

The Effect of Facility and Quality of Service on Passenger Satisfaction at Terminal 3 Airport Soekarno Hatta on The Covid-19 Pandemic

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Abstract. The purpose of this study was to determine the effect on facilities and service quality on passenger satisfaction during the Covid-19 pandemic. The population of this research is passengers at Terminal 3 Soekarno Hatta International Airport. The method used in this research is quantitative method with data analysis technique using validity test, reliability test, multiple linear regression test, multiple correlation coefficient test, multiple determination coefficient test, classical assumptions, namely multicollinearity test, t test and F test. The result of data processing in this study, facilities and service quality have a positive and significant effect partially or simultaneously. It means that passengers are satisfied with the facilities and service quality at Terminal 3 Soekarno Hatta International Airport.

Keywords : facility, service quality, passenger and airport satisfaction

Abstrak. Tujuan penelitian ini adalah untuk mengetahui pengaruh fasilitas dan kualitas pelayanan terhadap kepuasan penumpang di masa pandemi Covid-19. Populasi dari penelitian ini adalah penumpang di Terminal 3 Bandara Internasional Soekarno Hatta. Metode yang digunakan dalam penelitian ini adalah metode kuantitatif dengan teknik analisis data menggunakan uji validitas, uji reliabilitas, uji regresi linier berganda, uji koefisien korelasi berganda, uji koefisien determinasi berganda, Asumsi Klasik yaitu uji multikolinearitas, uji t dan uji F. Hasil pengolahan data pada penelitian ini, fasilitas dan kualitas pelayanan berpengaruh positif dan signifikan secara parsial maupun simultan. Artinya penumpang puas terhadap fasilitas dan kualitas pelayanan di Terminal 3 Bandara Internasional Soekarno Hatta.

Kata Kunci : fasilitas, kualitas pelayanan, kepuasan penumpang dan bandara

1. Introduction

Airports are places where planes can land, undergo repairs and maintenance, deliver fuel, and offload passengers and goods. In general, airports are required to provide aircraft and airlines with a place to conduct activities according to operating hours, quietness, security, and orderliness rules set by the airline. This is done by providing maintenance, repairs, fuel and other activities. (Hidayat et al., 2021). Domestic and international flights are operated by governments and private companies. International flights are then operated by foreign airlines. During the Covid-19 pandemic, the Government has issued the rules Covid-19 Circular No. 22 of 2022 on Health Protocols for International Travel during the 2019 Coronavirus (Covid-19) Pandemic. This circular governs a range of health protocols for foreign travelers. The aim is to prevent the spread of Covid-19. (Andriani, 2020).

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Coronavirus 2019 (Covid-19) is an infectious disease caused by acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease was first identified in Wuhan, the capital of China's Hubei province, in December 2019 and has since spread around the world, continuing with the 2019-20 coronavirus pandemic. Common symptoms are fever, cough and shortness of breath. Other symptoms include muscle pain, diarrhea, sore throat, loss of smell, and abdominal pain. Most cases end with mild symptoms but may progress to viral pneumonia and multiple organ failure. As of 5 April 2020, more than 1.2 million cases have been reported in more than 200 countries and territories, resulting in more than 64,700 deaths. Over 246,000 have recovered.(Butu et al., 2020).

Air transport is a means of transport that operates in the air. Understanding Indonesian Airplanes according to Law No. 83 of 1958 is any tool that can gain lift from the air. Then, under Law No. 2 of 1962, an aircraft is any means of transport that can move from land or water to air or space and vice versa. according to the law. From 1992 to 15, an airplane is an instrument that can fly by the buoyancy of the air reaction in the atmosphere. Then, under the new law, Law No. 1 of 2009, the meaning of aircraft is similar to that of the 1944 Chicago Convention. The reaction of the air to the surface used for flight". Demand for commodities will increase, as will the needs of economic operators and other sectors. Expanding our ever-increasing transport capacity is not enough, but we know that the need for speed is ever-increasing. Later, it turned out that the superiority of air cargo had developed beyond human and expert evaluations.(Koch et al., 2020).

In the sky city, planes can be landed, upgraded and maintained to transport and carry passengers and goods. In general, airlines are required to operate aircraft and airlines and provide seats in accordance with the operating hours, rest hours, security hours, and order rules established by the flight. This is done by providing treatment, repairs, fuel and other activities.(Vrontis et al., 2021). National or domestic aviation activities are carried out by state-owned and private companies. After that, international flights were operated by foreign airlines. The 2022 Soekarno-Hatta International Airport situation has started to apply, and the Government has issued the 2022 Covid-19 Circular Order No. 22 on Health Protocols for International Travel during the 2019 Coronavirus Disease (Covid-19) Pandemic. issued. This circular governs a range of health protocols for foreign travelers.

