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## Analysis of Factors Causing Low-Cost Carrier Airlines Customer Satisfaction at Soekarno Hatta Airport

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**Abstract:** The scientific literature review article entitled Analysis of Factors Causing Customer Satisfaction of Low-cost Carrier Airlines at Soekarno Hatta Airport is in the domain of marketing management science. The purpose of this article is to formulate a hypothesis regarding the interrelationship of various aspects, which will then be used as a basis for further research in the field of human resource management. This research uses a qualitative descriptive research methodology. The data used in this research comes from previous research which is still relevant to this research. Information is collected from leading scientific online platforms, such as Publish or Perish, Google Scholar, digital reference books, and the journal Sprott. The results obtained from this research are presented as follows: 1) Punctuality of flight times influences customer satisfaction of low-cost carrier airlines at Soekarno Hatta Airport; 2) The service quality of low-cost carrier airlines influences customer satisfaction of low-cost carrier airlines at Soekarno Hatta Airport; and 3) Aviation safety standards influence customer satisfaction of low-cost carrier airlines at Soekarno Hatta Airport.

**Keyword:** Low-Cost Carrier Airline Customer Satisfaction, Punctuality of Flight Times, Low-Cost Carrier Airline Service Quality, Aviation Safety Standards

### INTRODUCTION

The Soekarno-Hatta Airport, as the primary air gateway in Indonesia, caters to a substantial number of passengers annually, with low-cost airlines emerging as a prominent preference among customers seeking cost-effective travel alternatives. Customer satisfaction has a crucial role in shaping their perspective of the flight experience in this particular situation. Hence, in order to gain a thorough comprehension of the determinants that impact consumer satisfaction within the low-cost airline sector at Soekarno-Hatta Airport, it is imperative to conduct a comprehensive investigation. The punctuality of flights is a significant determinant of consumer satisfaction. Passengers frequently experience frustration due to flight delays, which disrupt their travel arrangements and cause difficulty. The issue of punctuality in flights has emerged as a significant worry at Soekarno-Hatta Airport, in conjunction with the expansion of the aviation sector and the operational efficacy of airlines. The punctuality of

flights can be influenced by various factors, including weather conditions, delays in aircraft arrival, and technical issues. Hence, it is imperative to conduct a meticulous examination in order to ascertain the underlying factors contributing to these delays and devise efficacious measures to enhance the timeliness of flights.

Furthermore, the level of service offered by budget airlines also exerts a substantial influence on consumer satisfaction. The provision of amicable, effective, and prompt service has a pivotal role in influencing client impressions of their air travel experience. In the context of Soekarno-Hatta Airport, where there exists intense competition among airlines, the difference of service quality has significant importance. Customers' evaluation of service quality can be influenced by various factors, including the convenience of the check-in procedure, the comfort of the seats, the cleanliness of the aircraft, and the availability of food and beverages. Hence, it is imperative to conduct a comprehensive examination of the several facets of services provided by budget airlines at Soekarno-Hatta Airport in order to ascertain the degree to which these elements impact consumer contentment.

In addition to this, it is imperative to take into account aviation safety regulations while evaluating customer satisfaction at low-cost airlines operating at Soekarno-Hatta Airport. Ensuring safety is of utmost importance in the aviation sector, and customers anticipate that the airline they select complies with rigorous safety protocols. Amidst a highly competitive landscape, low-cost airlines operating at Soekarno-Hatta Airport are compelled to uphold the safety standards of their operations. Primary concerns in maintaining high safety standards include aircraft maintenance, flight crew training, and compliance with aviation safety rules. Hence, it is crucial to examine the determinants that impact aviation safety regulations within the framework of budget airlines at Soekarno-Hatta Airport in order to comprehend the aspects that affect customer contentment.

Given the aforementioned issues, it is imperative to conduct a thorough examination of customer satisfaction at low-cost airlines at Soekarno-Hatta Airport. By conducting a meticulous examination of flight timeliness, service quality, and aviation safety standards, it is possible to ascertain the primary factors contributing to consumer discontent and develop effective approaches to enhance the customer experience. The implementation of the improvement strategies derived from this analysis has the potential to enhance the performance of low-cost airlines operating at Soekarno-Hatta Airport, bolster their competitive advantages, and augment overall customer happiness. Hence, the examination of the determinants that contribute to customer satisfaction serves as a crucial foundation for endeavors aimed at enhancing service quality and customer experience at Soekarno-Hatta Airport.

