



# The Effect of Facilities and Service Quality on Passenger Satisfaction at an International Airport

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## Abstract

**Purpose:** This study aimed to determine whether the facilities and quality of domestic terminal services influence service user satisfaction at El Tari Kupang International Airport in 2020.

**Research Methodology:** To answer the problem, the author uses quantitative methods with primary data using questionnaire distribution and data management using regression analysis techniques, analysis coefficient data, multiple correlation, significant correlation test, coefficient of determination, and hypothesis testing.

**Results:** Facilities and service quality jointly have a strong positive effect on user satisfaction, as shown by the regression equation  $Y = 7.169 + 0.214X_1 + 0.594X_2$ . This relationship is strong, indicated by a multiple correlation coefficient of  $R = 0.799$ .

**Conclusions:** Facility variable ( $X_1$ ) has a moderate positive influence on Service User Satisfaction ( $Y$ ) (34.6%), while Domestic Terminal Service Quality ( $X_2$ ) shows a strong positive influence (45.5%). Simultaneously,  $X_1$  and  $X_2$  have a strong combined influence on  $Y$  (63.8%). Therefore, all hypotheses in this study are supported and proven.

**Limitations:** This study is limited to one airport, so the findings may not be generalizable. It only examines facilities and service quality, excluding other influencing factors. The data were collected in a limited time period, which may not reflect changes over time.

**Contributions:** The contribution of facilities and quality of domestic terminal services together affects service user satisfaction by 63.8%. This means that 63.8% of the value of service user satisfaction is determined by the facilities and service quality of the domestic terminal. However, for the remaining 36.2% service user satisfaction was influenced by other factors not examined in this study.

**Keywords:** Airport, Facilities, Service User Satisfaction, Terminal Service Quality

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## 1. Introduction

El Tari Kupang International Airport, formerly known as Penfui Airport, is located in the southern part of Timor Island in Kupang Regency/City, Maulava District, Penfui Village, and Tuameko Village (Marselina, 2022). El Tari International Airport is approximately 13 km from the city of Kupang and is located at an altitude of 102 m above sea level, which is one of the gateways of transportation to and from East Nusa Tenggara. El Tari Kupang International Airport is one of the airports managed by PT. Angkasa Pura I (Persero) is one of the companies engaged in airport services that provide facilities related to the

provision of infrastructure related to company interests and the interests of service users (Awan, 2022).

The success of a company is not only seen from the availability of the necessary facilities and infrastructure, but the level of satisfaction of service users is a measure of the success or failure of the company in carrying out its mission (Abidin et al., 2022). Service user satisfaction can be influenced by the provision of adequate infrastructure and service quality that can provide satisfaction to service users (Puspita & Santoso, 2018; Setyawati et al., 2021). Facilities in service businesses are important factors that need to be considered, especially those related to or closely related to the feelings of service users. Physical facilities are an indicator of whether the quality of a service is good or not, and facilities are closely related to the formation of service users' perceptions. Thus, companies wishing to maintain their existence, win business competition, and attract the attention of service users always provide good supporting facilities to meet their needs and realize their expectations (Isa et al., 2019).

However, at El Tari International Airport, Kupang, the facilities provided are sometimes considered unsatisfactory, and some weaknesses can be seen from a number of things, such as the provision of trolley services, which are small in number, so that during busy hours, there are often out of trolleys. The number of baggage collection conveyors is insufficient, so during busy hours, passengers from several airlines have to queue and wait a long time to collect their baggage (not to mention the case of conveyor damage). Furthermore, conveyor scales at the check-in counter are often damaged, such as by a mismatch of passenger baggage weight with the data displayed, resulting in complaints from passengers. The capacity of the waiting room is small, so it is on the clock solid (Awan, 2022; Marselina, 2022). Some passengers do not get a seat, and the temperature in the airport waiting room is sometimes hot due to frequent damage to the Air Conditioner (AC) and frequent shutdowns of computers flight information in sections airport services, making information difficult for users of these airport services. In addition, from the point of view of services at El Tari Kupang International Airport, especially in the Terminal Area, many are deemed unsatisfactory, as can be seen from several things, such as flight information computers sometimes still have boarding status while the aircraft has pushed back. This problem is caused by a lack of effective communication between information officers and airline officers, causing frequent complaints from passengers who miss their flights (Muliyati et al., 2023; Supardi, 2023; Tahir, 2023).

