

DOI: <https://doi.org/10.31933/dijms.v5i5>

Received: 17 April 2024, Revised: 04 May 2024, Publish: 21 May 2024

<https://creativecommons.org/licenses/by/4.0/>

Analysis of Passenger Satisfaction at Husein Sastranegara Airport

R. Indra Crisna Seputra^{1*}, Juliater Simarmata²¹Institut Transportasi dan Logistik Trisakti, Jakarta, Indonesia, crisindra069@gmail.com²Institut Transportasi dan Logistik Trisakti, Jakarta, Indonesia, juliaters@gmail.com*Corresponding Author: crisindra069@gmail.com

Abstract: The article analyzing passenger satisfaction at Husein Sastranegara Airport is a scientific literature review article within the scope of marketing management science. This article aims to create a hypothesis regarding the relationship between factors, which can then be used for further research in the field of human resource management. Descriptive qualitative research methodology was used in this research. The data used in this research comes from previous research which is still relevant to the current investigation. Data was collected from leading academic online platforms, including Publish or Perish, Google Scholar, digital reference books, and Sprott journals. The findings of this research are as follows: 1) The check-in process influences passenger satisfaction at Husein Sastranegara Airport; 2) Airport accessibility influences passenger satisfaction at Husein Sastranegara Airport; and 3) Transportation connectivity influences passenger satisfaction at Husein Sastranegara Airport.

Keyword: Husein Sastranegara Airport Passenger Satisfaction, Check In Process, Airport Accessibility, Transportation Connectivity

INTRODUCTION

An examination of passenger satisfaction at Husein Sastranegara Airport is a pertinent and significant topic within the framework of enhancing aviation infrastructure and transportation services. Husein Sastranegara Airport, situated in Bandung City, West Java, Indonesia, is a facility that caters to both local and international air travel. To gain insights into passenger satisfaction levels and enhance service quality, it is imperative to conduct a thorough examination of the check-in procedure, airport accessibility, and transit connectivity. The check-in process is a crucial point in the air travel journey that has the potential to significantly impact a passenger's overall perception and level of comfort. Disruptions or inconveniences encountered during this procedure can have an adverse effect on travelers' perception of the airport. Hence, it is imperative to conduct an analysis and enhance the efficacy and caliber of the check-in procedure at Husein Sastranegara Airport.

Furthermore, airport accessibility has a crucial role in determining the level of comfort and convenience experienced by travelers during their travels. The presence of public transit facilities, access points, and other supporting infrastructure significantly influences the extent to which travelers may efficiently and comfortably reach the airport. Furthermore, enhancing

airport accessibility is of growing significance in order to alleviate traffic congestion and enhance passenger mobility, given that Husein Sastranegara Airport is situated in the bustling city core of Bandung. In addition to considerations of accessibility, the level of transit connectivity to and from the airport is a significant determinant of passenger happiness. The presence of public transportation options, such as trains, buses, and taxis, that can link the airport with other destinations in the vicinity significantly impacts the convenience and convenience of passenger movement. In addition, internet transportation services play a crucial role in enabling passenger access to airports, thereby necessitating the assurance of their availability and reliability.

In the ongoing development of Indonesia, Husein Sastranegara Airport plays a crucial role in facilitating commercial and tourism expansion within the West Java region and its environs. Hence, the enhancement of service quality and the satisfaction of passenger expectations are imperative priorities that must not be disregarded. Through a comprehensive examination of critical elements such as the check-in procedure, airport accessibility, and transportation connectivity, airport administration may effectively pinpoint areas that want enhancement and then employ suitable tactics to augment overall customer contentment. Simultaneously, the research of passenger satisfaction offers significant insights for aviation authorities and governments in formulating policies and directing resources towards the enhancement of transportation infrastructure. To enhance service quality, align infrastructure with real-world requirements, and promote sustainability and advancement in the Indonesian aviation sector, authorities can implement tangible measures by comprehending passengers' preferences, demands, and experiences.

Amidst the COVID-19 pandemic, airport management faces new hurdles in ensuring passenger pleasure and adhering to health and safety rules. Consequently, the measurement of passenger satisfaction has become increasingly crucial in assisting airports in identifying areas requiring enhancements to guarantee the safety, comfort, and support of passengers throughout their travel experience. Furthermore, the escalating competition among airports in Indonesia serves as a catalyst for Husein Sastranegara Airport to persistently engage in innovation and enhance their service standards. Airports must enhance their comprehension of passenger wants and preferences, and provide services that not only meet but also above customer expectations, in order to sustain and expand their market share. An analysis of passenger happiness is a crucial tool for attaining this objective as it offers profound understanding of areas where airports may enhance their performance and provide a more gratifying experience for passengers.

Therefore, the examination of passenger satisfaction with the check-in procedure, airport accessibility, and transportation connectivity at Husein Sastranegara Airport holds significant significance for the advancement of aviation infrastructure and transportation services in Indonesia. The use of the findings derived from this analysis has the potential to enhance the quality of services provided by airports, thereby augmenting their competitiveness and fostering the expansion and advancement of the national aviation industry.

Based on the background of the problem above, the problem formulation is determined as follows: 1) Does the check-in process affect passenger satisfaction at Husein Sastranegara Airport?; 2) Does airport accessibility affect passenger satisfaction at Husein Sastranegara Airport?; and 3) Does transportation connectivity affect passenger satisfaction at Husein Sastranegara Airport?.