Based on the background of the problem that has been written by the researcher, the problem formulation is determined as follows: 1) Does the punctuality of flights affect customer satisfaction of low cost carrier airlines at Soekarno Hatta airport?; 2) Does the service quality of low cost carrier airlines affect customer satisfaction of low cost carrier airlines at Soekarno Hatta airport?; and 3) Do aviation safety standards affect customer satisfaction of low cost carrier airlines at Soekarno Hatta airport?.

## **METHOD**

**Literature Examination** In preparing the article, methodologies such as systematic literature review (SLR) and library research were used. The methods underwent qualitative evaluation, and their accessibility was verified through scientific web sources including Mendeley and Google Scholar. A systematic literature review (SLR) is a rigorous and methodical process that involves identifying, assessing, and examining all related research literature with the goal of answering a specific research question. When conducting qualitative analysis, it is important to apply the literature review consistently according to methodological assumptions. Investigative in nature, qualitative analysis is carried out primarily for this reason, (Ali, H., & Limakrisna, 2013).

## RESULTS AND DISCUSSION

### Results

Following are the research findings by considering the context and problem formulation:

#### Low Cost Carrier Airlines Customer Satisfaction

Customer satisfaction within the realm of Low-Cost Carrier (LCC) airlines pertains to the comprehensive degree of contentment or happiness experienced by passengers subsequent to their utilization of the airline's services. LCCs, or low-cost carriers, are airlines that provide tickets at reduced prices compared to conventional airlines. These carriers prioritize operational efficiency and cost reduction, leading to a more streamlined service provision. Customer satisfaction in the context of LCC encompasses the degree to which passengers are content with the value they obtain, the service quality, the flying experience, and the convenience of utilizing the service. Customer satisfaction within the realm of Low-Cost Carrier airlines encompasses various factors, including perceived value, flight experience, convenience and flexibility of service utilization, effective communication and customer care, and the availability of supplementary options. By carefully considering all these factors, low-cost carrier (LCC) airlines may enhance their levels of customer satisfaction, fortify consumer loyalty, and sustain their place in the competitive market (Novianty et al., 2021).

The indicators or dimensions contained in low cost carrier airline customer satisfaction are as follows: 1) The impact of consumer happiness can also be influenced by the provision of supplementary alternatives, such as checked baggage, preferred seats, or additional food and beverages. Despite the potential for increased expenses, the provision of these supplementary alternatives offers travelers enhanced freedom and a wider range of possibilities; 2) The level of client satisfaction is also influenced by the interaction with cabin crew. Passengers anticipate cabin crew to exhibit amiability, professionalism, and attentiveness towards their requirements throughout the duration of the trip. The quality of service rendered by cabin crew members has a direct impact on customers' overall experience and their assessment of the airline's service excellence; and 3) Flight memories encompass various aspects of the air travel experience, such as the level of comfort experienced in the seats, the quality of service provided by the cabin staff, and the cleanliness maintained within the aircraft cabin. Passengers will measure their happiness with LCC airlines by evaluating the ease and quality of these services (Setyawati et al., 2020).

Low cost carrier airline customer satisfaction variables have been studied by previous researchers, including: (Novianty et al., 2021), (Setyawati et al., 2020), (Setiawan et al., 2021), (Ko, 2016).

#### Flight Timeliness

Flight timeliness is a metric that quantifies the degree to which a flight adheres to a pre-established timetable for both departure and arrival. In a more accessible context, flight punctuality pertains to the adherence of an aircraft's departure and arrival times to the predetermined schedule established by the carrier. This encompasses multiple elements, including as the aircraft's pre-departure preparations, adherence to flight protocols, and the airport's and associated services' preparedness to accommodate incoming or outgoing aircraft. The punctuality of flights holds significant importance within the aviation sector, as it directly influences the satisfaction of passengers, the operational effectiveness of the airline, and the overall standing of the airline. Flight timeliness is a crucial factor within the aviation sector, exerting significant influence on passenger satisfaction, operational effectiveness of airlines, and the overall standing of the airline. By comprehending the significance of prompt flights and implementing measures to guarantee exceptional timeliness, airlines may enhance client

contentment, optimize operational effectiveness, and fortify their status in the market (Sumantri et al., 2022).