Airport staff who are less friendly can be felt by passengers by not paying attention to passengers and greeting them while carrying out services. Furthermore, the announcement voice, which sometimes sounds simultaneously, is because when the information officer is announcing (name calls, left behind goods) and AMC (Apron Movement Control) officers give an estimate of arrival (arrival) and landing of the aircraft, the announcement voice is not too clear and unclear. was heard in several parts of the airport (Andri et al., 2016).

The above mentioned can occur due to the lack of improvement in the facilities owned by the airport and the less than the optimal quality of services provided by PT. Angkasa Pura I (Persero). Therefore, it is better if the PT. Angkasa Pura I (Persero) needs to make an increase in services and additions to airport facilities in order to maximize the quality of its service to passengers, so that passengers or airport service users feel satisfied because the services provided are in accordance with their expectations (A'aqoulah et al., 2022; Mendes et al., 2018), the problems that exist include lack of facilities provided by PT. Angkasa Pura I (Persero) El Tari Kupang International Airport. The problems that exist necessitate research, among others, the less than optimal quality of services provided by PT. Angkasa Pura I (Persero) El Tari Kupang International Airport, There are passengers who complain due to frequent miscommunication of information, damage to facilities in the airport waiting room, damage to flight information computers and Announce Sounds cannot be heard in several parts of the airport.

This study aimed to determine and analyze the effect of facilities and service quality on service user

satisfaction at El Tari Kupang International Airport in 2020.

## 2. Literature Review

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According to [Munawir \(2018\)](#) and [Saputra and Kusnadi \(2021\)](#), facilities are physical resources that must be in place before a service can be promoted to consumers. Facilities can also be anything that makes it easier for consumers to enjoy satisfaction. According to [Maydiana \(2019\)](#), facilities are any physical equipment provided by the service seller to support customer comfort. According to [Yoeti \(2010\)](#), facilities are everything, both objects and services that accompany the services provided by companies. Services, trade, and industrial companies. From the definitions of the above facilities, the authors conclude that the facilities are the facilities and infrastructure that must be provided by the company before a service is offered to consumers, to provide maximum service to consumers or service users and to make consumers or service users feel comfortable and satisfied. Facility Indicators; The facilities of a company can be seen through its indicators ([fotovtfard2021](#)).

According to [Nunuh and Wulandari \(2021\)](#) and [Tjiptono and C. \(2011\)](#) Indicators for facilities are as follows: 1) Special consideration / planning, aspects such as proportion, texture, color, etc. are considered, combined and developed to provoke intellectual and emotional responses from users or people who see it, 2) Spatial planning: This element includes interior planning and architecture, such as the placement of furniture and accessories in room, circulation flow design, and other factors ([Nabilla & Soehaditama, 2023](#); [Priyono et al., 2021](#); [Tahir, 2023](#)). For example, the placement of the waiting room needs to be considered in addition to its capacity, it is also necessary to pay attention to the placement of furniture or additional equipment, 3) Fittings / furnishings: Fittings / furniture function as a means of providing comfort, as a display or as a supporting infrastructure for the use of customer goods. What is meant by equipment in this research, such as: the availability of electricity, tables or chairs, internet hot spot areas, paintings or reading materials, writing utensils, etc., 3) Lighting and color: Lighting in question is the color of the room coloring and arrangement. lighting according to the nature of the activities carried out in the room and the desired atmosphere. Colors can be used to increase efficiency, create a relaxed impression, and reduce accident rates. The colors used for the interior of service facilities need to be related to the emotional effect of the color chosen; 4) The messages conveyed graphically: Important and interrelated aspects of this are visual appearance, placement, choice of physical form, color selection, lighting, and choosing the form of symbols or signs used for a specific purpose. Such as photos, color images, posters, warning signs or information boards, 5) Supporting elements: The existence of main facilities will not be complete without other supporting facilities, such as: places of worship, toilets, parking lots, food and beverage locations, listening to music or watching television, wide area internet always pay attention to the level of security.

