

ABSTRAK

PERAN OTORITAS BANDARA BABULLAH TERHADAP MASKAPAI PENERBANGAN AKIBAT *DELAY* PENERBANGAN DI BANDARA UDARA SULTAN BABULLAH TERNATE

Faradila A. Hi. Basir/NPM.01012011087:”Peran Otoritas Bandara Babullah Terhadap Maskapai Penerbangan Akibat *Delay* Penerbangan di Bandara Udara Sultan Babullah.” (Dibimbing Oleh Jamal Hi. Arsad dan Hardina).

Tujuan penelitian ini untuk (1) mengetahui pengawasan *delay* penerbangan Bandar Udara Sultan Babullah. Dan (2) pengawasan pemberian kompensasi dari maskapai kepada penumpang. Penelitian ini menggunakan metode penelitian empiris menggunakan data primer dan sekunder.

Teknik pengumpulan data berupa wawancara dan dokumentasi. Waktu dan tempat pada penelitian ini dimulai pada tanggal 15 februari 2024, penelitian ini di lakukan di Kantor Otoritas Bandar Udara Sultan Babullah Ternate. Teknik analisis data yang digunakan yaitu pengumpulan data dan dilakukan secara kualitatif yang tidak menggunakan angka melainkan memberikan gambaran-gambaran (deskripsi).

Hasil penelitian ini menunjukkan bahwa pengawasan *delay* penerbangan di Bandar Udara Sultan Babullah sering terjadi karena adanya beberapa faktor cuaca, teknis operasional dll. Hasil penelitian ini juga mengawasi pemberian kompensasi kepada setiap penumpang yang mengalami *delay* penerbangan selama 3jam.

Kata Kunci : Otoritas Bandara, Maskapai Penerbangan, *Delay* Penerbangan

ABSTRACT

THE ROLE OF BABULLAH AIRPORT AUTHORITY TOWARDS AIRLINES DUE TO FLIGHT DELAYS AT SULTAN BABULLAH TERNATE AIRPORT

Faradila A. Hi. Basir/NPM.01012011087: *"The Role of Babullah Airport Authority Against Airlines Due to Flight Delays at Sultan Babullah Airport."* (Supervised by Jamal Hi. Arsad and Hardina).

The purpose of this study was to (1) determine the supervision of flight delays at Sultan Babullah Airport. And (2) supervision of compensation from the airline to passengers. This research uses empirical research methods using primary and secondary data.

Data collection techniques in the form of interviews and documentation. The time and place of this research began on February 15, 2024, this research was conducted at the Sultan Babullah Ternate Airport Authority Office. The data analysis technique used is data collection and is carried out qualitatively which does not use numbers but provides descriptions.

The results of this study indicate that the supervision of flight delays at Sultan Babullah Airport often occurs due to several weather factors, technical operations, etc. The results of this study also supervise the provision of compensation to the passengers. The results of this study also supervise the provision of compensation to each passenger who experiences a flight delay of 3 hours.

Keywords: Airport Authority, Airline, Flight Delay