The indicators or dimensions contained in flight timeliness are as follows: 1) The Average Delay Time metric quantifies the mean duration of flight delays within a designated timetable. A lower average delay figure indicates a higher level of flight punctuality performance by the airline; 2) The flight cancellation rate is a significant metric for assessing the timeliness of a flight. Passengers may experience difficulty and anxiety as a result of flight cancellations, hence a low cancellation rate serves as an indicator of commendable punctuality; 3) On-Time Performance (OTP) refers to a metric that quantifies the proportion of flights that adhere to a predetermined schedule by departing or arriving punctually. A high OTP percentage indicates the airline's constant ability to ensure punctual flights (Sutarwati & Karolina, 2016).

Variables on flight timeliness have been studied by previous researchers, including: (Zulaichah, 2014), (Christiani & Fatmayati, 2022), (Bagus Santoso, 2021), (ASSAHARI, 2017).

### **Low Cost Carrier Airline Service Quality**

The concept of Low-Cost Carrier (LCC) airline service quality pertains to the extent to which an airline is able to fulfill or beyond consumer expectations and requirements in terms of the services rendered, even when operating at comparatively lower costs. Within the realm of Low-Cost Carriers (LCC), service quality encompasses a range of factors, such as flight dependability, security, convenience, simplicity of reservation and check-in procedures, engagement with cabin personnel, and promptness in addressing client requirements. In general, the service quality of Low-Cost Carrier airlines encompasses multiple dimensions such as flight dependability, safety, comfort, convenience, interaction with cabin crew, and responsiveness to customer requirements. By prioritizing and enhancing these facets, low-cost carrier (LCC) airlines have the potential to augment client happiness, fortify their standing, and sustain competitiveness within the fiercely contested aviation sector (Imanuel, 2019).

The indicators or dimensions contained in the service quality of low cost carrier airlines are as follows: 1) The quality of low-cost carrier (LCC) airline service can be influenced by the provision of supplementary alternatives, such as checked baggage, preferred seats, or additional food and beverages. Despite the potential for increased expenses, the provision of these supplementary alternatives offers travelers enhanced freedom and a wider range of possibilities; 2) The quality of low-cost carrier (LCC) airline service is also influenced by the interaction with cabin personnel. Passengers anticipate cabin crew to exhibit amiability, professionalism, and attentiveness towards their requirements throughout the duration of the trip. The quality of service rendered by cabin crew members has a direct impact on customers' overall experience and their assessment of the airline's service excellence; and 3) The check-in and boarding procedure plays a crucial role in enhancing the service quality of low-cost carrier (LCC) airlines by ensuring efficiency and convenience. Passengers want a prompt and hassle-free check-in, as well as a seamless and well-structured boarding procedure (Fakhrudin, 2019).

Low cost carrier airline service quality variables have been studied by previous researchers, including: (Imanuel, 2019), (Azmarani, 2016), (Kurniatun & Ip, 2022), (Suryawan et al., 2024), (Widiyanto et al., 2023), (Supardi et al., 2023), (Rasyid et al., 2021), (Ricardianto et al., 2023), (Marina et al., 2023), (Simarmata et al., 2020), (Wandelt & Wang, 2024), (Pauwels et al., 2024), (Zuniga & Boosten, 2020), (Tsui & Fung, 2016).

### **Aviation Safety Standards**

Passenger safety standards encompass a collection of regulations, protocols, and methodologies used by aviation authorities and airlines to guarantee the well-being and protection of all passengers while traveling by air. Passenger safety standards encompass a wide range of elements, including technical prerequisites pertaining to aircraft and equipment, operational protocols, and the conduct of cabin crew members in managing emergency

scenarios. Passenger safety standards hold significant importance within the aviation sector as they govern a range of factors pertaining to the safety and security of passengers during air travel. By adhering to established safety protocols, airlines can guarantee the safe and comfortable journey of their customers, thereby enhancing their trustworthiness and public perception (A. Susanto & Sutrisno, 2018).