METHODS

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).

RESULT AND DISCUSSION

Result

The following are the research findings, considering the problem's context and formulation:

Airport Passenger Satisfaction

The degree of customer happiness or contentment with the experiences and services they receive at the airport throughout their travels is referred to as "airport passenger satisfaction." It covers a wide range of topics, including security, comfort, and the overall image that travelers have from their time at the airport. Indicators of the quality of airport operations and services include passenger satisfaction, which measures how well the airport satisfies visitors' requirements and expectations. Overall, how well airports run their businesses, offer top-notch customer service, and take into account the wants and preferences of their patrons is reflected in the level of satisfaction among their patrons. Airports that are able to satisfy their patrons to a great degree and have a solid reputation are likely to see high levels of customer satisfaction. Thus, a key component of contemporary airport management which strives to raise service standards, win over patrons, and give everyone a great travel experience is recognizing and controlling passenger happiness (Susanto & Jumawan, 2022).

The indicators contained in the airport passenger satisfaction are as follows: 1) The performance of airport staff directly impacts passenger satisfaction by the quality of service they deliver. The presence of amiable, supportive, and proficient personnel will augment the overall satisfaction of passengers; 2) The provision of precise and reliable information pertaining to flight schedules, departure gates, and other pertinent details is a crucial determinant of passenger contentment. Passengers may experience annoyance and inconvenience when there is uncertainty or inaccuracies in the information provided; 3) The performance of airport staff directly impacts passenger satisfaction by the quality of service they deliver. The presence of amiable, supportive, and proficient personnel will augment the overall satisfaction of passengers; and 4) The provision of precise and reliable information pertaining to flight schedules, departure gates, and other pertinent details is a crucial determinant of passenger contentment. Passengers may experience annoyance and inconvenience when there is uncertainty or inaccuracies in the information provided (Sihombing et al., 2022).

Airport passenger satisfaction variables have been studied by previous researchers, among others: (Hidayati et al., 2022), (Putra et al., 2020), (Susanto & Jumawan, 2022), (Silalahi, 2015), (Susanto & Setyawati, 2019), (Susanto, Ricardianto, et al., 2021), (Hartono et al., 2020), (Fageda et al., 2023), (Agarwal & Gowda, 2020), (Zuniga & Boosten, 2020), (Tanrıverdi & Lezki, 2021), (Supardi, Kamsariaty, et al., 2023), (Widiyanto et al., 2023), (Suryawan et al., 2024), (Susanto et al., 2024).

Check In Process

Before boarding the aircraft, travelers must register and verify their travel documents at the airport check-in desk. Typically, this procedure is completed at the airport check-in counter, online via the airline's website or app, or by a self-check-in option that is accessible at the airport. Passengers must present their flight ticket and identity documents, such as a passport or ID card, upon checking in. After that, the passenger's flight details, seat availability,

and boarding pass card will be checked by the check-in agent or automated system, printed, or issued. All things considered, the airport check-in procedure is a crucial first stage of air travel that enables travelers to sign up and get ready for their journey. Airports can enhance travelers' travel experiences and establish a favorable first impression by making sure the check-in procedure is swift and painless (Erlangga et al., 2016).

The indicators for check in process are as follows: 1) The provision of help services for passengers requiring support is a significant determinant. These services may encompass aid for passengers with restricted mobility or support in navigating the check-in procedure for passengers with less experience; 2) The smoothness of the check-in process pertains to the degree of ease and efficiency with which travelers are able to successfully carry out their check-in operations. These factors encompass the availability of staff, the functionality of equipment, and the provision of clear information for passengers; 3) The waiting time is a metric that quantifies the duration passengers must wait in a queue before they are able to complete the check-in process. Reducing waiting times will enhance operational effectiveness and enhance passenger contentment; and 4) Self-check-in facilities, encompassing automated check-in machines or online check-in services, constitute a significant metric. This establishment offers supplementary alternatives for passengers to expedite and streamline the check-in process (Waris et al., 2018).

Check in process variables have been studied by previous researchers, among others: (Erlangga et al., 2016), (Hendiyana et al., 2022), (Rinaldy et al., 2022).

Airport Accessibility

Airport accessibility describes how simple and inexpensive it is for travelers to enter and exit the airport. This includes a number of factors that affect how simple it is to get to the airport, such as the availability of public transit, parking accessibility, and other auxiliary infrastructure. Good accessibility is essential to giving travelers a seamless and comfortable journey as well as to fostering the expansion and development of airports as significant hubs for transportation. In addition, accessibility must be taken into account when developing and constructing new infrastructure. Increasing access roads, upgrading parking structures, investing in public transportation, and enhancing accessibility for travelers with special needs are all possible ways to make airports more accessible. Airports can guarantee excellent passenger service and develop into effective, user-friendly transportation hubs by focusing on these factors (Hartono et al., 2020).

The indicators contained in airport accessibility are as follows: 1) Public transportation availability: This metric encompasses the presence of trains, airport buses, taxis, or other public transportation services that can link the airport with other locations inside the city or its vicinity. The presence of efficient public transit will facilitate travelers' access to the airport, eliminating the necessity of utilizing private vehicles; 2) The indication of parking facilities encompasses the presence and capability of parking facilities within the airport premises. Sufficient and easily accessible parking amenities will offer a favorable alternative for passengers opting to utilize their personal vehicles for transportation to the airport; and 3) The road access infrastructure indicator encompasses the assessment of road conditions and the accessibility of roads to the airport, encompassing factors such as traffic density, congestion, and annual journey duration. An efficient road access infrastructure would facilitate seamless passenger transportation to the airport, minimizing any hindrances (Supardi, Widiyanto, et al., 2023).

