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Measuring the Level of Customer Satisfaction at Soekarno Hatta Airport Departure Terminal 3

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Abstract: The article measuring the level of customer satisfaction at Soekarno Hatta Airport Departure Terminal 3 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 speed of check-in counter service influences customer satisfaction at Soekarno Hatta departure terminal 3; 2) Terminal 3 airport waiting room facilities influence customer satisfaction at Soekarno Hatta airport departure terminal 3; and 3) Customer complaint service influences customer satisfaction at Soekarno Hatta Departure Terminal 3.

Keyword: Terminal 3 Customer Satisfaction Soekarno Hatta Departure, Speed of Check In Counter Service, Terminal 3 Airport Waiting Room Facilities, Customer Complaint Service

INTRODUCTION

Analyzing client satisfaction levels is crucial to comprehending the caliber of services that a business or organization offers. Being one of Indonesia's main aviation gateways, Soekarno-Hatta Airport Departure Terminal 3 is not an exception to the requirement to gauge and raise customer satisfaction levels. There are several underlying variables that contribute to the difficulty of determining the degree of customer satisfaction at Soekarno-Hatta Airport Departure Terminal 3

First of all, Soekarno-Hatta Airport Departure Terminal 3 has a high level of operational complexity due to its daily service of tens of thousands of passengers. In this context, customer satisfaction encompasses not just the immediate experience in the airport but also the check-in procedure, security, in-flight amenities, and level of comfort during the journey. These elements include a wide range of services, such as parking, security checks, check-in

procedures, and ease of entry and navigation within the terminal. Second, the variety of passenger profiles using Soekarno-Hatta Airport Departure Terminal 3 also has an impact on the quality of the customer experience. Every category of traveler, including families, individuals, business travelers, and visitors from outside, has distinct needs and expectations for the services they receive. In order to develop pertinent and useful solutions, measuring consumer satisfaction levels must therefore take this variability into consideration.

Third, assessing the degree of customer satisfaction at Soekarno-Hatta Airport Departure Terminal 3 also heavily relies on technical advancements. Customers have more access to options and information in the current digital world. Customers would anticipate having little trouble booking, receiving the most recent flight information, or even giving real-time feedback through a variety of internet channels. Thus, in order to guarantee a prompt and precise response to client demands and desires, technology integration in the customer satisfaction measuring process is essential. Fourth, gauging the degree of customer satisfaction at Soekarno-Hatta Airport Departure Terminal 3 also requires taking into account the airline industry's increasingly intense competitiveness. Customers now have more options thanks to the rise of new airlines and the expansion of travel routes. This puts further pressure on Soekarno-Hatta Airport Departure Terminal 3 to keep raising the caliber of its services in order to attract and retain customers.

Fifth, there has been a substantial shift in the aviation business due to the COVID-19 outbreak. The customer experience at Soekarno-Hatta Airport Departure Terminal 3 has been impacted by travel restrictions, stringent health measures, and operational changes. In this case, safety and cleanliness rank highly when gauging the degree of consumer pleasure, in addition to more conventional factors like comfort and punctuality. Sixth, the Soekarno-Hatta Airport Departure Terminal 3 measures customer satisfaction ratings based on environmental factors as well. Similar to other airports, Terminal 3 affects the neighborhood's air quality, noise level, and natural resource usage. Customers are becoming more conscious of their social and environmental responsibilities, therefore efforts to gauge and enhance consumer happiness must also consider this influence.

Measuring customer satisfaction at Soekarno-Hatta Airport Departure Terminal 3 requires a comprehensive and sustainable approach in order to address this intricate backdrop issue. This involves employing techniques that have been shown successful in the aviation sector, like data analysis, social media monitoring, and consumer surveys. Successful measurement and ongoing development also depend on the participation of a variety of stakeholders, such as airport management, airlines, aviation authorities, and the general public.

Based on the background of the problem above, the problem formulation is determined as follows: 1) Does the speed of check-in counter service affect customer satisfaction at Soekarno Hatta airport departure terminal 3?; 2) Do the terminal 3 airport waiting room facilities influence customer satisfaction at Soekarno Hatta Airport departure terminal 3?; and 3) Does customer complaint service influence customer satisfaction at Soekarno Hatta Airport Departure Terminal 3?.

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).

RESULT AND DISCUSSION

Result

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

Terminal 3 Departure Customer Satisfaction

The customer satisfaction at airport 3 at Soekarno-Hatta Airport refers to the favorable assessment that customers have of their experience at the airport. This encompasses a wide range of factors, including the level of comfort offered by airport facilities and the efficiency of services supplied by both airports and airlines. This concept of customer satisfaction surpasses superficial contentment and encompasses consumers' perceptions of the degree to which their expectations and requirements are fulfilled. Customer satisfaction at Terminal 3 of Soekarno-Hatta Airport is a measure of how well the passenger experience meets or beyond their expectations. Ensuring satisfactory service is not the sole objective; it is equally important to establish a delightful and effortless encounter for each traveler transiting through the terminal (Simarmata et al., 2018).