The indicators or dimensions contained in aviation safety standards are as follows: 1) This metric encompasses the frequency and outcomes of safety inspections conducted by aviation regulatory bodies and autonomous audit organizations. The outcomes of these inspections and audits offer a comprehensive assessment of the airline's adherence to established safety protocols; 2) The indicator of flight crew training and certification assesses the caliber and regularity of training provided to flight crew members with regards to ensuring flight safety. This encompasses instruction on emergency protocols, utilization of safety apparatus, and management of other crucial circumstances. Furthermore, flight crew certification serves as a reliable measure of quality in relation to adherence to safety regulations; and 3) The Accident and Incident Rate is a metric that encompasses the quantity and nature of accidents and incidents related to the operations of aircraft and airlines. A reduction in the frequency of accidents and incidents could potentially signify an enhancement in the execution of safety protocols by airlines (Permatasari, 2016).

Aviation safety standard variables have been studied by previous researchers, including: (Astuty et al., 2023), (P. C. Susanto, Pahala, et al., 2021), (P. C. Susanto, Ricardianto, et al., 2021), (P. C. Susanto & Keke, 2020), (Hartono et al., 2020), (P. C. Susanto et al., 2020), (Ali et al., 2024).

## Previous Research

Based on the findings above and previous research, the research discussion is formulated as follows:

**Table 1. Relevant Previous Research Results**

No	Author (Year)	Research Results	Simmilarities with this article	Differences with this article	Basic Hypothesis
1.	(Christiani & Fatmayati, 2022)	Punctuality of flight times and service quality influence the reputation of airline companies and customer satisfaction of low cost carrier airlines	The influence of flight timeliness on customer satisfaction of low cost carrier airlines	The influence of service quality on airline company reputation	H1
2.	(Lubis & Bunahri, 2023)	Service quality, facilities, safety factors and influence on Low Cost Carrier Airlines Consumer Satisfaction	The influence of passenger safety standards on customer satisfaction of low cost carrier airlines	The influence of service quality and facilities on customer satisfaction of low cost carrier airlines	H2
3.	(A. Susanto & Sutrisno, 2018)	Aviation safety standards influence customer satisfaction of low cost carrier airlines at Komodo Labuan Bajo Airport	The influence of aviation security standards on customer satisfaction of low cost carrier airlines	The research locus is Komodo Labuan Bajo Airport	H3

## Discussion



Based on the findings above and previous research, the research discussion is formulated as follows:

### **1. The Influence of Flight Timeliness on Low Cost Carrier Airlines Customer Satisfaction**

The average duration of flight delays significantly influences passengers' overall experience and their perception of low-cost carrier (LCC) airlines. It is anticipated by passengers that their flights would commence and conclude punctually in accordance with the predetermined timetable. Nevertheless, in the event of a delay in the aircraft's departure or arrival, passengers may experience annoyance, anxiety, and uncertainty. Multiple instances of delays can also diminish passengers' confidence in low-cost carrier (LCC) flights and heighten their discontent with the services rendered.

Moreover, the rate of flight cancellations is a significant determinant of consumer satisfaction with low-cost carrier (LCC) airlines. The occurrence of flight cancellations can result in considerable annoyance for passengers, particularly those with constrained travel arrangements. Passengers may encounter further expenses while attempting to reschedule their flight or explore alternative modes of transportation, perhaps augmenting their level of unhappiness with low-cost carrier (LCC) airlines. Elevated rates of flight cancellations can also have detrimental effects on an airline's reputation, leading passengers to exhibit reluctance in utilizing their services in subsequent instances.

Furthermore, the punctuality of flights, including the proportion of flights that commence and conclude punctually, also exerts an impact on customer satisfaction. Passengers exhibit a higher level of satisfaction when low-cost carrier (LCC) airlines consistently adhere to punctuality in their flight schedules. Punctuality plays a crucial role in fostering passenger confidence in the reliability and professionalism of low-cost carrier (LCC) airlines in their flight operations. Consequently, passengers may sense heightened levels of comfort and satisfaction in relation to their flying encounter.