Airport accessibility variables have been studied by previous researchers, among others: (Ali et al., 2024), (Keke & Susanto, 2019), (Susanto, Ricardianto, et al., 2021), (Susanto, Suryawan, et al., 2021), (Susanto & Keke, 2020).

Transportation Connectivity

The degree of integration and connectivity among the different forms of transportation that are offered in a specific area or location is referred to as transportation connectivity. In order to give travelers more alternatives and improved access to go to their destinations quickly and comfortably, this concept incorporates seamless integration between land, air, and sea transportation as well as other public and private transportation services. Enhancing people's quality of life and promoting economic growth both depend on effective transportation connectivity. The interconnectivity of various proposed or ongoing infrastructure projects must be taken into consideration. This entails monitoring the integration of public and private transportation, as well as land, air, and sea transportation, and making sure that new transportation routes are linked to the networks that already exist. Governments and infrastructure developers may construct a more effective, sustainable, and user-friendly transportation system that will have a significant positive impact on society overall by considering transport connections when planning and developing infrastructure (Setyawati et al., 2020).

The indicators contained in transportation connectivity are as follows: 1) The integration between transportation modes refers to the degree to which different forms of transportation, including trains, buses, planes, and ships, are interconnected and coordinated with one another. Efficient integration facilitates seamless transitions between different modes of transportation for passengers, minimizing substantial barriers; 2) Transportation infrastructure quality include the condition of roads, railway lines, and transportation terminals, along with the presence of supplementary infrastructure like bicycle lanes and pedestrian paths. An efficient infrastructure would guarantee seamless connectivity among different destinations; 3) The provision of transportation information include the provision of precise and reliable details regarding timetables, routes, fares, and the range of transportation alternatives that are accessible. Prompt and readily available information will assist passengers in effectively organizing their journeys; and 4) The integration of transportation technology encompasses the utilization of information and communication technology to enhance connectivity among various modes of transportation. This includes the incorporation of transportation applications, electronic payment systems, and real-time trip information systems. Incorporating technology into the transportation system will streamline the passenger experience and enhance operational efficiency (Susanto, Pahala, et al., 2021).

Transportation connectivity variables have been studied by previous researchers, including: (Susanto, 2021), (Harahap et al., 2020), (Ricardianto et al., 2021), (Susanto & Jumawan, 2022).

Previous Research

Based on the problem formulation and research results above, previous research was determined as follows:

Table 1. Relevant Previous Research Results

No	Author (Year)	Research Results	Simmilarities with this article	Differences with this article	Basic Hypothesis
1.	(Waris et al., 2018)	The check-in process affects the queue system and passenger satisfaction of Garuda Indonesia airlines	The influence of the check-in process on passenger satisfaction	The influence of the queuing system on Garuda Indonesia passenger satisfaction	H1

2.	(Erocoma, 2017)	The development of air transportation infrastructure and airport accessibility influences passenger satisfaction	The influence of airport accessibility on passenger satisfaction	The influence of infrastructure development on passenger satisfaction	H2
3.	(Hidayatullah et al., 2020)	Airport accessibility, airport connectivity and service quality influence user satisfaction and user loyalty	The influence of airport accessibility on user satisfaction	The influence of airport connectivity and service quality on user loyalty	H3

Discussion

On the basis of the aforementioned findings and prior research, the following research discussion is formulated:

1. The Effect of the Check-In Process on Airport Passenger Satisfaction

The effect of the check-in procedure at Husein Sastranegara Airport on passenger satisfaction is substantial, as it is influenced by various key factors such as the provision of passenger assistance services, the efficiency of the check-in process, waiting durations, and the accessibility of self-check-in amenities. Efficient check-in procedures for passengers have the potential to enhance their perception of airport service quality and exert a positive impact on their overall satisfaction throughout the duration of flight travel. In the context of Husein Sastranegara Airport, the provision of help services plays a crucial role in shaping passenger happiness. Enhancing the overall experience of passengers with special needs, such as individuals with disabilities or the elderly, can be achieved by airports that offer efficient and timely assistance services. Effective support services encompass providing easy access to facilities, aiding with navigation, and facilitating mobility inside the airport. Passengers' satisfaction levels are influenced by the level of help and appreciation they receive from the airport, leading to a more favorable experience.

Moreover, the seamless check-in procedure at Husein Sastranegara Airport significantly influences passenger contentment. An streamlined and effective check-in procedure has the potential to mitigate the stress and strain that travelers may encounter. The expeditious and smooth completion of the check-in process by travelers contributes to their overall satisfaction with the airport experience. The efficiency of the check-in process is influenced by several factors, such as the presence of check-in counters, the quantity of officers on duty, and the dependability of the computer system and check-in equipment.

In addition to this, the duration of waiting time experienced during the check-in procedure also exerts a substantial influence on passenger satisfaction. Long waiting times are generally disliked by passengers due to their potential to break their schedule and cause inconvenience. Airports that can enhance the efficiency of the check-in process and thereby decrease waiting times would enhance overall passenger satisfaction. This objective can be accomplished through the optimization of technological use, augmentation of check-in counter capacity, and enhancement of the queue system.