According to [Tjiptono \(2017\)](#), Service Quality is conformity to requirements or demands, suitability for continuous use and repair, free from damage or defects, fulfillment of customer needs, and doing everything that is happy. According to [Nasution and Mudjahidin \(2013\)](#) and [Sumaryadi and Kusnadi \(2021\)](#) Service Quality is satisfaction full customer (full customer satisfaction). A service is said to be of quality if it can provide full satisfaction to consumers, that is, in accordance with what consumers expect from services, both products and services offered. Then According to [Asrizal et al. \(2018\)](#) and [Setyawati et al. \(2021\)](#) Service Quality is a dynamic condition relating to products, people or labor, processes and tasks, and the environment that meets or exceeds customer expectations.

Furthermore, [Rahmawati \(2016\)](#) and [Susanto and Parmenas \(2021\)](#) states that Service Quality is any action or deed that is offered by one party to another. Quality service is a good service or product that exceeds customer expectations at a certain time, so that customers have a response to a service they have experienced. According to [Suyanto et al. \(2021\)](#) and [Wibowo \(2014\)](#) Service Quality is a comparison

between services that are felt to be the same or exceed the expected service quality, so the service can be said and has quality.

From the definitions of service quality above, the authors can conclude that service quality is any action or activity that a company can offer to consumers or service users, which are basically intangible and do not result in any ownership but can provide satisfaction to consumers or service users ([Parmenas, 2021](#); [Ricardianto et al., 2021](#)).

According to [Lumi and Yosef \(2022\)](#), [Parmenas \(2022\)](#), and [Sukmawati and Massie \(2015\)](#), revealed that there are five dimensions used to measure service quality, namely, 1) Tangible, namely the appearance of the physical facilities, equipment, employees, and installed materials. Describe the physical form and services that consumers will receive. Examples include the condition of the building, restaurant facilities, restaurant design, and the neatness of the appearance of employees at a certain time so that customers have a response to a service they have experienced. According to [Ahmadun et al. \(2023\)](#) and [Wibowo \(2014\)](#) Service Quality is a comparison between services that are felt to be the same or exceed the expected service quality, so the service can be said and has quality. From the several definitions of service quality above, the authors can conclude that service quality is any action or activity that a company can offer to consumers or service users, which are basically intangible and do not result in any ownership but can provide satisfaction to consumers or users.

According to [Hardiansyah \(2018\)](#) and [Nabilla and Soehaditama \(2023\)](#) states that service quality can be measured from 5 dimensions, namely Tangible, Reliability, Responsiveness, Assurance, and Empathy (Empathy). Each dimension has the following indicators: For the Tangible dimension, it consists of indicators; 1) The appearance of officers / apparatus in serving customers, 2) Convenience of the place to do services, 3) Discipline of officers / apparatus in providing services, 4) Ease of processing and service access, 5) The use of tools in service, 6) For the dimension of Reliability (reliability), consisting of indicators: 1) Accuracy of officers in serving customers, 2) Having clear service standards; 3) The ability of officers / apparatus in using tools in the service process, 4) Expertise of officers in using tools in the service process, 4) For the dimensions of Responsiveness (Response), consisting of indicators; 1) Respond everytime customers & applicants who want to get service, 2) The officer / apparatus performs services quickly and accurately, 3) The officer / apparatus performs services carefully, 3) All customer complaints are responded to by the officer For the Assurance dimension, consisting of indicators: 1) Officers guarantee on-time service; 2 ) officers guarantee legality of services; and 3) officers guarantee certainty of costs in services.

For the Emphaty dimension (Empathy), it consists of indicators: 1) Prioritizing the interests of the applicant & customer. 2) Officers serve with a friendly attitude, 3) Officers serve with courtesy, 4) Officers serve in a non-discriminatory manner (differentiate), 5) Officers serve and respect each customer.

According to [Supardi \(2023\)](#) and [Tjiptono \(2017\)](#), customer satisfaction or dissatisfaction is the customer's response to the evaluation of a mismatch or disconfirmation, which is felt between previous expectations or other performance norms and the actual performance of the product that is felt after its use. According to [Nuraeni et al. \(2022\)](#), [Oktaviani et al. \(2018\)](#), and [Supardi \(2023\)](#), Customer Satisfaction is an emotional response to experiences related to certain products or services purchased, retail outlets, or even behavior patterns.