The amount of consumer satisfaction is directly influenced by the timeliness of flights. Studies have demonstrated that passengers generally assign favorable evaluations to airlines that consistently adhere to punctuality in their flights. Passengers' satisfaction with their whole flight experience is positively influenced by their perception of LCC airlines' reliability in adhering to flight schedules. The establishment of consumer pleasure plays a pivotal role in fostering customer loyalty and sustaining market share for low-cost carrier (LCC) airlines. In addition to this, the degree of cabin staff engagement is also impacted by the timeliness of the flight. If a flight is delayed or canceled, cabin crew may be required to handle dissatisfied or exasperated customers. Hence, the performance of flight punctuality has the potential to impact the degree of stress and strain encountered by cabin crew members during the duration of the flight. Dissatisfied passengers may have less favorable encounters with cabin personnel, thus affecting total customer satisfaction.

Furthermore, the timeliness of the flight also has an impact on flying memories. The impressions of low-cost carrier (LCC) airlines are influenced by the experiences of passengers during air travel. The occurrence of flight delays or cancellations can have a detrimental impact on passengers, perhaps leading to a diminished probability of their future patronage of the airline. Conversely, travelers who enjoy a seamless and punctual flying experience are more likely to have favorable recollections and may opt to utilize the services of the low-cost carrier (LCC) airline again in the future. To enhance customer satisfaction, Low-Cost Carrier airlines must prioritize and effectively oversee the timeliness of their flights, which entails minimizing flight delays, reducing flight cancellation rates, and enhancing overall trip punctuality. By consistently ensuring punctuality in their flights, low-cost carrier (LCC) airlines have the potential to cultivate customer confidence, enhance customer contentment, and fortify their standing within the aviation industry.

Punctuality of flight times influences customer satisfaction of low cost carrier airlines, this is in line with previous research including: (Zulaichah, 2014), (Christiani & Fatmayati, 2022), (Bagus Santoso, 2021), (ASSAHARI, 2017).

## **2. The Influence of Low Cost Carrier Airlines Service Quality on Low Cost Carrier Airlines Customer Satisfaction**

The inclusion of supplementary options, such as checked baggage choices, preferred seating, or extra food and drinks, by low-cost carrier (LCC) airlines can have a direct influence on consumer satisfaction. Passengers frequently value the adaptability and variety offered by low-cost carrier (LCC) airlines, particularly when the supplementary choices might enhance comfort or cater to their own requirements while traveling. The provision of helpful and valued additional alternatives by low-cost carrier (LCC) airlines has the potential to enhance passengers' satisfaction with the services rendered.

The level of customer satisfaction on low-cost carrier (LCC) airlines is significantly influenced by the interaction with cabin personnel. The cabin crew serves as the primary representation of the airline to customers, and their amicable, proficient, and prompt interactions have the potential to augment the overall quality of the flight experience. When customers perceive that cabin crew members are attentive, valued, and treated with kindness, it can enhance their satisfaction levels and foster a stronger sense of connection with the low-cost carrier (LCC) airline.

Customer satisfaction is also influenced by check-in and boarding procedures. A streamlined and streamlined check-in and boarding procedure has the potential to enhance the overall passenger experience and mitigate the stress and anxiety commonly associated with air travel. The expeditious and seamless check-in process, along with a well-structured and streamlined boarding procedure, has the potential to enhance the whole flight experience and foster more satisfaction among customers towards the low-cost carrier (LCC) airline. The ultimate outcome of a passenger's whole encounter with a low-cost carrier (LCC) airline is the degree of consumer satisfaction. It encompasses all facets of the aviation encounter, ranging from the timeliness of the trip to the caliber of on-board assistance. Passengers who are content with several facets of the service offered by a low-cost carrier (LCC) airline are inclined to provide a favorable evaluation of that airline and are more inclined to utilize their services again in the future.