The self-check-in service at Husein Sastranegara Airport exerts a notable influence on passenger satisfaction. Passengers frequently prioritize convenience and flexibility during the check-in procedure, and the implementation of self-check-in facilities enables them to expedite the check-in process without the need for direct engagement with airport personnel. Passengers generally exhibit higher levels of satisfaction with their check-in experience when airports offer self-check-in services that are readily available and dependable.

In the context of Husein Sastranegara Airport, the impact of the airport check-in procedure, encompassing the provision of help services, streamlined check-in procedures, efficient waiting times, and the availability of self-check-in facilities, holds significant

importance in augmenting customer happiness. By prioritizing and enhancing these facets, airports have the potential to cultivate a more pleasurable and streamlined encounter for passengers, so bolstering the airport's standing and fostering favorable rapport with passengers.

The check-in process influences airport passenger satisfaction, this is in line with previous research conducted by: (Waris et al., 2018), (Rinaldy et al., 2022), (Hendiyana et al., 2022).

2. The Effect of Airport Accessibility on Airport Passenger Satisfaction

The impact of airport accessibility on passenger satisfaction at Husein Sastranegara Airport is substantial, encompassing factors such as the presence of public transit, parking amenities, and road access infrastructure. Efficient management of airport accessibility enhances passengers' travel experience by ensuring a seamless, comfortable, and overall gratifying journey.

The presence of public transportation significantly impacts passenger pleasure. The Husein Sastranegara Airport offers convenient access through train, airport bus, and taxi services, so providing customers with a broader range of transportation options. Efficient public transit facilitates passengers' access to the airport, diminishes reliance on private vehicles, and alleviates traffic congestion in the vicinity of the airport. The perception of travelers regarding the accessibility and efficiency of accessing the airport is positively correlated with their overall happiness with the airport.

In addition, it is worth noting that parking facilities have a substantial role in influencing passenger happiness. Husein Sastranegara Airport has ample, secure, and efficiently managed parking amenities, hence presenting a convenient alternative for guests opting to utilize their personal vehicles for transportation to the airport. A range of parking alternatives, including short-term, long-term, and valet parking, may effectively cater to the diverse requirements of visitors and facilitate convenient access to airport amenities. The enhancement of passenger satisfaction with an airport is contingent upon their perception of convenient and comfortable access to the airport, as well as the availability of sufficient parking facilities. In addition to this, the road access infrastructure at Husein Sastranegara Airport exerts a substantial impact on passenger satisfaction. An effective road access infrastructure encompasses well-maintained road conditions, minimum traffic congestion, and a streamlined navigation system leading to the airport. An airport that possesses efficient road infrastructure will facilitate seamless and unhindered passenger access, hence mitigating the potential stress and tension that travelers may encounter throughout their travel. The happiness of passengers with an airport is likely to be enhanced when they perceive that they can conveniently and seamlessly access the airport through well-maintained roadways.

The significance of airport accessibility, encompassing the presence of public transit, parking amenities, and road access infrastructure, within the context of passenger pleasure at Husein Sastranegara Airport cannot be overstated. By prioritizing and enhancing these facets, airports have the potential to cultivate a more user-centric, streamlined, and pleasant atmosphere for passengers, so bolstering the airport's standing and fostering favorable rapport with passengers.

Airport accessibility influences airport passenger satisfaction, this is in line with previous research conducted by: (Hidayatullah et al., 2020), (Simarmata et al., 2017), (Simarmata et al., 2019), (Ulfah et al., 2020).

3. The Effect of Transportation Connectivity on Airport Passenger Satisfaction

The level of passenger satisfaction at Husein Sastranegara Airport is significantly impacted by airport transportation connectivity, encompassing the integration of various transportation modes, the quality of transportation infrastructure, the provision of

transportation information, and the integration of transportation technology. Effective management of transportation connectivity leads to a more seamless, efficient, and overall gratifying travel experience for passengers.

The integration of transportation modalities significantly impacts passenger happiness. The Husein Sastranegara Airport has a high level of integration with several transportation modes, including trains, buses, and taxis, so offering passengers a broader range of choices for accessing and departing from the airport. Effective integration of transportation modes facilitates seamless transitions for passengers, enabling them to seamlessly transition between different modes of transportation with minimal hindrances. This offers travelers the ability to organize their travel with flexibility and convenience, thereby enhancing their pleasure with the airport.

Moreover, the level of transportation infrastructure at Husein Sastranegara Airport plays a crucial role in determining passenger happiness. A comprehensive infrastructure encompasses favorable road conditions, sufficient parking amenities, and efficiently structured terminals. An airport equipped with robust infrastructure will guarantee a seamless and comfortable journey for passengers. Sufficient and high-quality amenities and infrastructure are essential for enhancing the travel experience of passengers, hence leading to heightened levels of satisfaction.

In Husein Sastranegara Airport, the provision of transportation information has a significant role in shaping passenger happiness. In order to effectively plan their excursions, passengers want comprehensive and precise information pertaining to schedules, routes, and the many transportation options that are accessible to them. Airports that offer readily available and thorough information will enhance travelers' confidence and concentration during their journeys. This measure is expected to mitigate potential confusion and stress among travelers, hence enhancing their overall pleasure.

