



2nd Global Conference on Multidisciplinary Academic Research
(GCMAR-2019), Bali, Indonesia

ISBN: 978-0-6482404-8-8

Asia Pacific Institute of Advanced Research (APIAR)

www.apiar.org.au

**DIGITAL COLLABORATION PLATFORM AS
AN INTEGRATED DIGITAL SERVICE AT AIRPORT
MANAGED BY PT ANGKASA PURA II (PERSERO)**
(Case Study: Terminal 3 Soekarno-Hatta International Airport)

Wahyu Cahyadi^a & Reza Ashari Nasution^b
Institut Teknologi Bandung, West Java, Indonesia.
Corresponding Email: wahyu_cahyadi@sbm-itb.ac.id

Abstract

The Aviation industry has a big impact on Indonesia's economic development, where this industry can contribute to employment, tourism, trade, and other industrial sectors. The aviation industry sector is supported by the presence of airports. According to data from the International Air Transport Association (IATA), by the end of 2030, Indonesia is forecast to become the 4th largest aviation market in the world. Angkasa Pura II is one of the official airport operators in Indonesia, together with its stakeholders, Angkasa Pura II who provide airport services and airport-related services. To anticipate the growth of air passengers, Angkasa Pura II and its stakeholders must anticipate crowded terminals, long queues and waiting times and other things that can be impacted on the passenger journey, the use of digital services to serve passengers and their baggage can provide faster and optimal services.

At present, the digital passenger service between Angkasa Pura II and its stakeholders mostly runs with a siloed process, which can have an impact on the passenger's experiences and the seamless passenger journey. To achieve the company's vision to become smart connected airport operator in the region, digital service collaboration with all stakeholders must be implemented. Literatures review, interviews with experts from stakeholders, observations in the fields, survey result and reports from relevant institutions used to identify the current situation and strategy of Angkasa Pura II and its stakeholders, and also to describe the key influencing factors (stakeholder engagement, clarity of rules, technology readiness, regulatory support) in implementing digital collaboration platform and to support strengths, weaknesses, opportunities and threats analysis in the implementation of digital collaboration platform.

The alternative solution is proposed for the implementation of the digital collaboration platform in Terminal 3 Soekarno Hatta International Airport, to provide a joint solution for Angkasa Pura II and its stakeholders in realizing seamless passenger journey and faster passenger processing. Implementation steps are defined so that implementation progresses are in line with the plan, and also determined the timeline for implementation by considering the key influencing factors and estimated costs of each stage of implementation. Several key resources are needed to further optimize the use of Digital Collaboration Platform.

Keywords: Collaboration, Digital Platform, Collaboration Platform, Integrated Services.