In addition to this, the degree of interaction between cabin crew members also has an impact on client satisfaction. An amiable, prompt, and supportive cabin crew has the potential to enhance a passenger's overall perception of a low-cost carrier (LCC) airline. The pleasure of customers with the services offered by an airline can be enhanced when they perceive that cabin crew members have provided them with satisfactory treatment and support throughout their flight. Flight memories are a significant factor in influencing consumer satisfaction with low-cost carriers (LCCs). An enjoyable and favorable encounter during air travel can have a profound impact on passengers, eliciting a sense of contentment and fostering a desire to utilize the services of the low-cost carrier (LCC) airline in subsequent instances. On the other hand, an unfavorable or adverse encounter has the potential to diminish client contentment and induce reluctance in utilizing the services provided by the low-cost carrier (LCC) airline under consideration.

Low-Cost Carriers can enhance their total customer satisfaction by focusing on various dimensions of service quality, including the provision of supplementary options, engagement with cabin staff, and adherence to check-in and boarding protocols. This has the potential to foster a more favorable and amicable atmosphere for passengers, enhance consumer allegiance, and bolster the standing of low-cost carrier (LCC) airlines within the aviation industry.

The service quality of low cost carrier airlines influences customer satisfaction of low cost carrier airlines, this is in line with previous research including: (Immanuel, 2019), (Azmarani, 2016), (Kurniatun & Ip, 2022).

### **3. The Influence of Aviation Safety Standards on Low Cost Carrier Airlines Customer Satisfaction**

The primary indicators of aviation safety standards are the frequency and outcomes of safety inspections conducted by aviation authorities. The objective of this inspection is to verify the airline's adherence to all documented safety laws and protocols. The outcomes of these inspections can offer insight into the degree to which low-cost carrier (LCC) airlines adhere to safety regulations established by aviation authorities. Passengers' trust and pleasure with LCC flights can be enhanced when they become aware that these airlines have passed rigorous safety checks and satisfy the necessary criteria.

In addition, the training and certification of cabin crew members play a crucial role in establishing and upholding aviation safety standards. The cabin crew plays a vital role in ensuring the safety of passengers during air travel, particularly in emergency scenarios. Effective training and suitable certification will enhance the cabin crew's capacity to manage diverse emergency scenarios and deliver services of exceptional quality. Passengers' trust and contentment with LCC airlines might be enhanced when they perceive that cabin crew possess adequate knowledge and skills to handle emergency circumstances.

The impact of accident and incident rates on safety perceptions and consumer satisfaction is substantial. Passengers may experience dread and worry as a result of frequent or severe accidents and occurrences. Conversely, a minimal occurrence of accidents or the lack of notable occurrences will provide passengers with a feeling of confidence and tranquility throughout the journey. Passengers' happiness and comfort in utilizing the services of a low-cost carrier (LCC) aircraft are likely to be enhanced when they perceive the airline to possess a commendable safety record, characterized by infrequent accidents or mishaps.

The degree to which low-cost carrier (LCC) airlines emphasize flight safety has a significant impact on the level of client satisfaction. Airlines that exhibit a robust dedication to safety, encompassing investments in cabin crew training and high-quality aircraft maintenance, tend to receive elevated ratings from passengers. Passengers who perceive that LCC airlines prioritize their safety are more likely to experience higher levels of satisfaction with the services rendered.

Aviation safety rules also have an impact on interactions with cabin staff. Cabin crew members who possess extensive training and possess a comprehensive understanding of safety protocols are capable of delivering lucid explanations and guaranteeing a sense of security for passengers throughout their travel experience. The perception of cabin crew as courteous, professional, and sensitive to passenger safety has been found to positively impact satisfaction levels and enhance the overall flight experience.

Aviation safety standards also have an impact on flight memory. The air travel experience will leave a lasting impact on travelers, particularly in terms of safety and comfort. Passengers who encounter a secure and pleasant flight experience are inclined to develop favorable recollections and express contentment with the services rendered by low-cost carrier (LCC) airlines. Conversely, in the event that passengers encounter circumstances that elicit apprehension or unease pertaining to the safety of their flights, it is plausible that such experiences could exert an adverse impact on their recollections and diminish their overall contentment with the low-cost carrier (LCC) airline.

