ABSTRACT

The major objectives of this study are to discover the main preferences of Garuda Indonesia’s passengers. To have Garuda Indonesia’s current On-Time Performance data analyzed. To analyze and discover the fundamental cause of delays which prevents Garuda to achieve their 85% On-Time Performance rate, and finally to provide recommendation towards improving and maintaining Garuda On-Time Performance through station handling process.

The writing contains survey analysis towards discovering Garuda passenger’s main preference. Locating the priority stance of On-Time Performance from the passenger’s view and analyzing the current Garuda On-Time Performance Rate. Deeper into the core of the study, authors identify the major causes of delay, learning the trend of delay while proving the importance of keeping flight punctual. Authors explain the cost of delay that could occurred, the impact of a delay to the company’s image and to its revenue in the long run.

The station handling is one of the key causes of delay which author scoped in this study. Station handling has become one of the major causes of delay since year 2000. This study focuses more on station handling analysis of Garuda, which is managed by PT. Gapura Angkasa.

Keyword: Delay, On-Time, Station Handling, Analysis, Competitor, Airline, Survey.
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