Transportation technology integration is a crucial factor in enhancing passenger happiness at Husein Sastranegara Airport. The utilization of information and communication technology, such as mobile applications designed for trip planning, electronic solutions for transportation ticket payments, and up-to-date information regarding transportation schedules and conditions, has the potential to enhance both the efficiency and comfort of travel. Passengers who have convenient access to information via technology will experience heightened connectivity and concentration throughout their journey, thereby leading to an augmentation in their pleasure with the airport.

In general, the level of passenger satisfaction at Husein Sastranegara Airport is significantly influenced by airport transportation connectivity. This encompasses various factors such as the integration of different modes of transportation, the quality of transportation infrastructure, the provision of transportation information, and the integration of transportation technology. By prioritizing and enhancing these facets, airports have the potential to cultivate a more user-centric, streamlined, and pleasant atmosphere for passengers, so bolstering the airport's standing and fostering favorable rapport with passengers.

Transportation connectivity influences airport passenger satisfaction, this is in line with previous research conducted by: (Octoriviano et al., 2022) and (Novianty et al., 2021).

Conceptual Framework

The conceptual framework has been established in light of the research findings, previous investigations, and the aforementioned discourse:

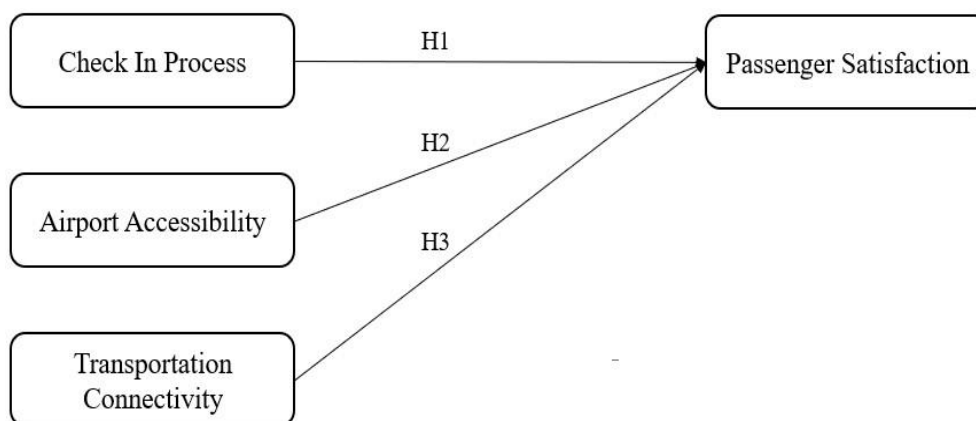


Figure 1. Conceptual Framework

Based on Figure 1 above, the check-in process, airport accessibility and transportation connectivity influence passenger satisfaction at Husein Sastranegara Airport. However, apart from the variables of the check-in process, airport accessibility and airport connectivity which influence passenger satisfaction, there are other variables which influence it, including:

- 1) Information technology: (Nashr et al., 2022), (Widjanarko et al., 2023), (Mulyani et al., 2019), (Pasaribu et al., 2022), (Trieu et al., 2023), (Ilham et al., 2021), (Tri Murti et al., 2021).
- 2) Airport Facilities and Security: (Sulistiyono & Olivia, 2015), (Astuty et al., 2023), (Zulaichah, 2014).
- 3) Ticket Price: (Simarmata & Keke, 2016), (Sitorus et al., 2018), (Ricardianto et al., 2023), (Sihombing et al., 2023), (Simarmata et al., 2020).

CONCLUSION

Drawing from the aforementioned problem formulation, results, and discussion, the following are the conclusions drawn from this research:

1. The check-in process influences passenger satisfaction at Husein Sastranegara Airport.
2. Airport accessibility influences passenger satisfaction at Husein Sastranegara Airport.
3. Transportation connectivity influences passenger satisfaction at Husein Sastranegara Airport.

REFERENCES

- Agarwal, I., & Gowda, K. R. (2020). The effect of airline service quality on customer satisfaction and loyalty in India. *Materials Today: Proceedings*, 37(Part 2), 1341–1348. <https://doi.org/10.1016/j.matpr.2020.06.557>
- Ali, H., & Limakrisna, N. (2013). Metodologi Penelitian (Petunjuk Praktis Untuk Pemecahan Masalah Bisnis, Penyusunan Skripsi (Doctoral dissertation, Tesis, dan Disertasi. In *Deeppublish: Yogyakarta*.
- Ali, H., Susanto, P. C., & Saputra, F. (2024). Faktor-Faktor Yang Mempengaruhi Manajemen Transportasi Udara : Teknologi Informasi, Infrastruktur dan Kompetensi Sumber Daya Manusia. *Jurnal Siber Transportasi Dan Logistik (JSTL)*, 1(4), 121–134. <https://ejournal.stp-aviasi.ac.id/index.php/JIK/article/view/113>
- Astuty, D. R., Sinaga, N. A., & Mardianis, M. (2023). Pengaturan Safety Management System Penerbangan Untuk Mewujudkan Keamanan Dan Keselamatan Di Bandara Halim Perdana Kusuma. *Jurnal Hukum Sehasen*, 9(2), 151–160. <https://doi.org/10.37676/jhs.v9i2.4662>
- Erlangga, A., Prasetyanto, D., & Widiyanto, B. W. (2016). Tingkat Pelayanan Check-In Counter Lion Air Di Bandara Internasional Husein Sastranegara Kota Bandung Menggunakan