The cause is to save you the growth withinside the Covid-19 transmission. Passenger provider centers especially outside tour trails have to put in force fitness protocols at the Covid-19 protocol Point. In the supply of airport centers is said to be aware of the stream including the kind of temperature, temperature space, card / personality (bodily and digital), handscinitizer, coaching of seating centers organized with a distance of 1- 2 meters. The pleasant of provider is supported through five dimensions in airport provider offerings including Tangible, Reliability, Respionateness, Assurance, Fishh (Budiyanto, 2017). The pleasant of provider to clients or passengers at Soekarno Hatta Airport is a lock thing in granting the enlargement of the airport. User satisfaction or passenger satisfaction consists of product pleasant, price, convenience, provider pleasant.(Schepers & Nijssen, 2018).

The nineteenth Covid Pandemic has a effect for everybody consisting of the individuals who carry out sports on the three National Soekarno Hatta Airport Terminal. All airport customers in

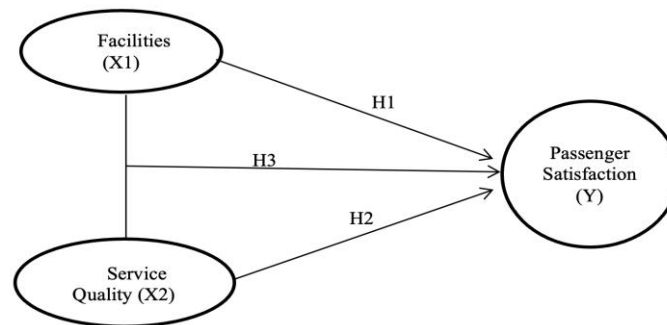
Terminal three Soekarno Hatta ought to put into effect the fitness protocols furnished with the aid of using the government. But there are a few troubles in Soekarno Hatta International Airport this is the supply of protocols on wheelchair which remains lacking. The presence of a grievance of passengers withinside the use of Wheelchair is the absence of dealing with of Covid-19 protocols to passengers who need to apply the wheelchair, passengers sense uncomfortable on the Wheelchair (Chairs and wheel) centers do now no longer function well. And the officials are much less withinside the Sempap in serving the passengers in keeping with the Covid-19 protocol.(Naufal; et al., 2018).

Facilities must be available and ready before serving passengers. You will also find that the facility has everything that will help your passengers to be satisfied. Facilities as one of the top priorities match the needs of airport users such as spatial planning, furniture, lighting, colors, ancillary facilities (Mangano & de Marco, 2014). Customer satisfaction is the response from customers to the services provided according to their expectations. This study was conducted to determine whether the facilities at Soekarno-Hatta International Airport, particularly wheelchair components, perform well in use.(Anwar, 2018).

The high-satisfactory of carrier may be described via way of means of the point of interest at the achievement of needs, necessities and meets the desire of passengers on the proper time.(Somtawinpongsai et al., 2022). The high-satisfactory of the carrier consists of out in any respect kinds of offerings furnished from the corporation for the duration of the passenger is withinside the corporation.(Sumaedi et al., 2016). Service high-satisfactory may be interpreted as that specialize in direct / tangible evidence, reliability / reab, reaction data / responsiveness, warranty / guarantee and empathy / fourhy.(Chicu et al., 2016). Quality carrier is able to adoption of passenger's expectations. Sufficient passengers desire, now no longer doubt that passengers may be glad due to the high-satisfactory of carrier that the corporation offers for passengers. These studies became made to recognise how carrier high-satisfactory at Solamo Hatta International Airport Terminal towards passengers on religiosity is Sigap's servants in serving passengers with Covid-19 protocols.(Rayansa et al., 2022).

This phenomenon is interesting because it changes from year to year. This means that governments are constantly intervening for the safety and comfort of flights around the world. It is very important that this study can improve the quality of purpose aimed at satisfying potential passengers to use the service at Soekarno Hatta International Terminal during the pandemic Covid-19 era.

Figure-1 Research Framework



2. Method

In this study the method used a quantitative method. The distribution of questionnaires through Google Form linear regression to see the approximate relationship between variables determined by the theory in this study. Distribution of questionnaires to 100 passengers at terminal 3 Soekarno Hatta International Airport. In this study, population was passengers at terminal 3 Soekarno Hatta International Airport for the period June-July 2022 which amounted to 3.093.869 people. Based on the slovin formula, the researchers took a sample of 100 respondents. For testing the Validity and Reliability test, Multiple Linear Regression test, Classical Assumption test using Multicollinearity test, T test Hypothesis test and F test . The result of data processing using SPSS version 25 software (Ghozali, 2018; Sugiyono, 2016).

3. Results and Discuss

The data obtained are primary data by distributing questionnaires using Google Forms and explaining filling out the instrument to respondents about facilities, service quality, passenger satisfaction at terminal 3 Soekarno Hatta International Airport from June-July.