Low-Cost Carriers can enhance their total customer satisfaction by adhering to stringent aviation safety regulations. This include the allocation of resources towards cabin crew training, the implementation of stringent safety inspections, and the maintenance of aircraft to ensure optimal performance. By adopting this approach, low-cost carrier (LCC) airlines may



establish a robust reputation and cultivate passenger confidence, so enhancing customer loyalty and yielding elevated levels of satisfaction.

Aviation safety standards influence customer satisfaction of low cost carrier airlines, this is in line with previous research including: (Astuty et al., 2023), (P. C. Susanto, Pahala, et al., 2021), (P. C. Susanto, Ricardianto, et al., 2021), (Setyawati et al., 2020).

### Conceptual Framework

A conceptual framework has been established based on research findings, previous investigations, and the above-mentioned discourse:

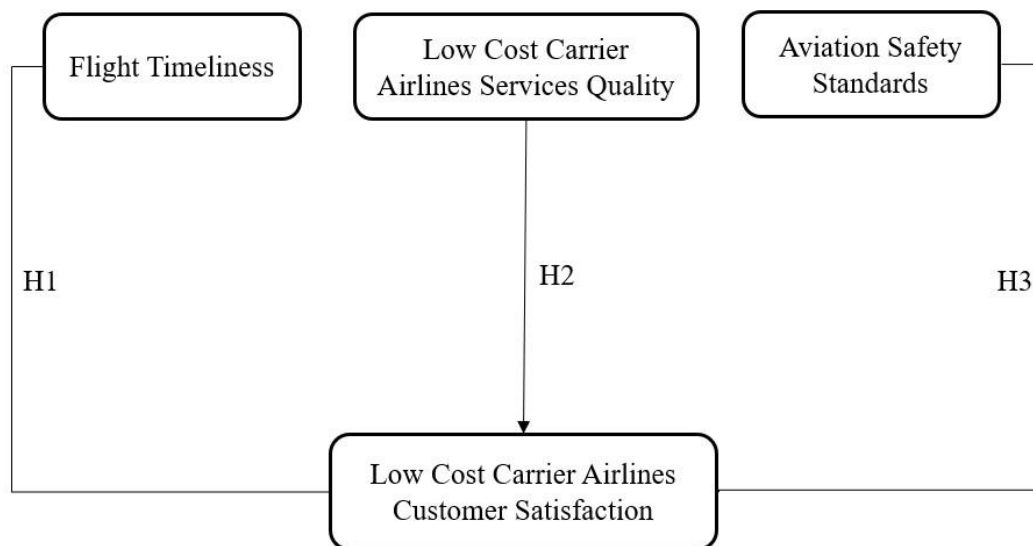


Figure 1. Conceptual Framework

Based on Figure 1 above, the punctuality of flights, the service quality of low cost carrier airlines and aviation safety standards influence customer satisfaction of low cost carrier airlines. However, apart from the variables of flight punctuality, low cost carrier airline service quality and aviation safety standards which influence low cost carrier airline customer satisfaction, there are other variables that influence them, including:

- 1) Ticket Price: (Noftaruli & Winata, 2021), (Subekti, 2017), (Paris & dan Deli Rahmawati, 2020), (Novianty et al., 2021), (Sitorus et al., 2018), (Ricardianto et al., 2023), (Sihombing et al., 2023). (Ricardianto et al., 2023).
- 2) Availability of Flight Routes: (Jung & Grimme, 2022), (Sandamali et al., 2019), Brand Image: (Armawati et al., 2014), (Hung, 2015), (Pramudya et al., 2018), (Susanti et al., 2020), (Yodpram & Intalar, 2020).

### CONCLUSION

Based on the problem formulation, results and discussion above, the conclusions of this research are:

1. Punctuality of flight times influences customer satisfaction of Low-Cost carrier airlines at Soekarno Hatta Airport.
2. The service quality of Low-Cost carrier airlines influences customer satisfaction of Low-Cost carrier airlines at Soekarno Hatta Airport.
3. Aviation safety standards influence customer satisfaction of Low-Cost carrier airlines at Soekarno Hatta Airport.

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