- **Arrival:** Apron - Customs - Baggage Claim - International Arrivals Terminal Exit - Curb.

The collaboration method between work units involves morning briefings, which are held by stakeholders and units involved in Umrah pilgrim services. These briefings are conducted before and after the pilgrims' departure and arrival to ensure smooth coordination. The briefings occur either H-1 before the flight or one hour before the scheduled departure. These sessions are essential for discussing and evaluating the activities that help ensure a seamless operation.

For communication and coordination, the units use various media such as HT (Handy Talkie), PABX (Private Automatic Branch Exchange), and Extend. HT is used in the field to monitor Umrah pilgrims and facilities, offering mobility. In contrast, PABX and Extend are stationary communication tools used at the gate desk and check-in counters.

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