Meanwhile, according to [Nasution and Mudjahidin \(2013\)](#) and [Tahir \(2023\)](#), customer satisfaction can be simply defined as a condition in which the needs, wants, and expectations of customers are fulfilled through the products or services that are consumed. Meanwhile, according to [Mulyati et al. \(2023\)](#) and [Suharto \(2015\)](#) customer satisfaction is a condition that describes the fulfillment, even exceeding of customer expectations for a product or service carried out by the producer / business actor.

### 3. Methodology

The research method in this study is the Descriptive Quantitative Method, and the data analysis technique used in this study is carried out with a quantitative approach, namely the analysis technique uses the data or information needed to explain the variables studied using statistical models, namely: Analysis techniques The data used in this paper are as follows Instrument Calibration (Validity Test and Reliability Test), Linear Regression Analysis, Correlation Analysis, Determinant Coefficient or Determining Coefficient, t test and f test. The data population in this study was all domestic passengers at El Tari International Airport in Kupang within 1 year, namely 1,851,279 passengers in 2019 (Imam, 2011; Nazir, 2011; Sugiyono, 2016).

### 4. Results and Discussion

In conducting this study, the author used an online questionnaire that was distributed to users of El Tari Kupang International Airport, PT. Angkasa Pura I (Persero) especially at the Domestic Terminal. The author distributed 100 questionnaires based on the calculation of the sample taken through the Slovin formula for the entire population. The following data were processed in the form of a questionnaire, in which there is a respondent's identity in the form of gender, age, last education, and length of work of the respondent to represent the population under study. The validity of the questionnaire items was measured by looking at the Pearson Correlation coefficient of 100 respondents. With a total sample of 100 respondents, the value of the r table is  $df = (N-2)$  then  $df = (100-2)$  and it can be obtained  $df = 98$ , then the rtable value is 0.196. The validity requirement was  $r \text{ count} > r \text{ table}$ . If these requirements are not met, the questionnaire items must be deleted and no longer used in further analysis. Validity testing was carried out for each statement item from the Facility variable ( $X_1$ ), Domestic Terminal Service Quality ( $X_2$ ), and Service User Satisfaction ( $Y$ ). The validity test of this research was conducted by measuring the degree of correlation between each question item on each variable.

#### 4.1 Facility Variable ( $X_1$ )

All statement items were declared valid because each Pearson correlation or  $r\text{-count} > r\text{-table}$ , and the significance level was  $> 0.05$ . For  $r\text{-table}$  0.196, it was obtained from the r statistical table. The author uses a significance level for the two-way test (2 tailed) with a significance level of 0.05, the following results are obtained:

Table 1. Facility Variable Validity Test ( $X_1$ )

| Statement       | Correct Item-Total Correlation | r table | Validity |
|-----------------|--------------------------------|---------|----------|
| Statement X1.1  | 0.538                          | 0.196   | VALID    |
| Statement X1.2  | 0.349                          | 0.196   | VALID    |
| Statement X1.3  | 0.733                          | 0.196   | VALID    |
| Statement X1.4  | 0.612                          | 0.196   | VALID    |
| Statement X1.5  | 0.592                          | 0.196   | VALID    |
| Statement X1.6  | 0.727                          | 0.196   | VALID    |
| Statement X1.7  | 0.692                          | 0.196   | VALID    |
| Statement X1.8  | 0.616                          | 0.196   | VALID    |
| Statement X1.9  | 0.717                          | 0.196   | VALID    |
| Statement X1.10 | 0.659                          | 0.196   | VALID    |

#### 4.2 Variable Quality of Domestic Terminal Services (X2)

All statement items were declared valid because each Pearson correlation or  $r$  count  $> r$  table, and the significance level was  $< 0.05$ . For  $r$  table 0.196, it was obtained from the  $r$  statistical table. The author uses a significance level for the two-way test (2 tailed) with a significance level of 0.05, which is as follows:

Table 2. table Facility Variable Validity Test ( $X_2$ )

| Statement       | Correct Item-Total Correlation | $r$ table | Validity |
|-----------------|--------------------------------|-----------|----------|
| Statement X2.1  | 0.671                          | 0.196     | VALID    |
| Statement X2.2  | 0.704                          | 0.196     | VALID    |
| Statement X2.3  | 0.665                          | 0.196     | VALID    |
| Statement X2.4  | 0.724                          | 0.196     | VALID    |
| Statement X2.5  | 0.722                          | 0.196     | VALID    |
| Statement X2.6  | 0.682                          | 0.196     | VALID    |
| Statement X2.7  | 0.616                          | 0.196     | VALID    |
| Statement X2.8  | 0.626                          | 0.196     | VALID    |
| Statement X2.9  | 0.666                          | 0.196     | VALID    |
| Statement X2.10 | 0.584                          | 0.196     | VALID    |

#### 4.3 Service User Satisfaction Variable (Y)

All statement items were declared valid because each Pearson correlation or  $r$  count  $> r$  table, and the significance level was  $> 0.05$ . For  $r$  table 0.196, it was obtained from the  $r$  statistical table. The author uses a significance level for the two-way test (2 tailed) with a significance level of 0.05, which is as follows:

Table 3. Facility Variable Validity Test (Y)

| Statement      | Correct Item-Total Correlation | $r$ table | Validity |
|----------------|--------------------------------|-----------|----------|
| Statement Y.1  | 0.581                          | 0.196     | VALID    |
| Statement Y.2  | 0.698                          | 0.196     | VALID    |
| Statement Y.3  | 0.722                          | 0.196     | VALID    |
| Statement Y.4  | 0.736                          | 0.196     | VALID    |
| Statement Y.5  | 0.725                          | 0.196     | VALID    |
| Statement Y.6  | 0.627                          | 0.196     | VALID    |
| Statement Y.7  | 0.653                          | 0.196     | VALID    |
| Statement Y.8  | 0.639                          | 0.196     | VALID    |
| Statement Y.9  | 0.640                          | 0.196     | VALID    |
| Statement Y.10 | 0.473                          | 0.196     | VALID    |

#### 4.4 Structure of the Influence of Facility Variables ( $X_1$ ) on Service User Satisfaction Variables (Y)

##### 4.4.1 Simple Regression Analysis

Simple regression analysis was used to determine whether these two variables had a significant linear relationship. Furthermore, the calculation was carried out using IBM SPSS Statistics V25 software, and the following results were obtained:

Table 4. Simple Regression Analysis for Facility Variables ( $X_1$ ) on Service User Satisfaction Variables ( $Y$ )

| Coefficients                                     |                             |            |                           |       |      |
|--------------------------------------------------|-----------------------------|------------|---------------------------|-------|------|
| Model                                            | Unstandardized Coefficients |            | Standardized Coefficients | t     | Sig. |
|                                                  | B                           | Std. Error | Beta                      |       |      |
| 1 (Constant)                                     | 7.169                       | 3.500      | —                         | 2.048 | .043 |
| Facility ( $X_1$ )                               | .214                        | .085       | .204                      | 2.502 | .014 |
| Service Quality Domestic Ter-<br>minal ( $X_2$ ) | .594                        | .083       | .583                      | 7.155 | .000 |

a. Dependent Variable: Service User Satisfaction ( $Y$ )

Source: Data 2020

- 1) A constant value of 7.169 indicates that the Service User Satisfaction Variable at the Domestic Terminal of El Tari International Airport is 7,619 units. The Facility Variables and Service Quality Variables of Domestic Terminals at El Tari International Airport are assumed to be in a constant state or if  $X = 0$ .
- 2) The multiple regression equation can be used because it has met the requirements where the multiple regression equation shows the Facility Variables and Domestic Terminal Service Quality Variables on Service User Satisfaction are unidirectional positive as shown in the regression coefficient or the B value in the regression equation. shows a positive number, the Facility is 0.214 while the Domestic Terminal Service Quality is 0.594 which means that any increase in the Facilities and Quality of Domestic Terminal Service 1 unit will be followed by an increase in ship Service User Satisfaction of 7,619 units.

$$Y = a + bX_1 + bX_2$$

$$Y = 7,169 + 0,214 X_1 + 0,594 X_2$$

Thus, a meaning and linearity test was carried out to determine whether the multiple regression equation that had been tested could be used.