- Metode Antrian. *Jurnal Online Institut Teknologi Nasional*, 2(1), 1–10.
- Erocomma, E. (2017). IMPLEMENTASI PEMBANGUNAN INFRASTRUKTUR TRANSPORTASI UDARA DI DISTRIK MOSKONA UTARA KABUPATEN TELUK BINTUNI PROVINSI PAPUA BARAT. *Jurnal Renaissance*, 2(02), 209–223.
- Fageda, X., Fioravanti, R., Ricover, A., Café, E., & Ansaldo, M. (2023). Econometric analysis of the determinants of air cargo services supply in Latin America and the Caribbean. *Transport Policy*, 135(February), 33–44. <https://doi.org/10.1016/j.tranpol.2023.03.009>
- Harahap, V. N., Susanto, C., Strategi, M., Aplikasi, :, Perusahaan, P., Udara, C., Bandara, D., Memenangkan, U., & Bisnis, P. (2020). Strategic Management: Applications In Air Cargo Companies at the Airport To Win Business Competition. *Jurnal Ilmiah Kedirgantaraan*, 17(2), 81–90.
- Hartono, H., Susanto, P. C., & Hermawan, M. A. (2020). Personel Aviation Security Menjaga Keamanan Di Bandar Udara. *Aviasi : Jurnal Ilmiah Kedirgantaraan*, 16(2), 14–21. <https://doi.org/10.52186/aviasi.v16i2.25>
- Hendiyana, A., Endah, D., Immamah, E., & Tinggi Penerbangan Aviasi, S. (2022). Proses Pelayanan Check in Di Malaysia Airlines Di Bandara Soekarno Hatta Jakarta Pada Masa Pandemi Artikel Informasi Abstrak. *Jtla*, 2(1), 17–28.
- Hidayati, N., Hidayat, M., Ruminda, M., Agusinta, L., & Ricardianto, P. (2022). Loyalitas dan Kepuasan Penumpang pada Mass Rapid Transit. *Jurnal Manajemen Transportasi & Logistik (JMTRANSLOG)*, 8(3), 235. <https://doi.org/10.54324/j.mtl.v8i3.646>
- Hidayatullah, S., Setyorini, S., Windhuastiti, I., & Rachmawati, I. K. (2020). Peran Aksesibilitas, Konektifitas, Kualitas Layanan Terhadap Loyalitas Pengguna Angkutan Umum Melalui Kepuasan Penumpang Sebagai Variabel Mediator. *Seminar Nasional Sistem Informasi 2020*, 2261–2274.
- Ilham, Eliyana, A., Rizki Sridadi, A., Usman, I., & Purnomo, A. (2021). Effect Implementation of Information Technology Software on Improving Performance Capacity Academic and Non Academic Service Sunan Ampel Islamic University of Surabaya. *Journal of Physics: Conference Series*, 1779(1). <https://doi.org/10.1088/1742-6596/1779/1/012052>
- Keke, Y., & Susanto, P. C. (2019). Kinerja Ground Handling Mendukung Operasional Bandar Udara. *Jurnal Ilmiah Kedirgantaraan*, 16(2).
- Mulyani, I., Zamzami, E. M., & Zendrato, N. (2019). Pengaruh Sistem Teknologi Informasi Pada Manajemen Data Dan Informasi Dalam Layanan Keperawatan: Literature Review. *Inspiration: Jurnal Teknologi Informasi Dan Komunikasi*, 9(2), 137–142. <https://doi.org/10.35585/inspir.v9i2.2526>
- Nashr, F., Putri, E. I. K., Dharmawan, A. H., & Akhmad, F. (2022). Determinan Keberlanjutan Petani Sawit Swadaya dalam Rantai Pasok Multi-Jenjang. *Tataloka*, 24(2), 101–115. <https://doi.org/10.14710/tataloka.24.2.101-115>
- Novianty, R. F., Simamarta, J., Kurnia, D. D., & Kurniawan, J. S. (2021). Customer Loyalty and Passenger Satisfaction on Lion Air'S Low Cost Carrier. *Journal of Business Studies and Mangement Review*, 5(1), 147–154. <https://doi.org/10.22437/jbsmr.v5i1.14585>
- Octoriviano, F. A., Simarmata, J., Pahala, Y., Setiawan, A., & Saribanon, E. (2022). Pengaruh Citra Merek dan Kualitas Layanan Terhadap Kepuasan Pelanggan Kargo dan Dampaknya atas Loyalitas Pelanggan Pada PT Citilink Indonesia. *Jurnal Manajemen Bisnis Transportasi Dan Logistik*, 8(2).
- Pasaribu, R., Manurung, A. H., Rony, Z. T., Bhayangkara, U., Raya, J., Bhayangkara, U., Raya, J., Bhayangkara, U., & Raya, J. (2022). THE EFFECT OF LEADERSHIP , EMPLOYEE PERFORMANCE , MOTIVATION AND INFORMATION TECHNOLOGY ON EMPLOYEE JOB SATISFACTION MODERATED BY AGE OF EMPLOYEES AT DINAS PENANAMAN MODAL DAN PELAYANAN TERPADU SATU. *Dinasti International Journal of Management Science*, 3(3), 592–602.