Table-1 Validity Test Result

Variable	Statement	Pearson Correlation	r-table	Remark
facilities (X1)	X1.1	0.792	0.1946	valid
	X1.2	0.707	0.1946	valid
	X1.3	0.766	0.1946	valid
	X1.4	0.780	0.1946	valid
	X1.5	0.665	0.1946	valid
service quality (X2)	X2.1	0.623	0.1946	valid
	X2.2	0.787	0.1946	valid
	X2.3	0.855	0.1946	valid
	X2.4	0.856	0.1946	valid
	X2.5	0.817	0.1946	valid

Variable	Statement	Pearson Correlation	r-table	Remark
passenger satisfaction (Y)	Y.1	0.761	0.1946	valid
	Y.2	0.850	0.1946	valid
	Y.3	0.865	0.1946	valid
	Y.4	0.869	0.1946	valid
	Y.5	0.711	0.1946	valid

(Source: data processed by SPSS)

According to Sugiyono, if $r\text{-count} > r\text{-table}$ then the statement is declared valid. The criteria for testing validity through SPSS. In the validity test, the researcher used 2-way testing, namely, the formula $df = 100 - 2$ is 98 with a significant number of 0.5, so the r table in this study is 0.1966.

Table-2 Reliability Test Result

Variable	Cronbach's Alpha	N of Item	Remarks
Facilities (X1)	0.781	5	reliable
Service quality (X2)	0.851	5	reliable
Passenger satisfaction (Y)	0.872	5	reliable

(Source: data processed by SPSS)

According to Sugiyono, a reliable instrument is an instrument which, if used, the same data results are the same data results, to determine whether an instrument is reliable or not in this study, it is based on an alpha value of 0.60. If the value of Crochbach's alpha > 0.60 , the conclusion is all instruments of facilities, service quality and passenger satisfaction are declared reliable.(Sugiyono, 2018).

Table-3 Multicollinearity Test Result

Variable	Tolerance	VIF	Remark
X1, X2 > Y	0,371	2,694	No Multikolienaritas

(Source: data processed by SPSS)

According to Ghozali, the purpose is to test and determine whether the regression model has a correlation between independent variable to dependent variable. The Correlation value of the independent variables between the correlation values on the dependent variable is equal to zero. There is no occurrence of multicollinearity.(Ghozali, 2018).

Table-4 Multiple Linear Regression Test

Model	Unstandardize B	Coefficients std. Error	Standardized coefficients beta	t	sig.
(Constant)	1.185	1.399		.847	.399
X1	.192	.098	.153	2.962	.003
X2	.757	.078	.758	9.718	.000

(Source: data processed by SPSS)

According to Sugiyono, multiple linear regression analysis aims to describe the relationship between changes in response to the dependent variable and multiple factors affecting multiple predictors.(Sugiyono, 2018). If the constant value is positive, the facilities (X1) and the quality of service (X2) are considered constant, and the passengers at Terminal 3 of Soekarno-Hatta International Airport are equivalent to 1.185. The linear regression of facilities is positive, indicating that passenger satisfaction increases as facility (X1) increases. This means an increase of 1 facility unit, resulting in an increase of passenger satisfaction of 0.107 units. The linear regression of service quality is positive, indicating that passenger satisfaction increases as service quality improves. This means that the quality-of-service increases by 0.757 units.

Table-5. Multiple Coefficient of Determination Test Result

Model	R	R Square	Adjusted R Square	Std.Error the estimate
	.884 ^a	.781	.777	1.289

(Sumber: data processed by SPSS)

Multiple correlation coefficients are used to determine the degree or strength of the relationship between all variables independent on variabel dependent simultaneously. In conclusion, variables facilities (X1) and quality of service (X2) show a significant correlation at the same time as variable passenger satisfaction (Y). It is said that there is a strong correlation with a pearson correlation value (R-value) of 0.884.(Hapsari et al., 2017).

The coefficient of determination is a measure that proves how big the contribution of the variable independent to the variable dependent is. In conclusion, variables facilities (X1) and quality of service (X2) show a significant correlation at the same time as variable passenger satisfaction (Y). The coefficient of determination/R-squared has a magnitude of 0.781, which means that the contribution of facilities to passenger satisfaction is 78.1%.(Ogbeifun et al., 2016; Prabowo et al., 2019).