Furthermore, to determine the nature of the relationship and the strength of the relationship between the Facility variable ( $X_1$ ) and the Domestic Terminal Service Quality ( $X_2$ ) on the Service User Satisfaction ( $Y$ ) variable, the calculation of the correlation with the SPSS V25 program produces the following picture:

Table 5. Multiple Correlation of Facilities ( $X_1$ ) and Domestic Terminal Service Quality ( $X_2$ ) Against Service User Satisfaction ( $Y$ ) ANOVA

| Model      | Sum of Squares | df | Mean Square | F     | Sig.              |
|------------|----------------|----|-------------|-------|-------------------|
| Regression | 1977.916       | 2  | 988.958     | 6.453 | .450 <sup>b</sup> |
| Residual   | 2065.074       | 97 | 21.289      |       |                   |
| Total      | 4042.990       | 99 |             |       |                   |

a. Dependent Variable: Service User Satisfaction ( $Y$ )

b. Predictors: (Constant), Service Quality Domestic Terminal ( $X_2$ ), Facility ( $X_1$ )

The writer conducted the  $F$  test to test the overall variables, where the variables  $X_1$  and  $X_2$  gave a relationship to variable  $Y$  together. Where in this  $F$  test there is a formulation of hypotheses, namely:

$$H_0 : \alpha = 0 \text{ (no relationship)} \quad \text{and} \quad H_a : \alpha \neq 0 \text{ (there is a relationship).}$$

As well as the existence of decision rules, such as acceptance of  $H_0$  if  $F_{count} > F_{table}$  the data above is obtained from the regression analysis conducted by the author and from this analysis it is known that  $F_{count}$  is 6.45, which is obtained from the formula:

$F_{table} = n - k - 1$ .  $n$  = Total Respondents  $k$  = Independent Variable  $F_{table} = 100 - 2 - 1$   $F_{table} = 3.09$

The data were also obtained from the analysis, namely,  $F_{count}$  is 6.45. Therefore,  $F_{count} > F_{table}$ , which is  $6.453 > 3.09$ , proves that  $H_0$  is rejected and  $H_a$  is accepted.

## 5. Conclusions

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Based on the results of the interpretation, it can be seen that the Facility variable ( $X_1$ ) to the Service User Satisfaction variable ( $Y$ ) is 34.6% in the interval  $0.40 - 0.599$ , and the coefficient is interpreted to have a moderate level of influence. Therefore, it can be interpreted that there is a positive influence of the facility variable ( $X_1$ ) on the Service User Satisfaction variable ( $Y$ ). Based on the interpretation results it can be seen that the Domestic Terminal Service Quality variable ( $X_2$ ) on the Service User Satisfaction variable ( $Y$ ) is 45.5% is in the interval  $0.60 - 0.799$  interpreted to have a strong level of influence. So it can be interpreted that there is a strong influence between Domestic Terminal Service Quality ( $X_2$ ) on the Service User Satisfaction variable ( $Y$ ) in a positive direction.

The results of the interpretation simultaneously (together), where the results between the Facility Variable ( $X_1$ ) and Domestic Terminal Service Quality ( $X_2$ ) on the Service User Satisfaction variable ( $Y$ ) have a result of 63.8% in the coefficient interval  $0.60 - 0.799$ , which can be interpreted as a strong influence, thus, it has a positive value. Therefore, it can be interpreted that all the hypotheses that the authors examined in this study are true because they have been proven and tested in this study.

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## Author Contributions

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ES conceptualized the study, conducted data collection, performed data analysis, and drafted the manuscript. RDP contributed to the literature review, data analysis, and manuscript writing. CT assisted in data interpretation, reviewed the manuscript, and contributed to revisions.

## Conflicts of Interest

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The authors declare that there is no conflict of interest regarding the publication of this study. This research was conducted independently, and no financial or personal relationships influenced the results or interpretation of the findings.

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