- Putra, O. Y. S., Sihombing, S., & Tasran, C. (2020). Pengaruh Pelayanan dan Fasilitas Digital Terhadap Kepuasan Penumpang di Bandara Internasional Kualanamu. *Warta Ardhia*, 46(1), 60–70. <https://doi.org/10.25104/wa.v46i1.383.60-70>
- Ricardianto, P., Hidayat, S., Manik, P., Widiyanto, P., & Susanto, P. C. (2021). GUIDELINES FOR MEASURING THE SUCCESS OF TRAFFIC SAFETY ACTION PLAN. *International Journal of Research in Commerce and Management Studies ISSN*, 3(01), 37–50.
- Ricardianto, P., Yanto, T. A., Wardhono, D. T., Fachrial, P., Sari, M., Suryobuwono, A. A., Perwitasari, E. P., Gunawan, A., Indriyati, & Endri, E. (2023). The impact of service quality, ticket price policy and passenger trust on airport train passenger loyalty. *Uncertain Supply Chain Management*, 11(1), 307–318. <https://doi.org/10.5267/j.uscm.2022.9.012>
- Rinaldy, A., Aryanti, J., Rachmandika, P., & Gunawan, F. E. (2022). Analisis Simulasi Antrian Penumpang di Check-in Counter Bandara Menggunakan Discrete Event Simulation: Studi Kasus Citilink di Bandara Soekarno-Hatta. *Jurnal Pendidikan Dan Konseling*, 4(5), 3449–3460.
- Setyawati, A., Susanto, P. C., & Hartono, H. (2020). Strategi Marketing Airlines Untuk Meningkatkan Penjualan Tiket Pesawat Low Cost Carrier (LCC). *Aviasi : Jurnal Ilmiah Kedirgantaraan*, 16(2), 41–49. <https://doi.org/10.52186/aviasi.v16i2.35>
- Sihombing, S., Manik, P., Ratu Anisya, L., Nurcahayati, D., Hidayat, M., & Utami Yulihapsari, I. (2023). The Effect of Service Quality, Ticket Prices and Ease of Transaction on Customer Satisfaction of Mass Rapid Transit Jakarta. *KnE Social Sciences*, 2023, 854–868. <https://doi.org/10.18502/kss.v8i9.13398>
- Sihombing, S., Nirmala, A., Benned, M., Tasran, C., & Budiman, C. (2022). Penerapan Protokol Kesehatan dan Kualitas Pelayanan terhadap Kepuasan Penumpang di Bandara Internasional Soekarno Hatta. *Aviasi: Jurnal Ilmiah Kedirgantaraan*, 19(1), 28–44.
- Silalahi, S. A. (2015). Service Blueprint Terminal Kargo Bandara Soekarno Hatta. *Jurnal Manajemen Bisnis Transportasi Dan Logistik*, 2(1), 150–171.
- Simarmata, J., & Keke, Y. (2016). the Airline Customer ' S Buying Decision Through Online Travel Agent : a Case Study of the Passengers of Scheduled Domestic the Airline Customer ' S Buying Decision Through Online Travel Agent : a Case Study of the Passengers. *International Journal of Economics, Commerce and Management*, IV(3), 335–349.
- Simarmata, J., Ruminda, M., & Silalahi, S. A. (2020). Faktor yang mempengaruhi niat pembelian ulang tiket pesawat. *Jurnal Manajemen Transportasi & Logistik (JMTRANSLOG)*, 7(2), 182–191.
- Simarmata, J., Sitorus, M. R., Yuliantini, & Arubusman, D. A. (2019). The factors influencing passengers' interest in using transportation services. *TEM Journal*, 8(3), 945–950. <https://doi.org/10.18421/TEM83-36>
- Simarmata, J., Yuliantini, Y., & Keke, Y. (2017). The Influence of Travel Agent, Infrastructure and Accommodation on Tourist Satisfaction. *Advances in Economics, Business and Management Research*, 28(Ictgtd 2016), 281–283. <https://doi.org/10.2991/ictgtd-16.2017.55>
- Sitorus, P. P., Keke, Y., & Sitorus, M. R. (2018). Faktor – Faktor Yang Mempengaruhi Keputusan Pembelian Tiket Pesawat Pada Online Travel Agent. *Manajemen Bisnis Transportasi Dan Logistik*, 4(2), 141–146.
- Sulistiyono, B. B., & Olivia, S. (2015). Analisis Kualitas Manajemen Bandara Halim Perdanakusuma Dan Pengaruhnya Terhadap Kepuasan Pelanggan Transportasi Udara. *Jurnal Ilmiah M-Progress*, 6(2), 1–12. <https://doi.org/10.35968/m-pu.v6i2.169>
- Supardi, S., Kamsariaty, K., Nuraeni, N., Suryawan, R. F., Widiyanto, P., & Susanto, P. C.