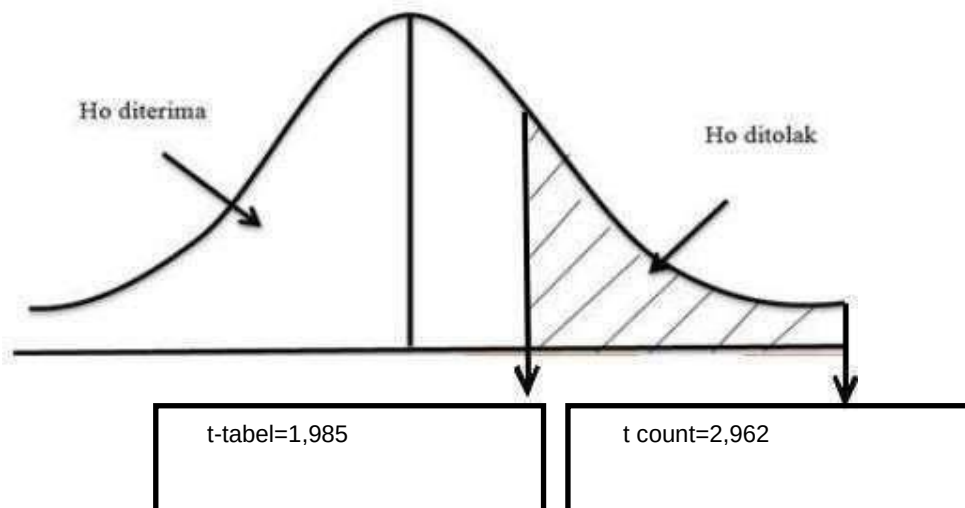
Table-6 t-test

Model	Unstandardized B	Coefficients std. Error	Standardized coefficients beta	t	sig.
(Constant)	1.185	1.399		.847	.399
facilities	.192	.098	.153	2.962	.003
service quality	.757	.078	.758	9.718	.000

(Source: data processed by SPSS)

According to Ghozali, the purpose of t-test is to determine the impact between the independent variable and the dependent variable. The t-test was carried out to determine whether there was an effect between the independent variables on the dependent variable. The result of the t-test above are the t-count of all variables > t-table whose value is 1.985 with a significance < 0.05. The conclusion is that all hypotheses have a significant effect.(Ghozali, 2016; Ruminda, 2022).

Figure-2 Curves Hypotheses



(Source: data processed by SPSS)

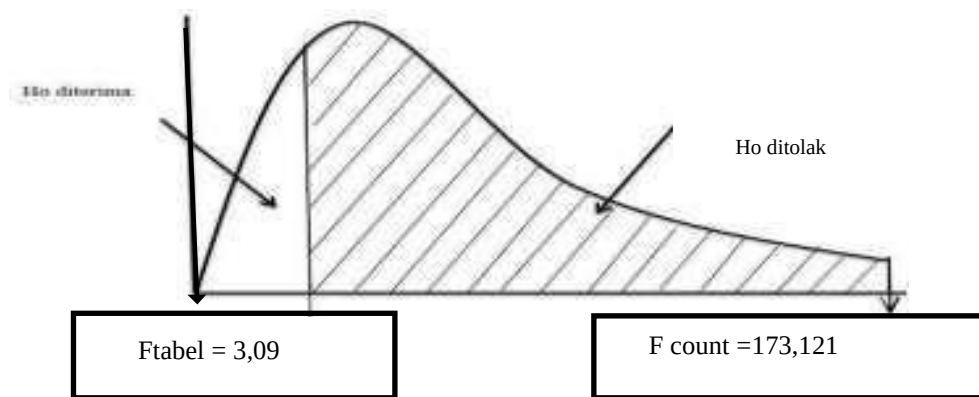
Table-7 F-Test Result

Model	Sum of Squares	df	Mean Square	F	sig.
Regression	575.518	2	287.759	173.121	.000 ^b
Residual	161.232	97	1.662		
Total	6.750	99			

(Source: data processed by SPSS)

F test was carried out to determine the significant effect between the two variables, namely facilities and service quality simultaneously on variable passenger satisfaction. The results of the researcher's test above are the f count facilities and service quality is $173.121 >$ the F-table with a significant level $<$ from 0.05 and the conclusion is the facilities (X1) and service quality (X2) simultaneously have a significant effect on passenger satisfaction. (Ruminda, 2021; Sumaedi et al., 2016).

Figure-3 Curves F-test Hypotheses



(Source: data processed by SPSS)

4. Conclusion

Based on the results of the discussion on research on the effect of facilities and service quality on passenger satisfaction at Terminal 3 Soekarno Hatta International Airport during the Covid-19 pandemic. So, the conclusions of this research are as follows:

Facilities have a positive and significant effect on passenger satisfaction, passengers feel that the facilities at the airport are satisfactory. The quality of service felt by passengers has a positive and significant effect on passenger satisfaction, passenger at Terminal 3 Soekarno Hatta International Airport feel that the service from the officers is very good. Passengers feel that facilities and service quality simultaneously have a positive and significant effect on passenger satisfaction because some passengers think that the facilities and service quality are very good.

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