- (2023). Pramugari: Pelayanan Prima dan Kinerja Pramugari:(Tinjauan Pustaka). *Aviasi: Jurnal Ilmiah Kedingantaraan*, 20(2).
- Supardi, S., Widiyanto, P., Kamsariaty, K., & ... (2023). Peningkatan Motivasi, Kepemimpinan, Kompetensi, Petugas Aviation Security Untuk Menciptakan Keamanan dan Pelayanan Prima Pada Bandar Udara. *Aviasi: Jurnal ...*, 20(1), 19–33.
- Suryawan, R. F., Susanto, P. C., & Agusinta, L. (2024). Model Service Quality : Case Study Indonesian Domain. *Dinasti International Journal Of Digital Business Management*, 5(2), 293–302.
- Susanto, P. C. (2021). Optimalisasi dan Kontribusi Usaha Travel Agent kepada Maskapai Penerbangan di Masa Pandemi COVID-19. *Premium Insurance Business Journal*, 7(2), 46–51. <http://ejournal.stma-trisakti.ac.id/index.php/premium/article/view/14>
- Susanto, P. C., & Jumawan, J. (2022). Analisis Kualitas Pelayanan Terhadap Kepuasan Penumpang di Bandar Udara. *Aviasi : Jurnal Ilmiah Kedingantaraan*, 19(2), 45–52. <https://ejournal.stp-aviasi.ac.id/index.php/JIK/article/view/113>
- Susanto, P. C., & Keke, Y. (2020). Implementasi Regulasi International Civil Aviation Organization (ICAO) pada Penerbangan Indonesia. *Aviasi : Jurnal Ilmiah Kedingantaraan*, 16(1), 53–65. <https://doi.org/10.52186/aviasi.v16i1.23>
- Susanto, P. C., Mahaputra, M. R., & Mahaputra, M. R. (2024). Service Quality and Customer Satisfaction Have an Impact on Increasing Hotel Room Occupancy Ratio : Literature Review Study. *Greenation International Journal of Tourism and Management*, 1(4), 400–412.
- Susanto, P. C., Pahala, Y., Hartono, H., & Saroni, S. (2021). Proses Handling Barang Berbahaya Di Bandar Udara. *Aviasi : Jurnal Ilmiah Kedingantaraan*, 17(1), 45–53. <https://doi.org/10.52186/aviasi.v17i1.58>
- Susanto, P. C., Ricardianto, P., Hartono, H., & Firdiansyah, R. (2021). Peranan Air Traffic Control Untuk Keselamatan Penerbangan Di Indonesia. *Aviasi : Jurnal Ilmiah Kedingantaraan*, 17(1), 1–11. <https://doi.org/10.52186/aviasi.v17i1.54>
- Susanto, P. C., & Setyawati, A. (2019). Strategi Marketing Airlines Untuk Meningkatkan Penjualan Tiket Pesawat Low Cost Carrier (Lcc). *Jurnal Ilmiah Kedingantaraan*, 16(2).
- Susanto, P. C., Suryawan, R. F., Hartono, H., & Arief, M. I. (2021). Optimalisasi Kereta Api Airport Railink Services Kualanamu Mendukung Kegiatan Operasional Bandara. *Aviasi : Jurnal Ilmiah Kedingantaraan*, 17(2), 54–65. <https://doi.org/10.52186/aviasi.v17i2.60>
- Tanriverdi, G., & Lezki, Ş. (2021). Istanbul Airport (IGA) and quest of best competitive strategy for air cargo carriers in new competition environment: A fuzzy multi-criteria approach. *Journal of Air Transport Management*, 95(April). <https://doi.org/10.1016/j.jairtraman.2021.102088>
- Tri Murti, H., Puspita, V., & Ratih, P. (2021). Pemanfaatan Teknologi Informasi dan Manajemen Perubahan Organisasi dalam Mendukung Bisnis Berkelanjutan Pasca Covid-19 pada UMKM di Kota Bengkulu. *Jurnal Bisnis Dan Pemasaran Digital (JBPD)*, 1(1), 33–41.
- Trieu, H. D. X., Nguyen, P. Van, Nguyen, T. T. M., Vu, H. T. M., & Tran, K. T. (2023). Information technology capabilities and organizational ambidexterity facilitating organizational resilience and firm performance of SMEs. *Asia Pacific Management Review*, 28(4), 544–555. <https://doi.org/10.1016/j.apmr.2023.03.004>
- Ulfah, R., Simarmata, J., Keke, Y., Amonalisa, S., & Amin, A. F. (2020). THE INFLUENCE OF SERVICE QUALITY AND CUSTOMER SATISFACTION THROUGH CUSTOMER LOYALTY (STUDY CASE LIONAIR AIRLINE, INDONESIA). *Advances in Transportation and Logistics Research*, 3, 828–835.
- Waris, M., Ridhayani, I., & Yusman, Y. (2018). Analisis Sistem Antrian Penumpang di Loket Check-In Maskapai Penerbangan Pesawat Garuda Indonesia Airways. *Bandar: Journal*

- of Civil ...*, 1(1), 37–47.
- Widiyanto, P., Febrian, W. D., Firdiansyah, R., & Susanto, P. C. (2023). *Peningkatan Motivasi , Kepemimpinan , Kompetensi , Petugas Aviation Security Untuk Menciptakan Keamanan dan Pelayanan Prima Pada Bandar Udara Improving Motivation , Leadership , and Competence , Of Aviation Security Staff to Create Security and Excellent .* 20(1), 19–33.
- Widjanarko, W., Hadita, H., Saputra, F., & Cahyanto, Y. A. D. (2023). Determinasi Kemudahan Akses Informasi Bagi Keputusan Investasi Gen Z. *Digital Bisnis: Jurnal Publikasi Ilmu Manajemen Dan E-Commerce*, 2(4), 248–264.
- Zulaichah, Z. (2014). Pengaruh Fasilitas Bandar Udara Terhadap Kinerja Ketepatan Waktu Maskapai Penerbangan. *Warta Ardhia*, 40(4), 223–234.
- Zuniga, C., & Boosten, G. (2020). Queretaro Airport Business model. Proposal to update the Airport Master Plan. *IFAC-PapersOnLine*, 56(C), 10–18.
<https://doi.org/10.1016/j.trpro.2021.09.002>