The indicators or dimension for terminal 3 departure customer satisfaction are as follows: 1) This indication pertains to the accessibility and convenience of transit to and from Terminal 3, encompassing parking facilities, public transportation options, and taxi services. The convenience of accessibility can enhance the overall consumer experience; 2) The dimension of cleanliness and order encompasses the assessment of the terminal's cleanliness and orderliness, encompassing the cleanliness of restrooms, waiting spaces, and halls. An immaculate and meticulously arranged setting will create a favorable impression on customers; 3) The Wi-Fi Quality and Connectivity indication encompasses the assessment of the caliber and accessibility of complimentary Wi-Fi services in Terminal 3, alongside satisfactory cellular connectivity. The provision of reliable internet connectivity has the potential to enhance customer happiness, particularly for individuals who require a connection during periods of waiting; and 4) The accessibility component pertains to the extent to which travelers with special requirements have access to appropriate facilities and services, including but not limited to wheelchairs, economical restroom facilities, and support from airport personnel. Terminal 3 is responsible for ensuring that all passengers are able to utilize the facilities in a comfortable and unimpeded manner (Agusinta et al., 2021).

Terminal 3 departure customer satisfaction variables have been studied by previous researchers, among others: (Novianty et al., 2021), (Hasibuan, 2016), (Sihombing et al., 2022), (Ulfah et al., 2020), (Silalahi, 2015), (Sitorus et al., 2023), (Susanto & Jumawan, 2022), (Ali et al., 2024), (Harahap, 2021), (Susanto et al., 2023), (Susanto, 2021), (Agarwal & Gowda, 2020), (Siahaan et al., 2023), (Ayodeji et al., 2023), (Ancell & Graham, 2016), (Wandelt & Wang, 2024), (Suryawan et al., 2024), (Susanto et al., 2024).

Speed of Check In Counter Service

The speed of the check-in counter service at Terminal 3 of Soekarno-Hatta Airport pertains to the promptness and effectiveness with which the airline conducts the check-in procedure, including verifying passenger identity, registering baggage, and issuing flight tickets. This concept encompasses multiple factors that impact travelers' experience throughout the early phases of their airport journey. The efficiency of the check-in counter service at Terminal 3 at Soekarno-Hatta Airport is a crucial factor in determining the quality of the customer experience at the airport. By optimizing the check-in process to be rapid, effective,

and seamless, airports can enhance customer contentment and cultivate a more pleasurable experience for passengers utilizing their facilities (Erlangga et al., 2016).

The indicators or dimension for speed of check in counter service are as follows: 1) Document Verification Process Speed: This metric quantifies the duration needed by check-in personnel to examine and authenticate passenger identification documents, such as passports or KTPs. An expeditious and effective document verification procedure aids in diminishing the duration necessary for every check-in activity; 2) The Ticket Issuance Speed is a metric that quantifies the duration it takes for check-in personnel to distribute aircraft tickets to passengers subsequent to the conclusion of the check-in procedure. An expeditious and effective ticket issue process is crucial to guarantee seamless continuation of customers' journeys; 3) Baggage Handling: This aspect encompasses the promptness and effectiveness with which check-in staff handle bags. An expeditious and effective baggage handling procedure contributes to the mitigation of passenger waiting time at the check-in area and expedites the overall process; and 4) The measurement of Check-in Counter Availability encompasses an assessment of the quantity of check-in counters that are accessible for the purpose of accommodating travelers. The presence of a greater number of counters facilitates expedited check-in procedures, as it affords passengers a wider array of options and mitigates the need for prolonged queue waiting times (Hendiyana et al., 2022).

Speed of check in counter services variables have been studied by previous researchers, among others: (Erlangga et al., 2016), (Waris et al., 2018), (Rinaldy et al., 2022), (Hartono et al., 2020), (Susanto, Ricardianto, et al., 2021), (Susanto, Suryawan, et al., 2021), (Supardi et al., 2023), (Widiyanto et al., 2023).

Terminal 3 Airport Waiting Room Facilities

The waiting area located at Terminal 3 of Soekarno-Hatta Airport serves as a designated space for passengers to utilize prior to the departure of their respective flights. The waiting room is a vital component of the airport's infrastructure, specifically built to offer passengers comfort, convenience, and a range of services during their wait for their scheduled departure. In general, the waiting room amenities at Terminal 3 at Soekarno-Hatta Airport are designed to offer passengers a pleasant, secure, and satisfactory experience throughout their aircraft waiting period. Airports can enhance passenger satisfaction and promote a positive experience by offering a diverse range of amenities and services tailored to fit the requirements and preferences of passengers as they navigate through their terminals (Puspitasari, 2021).

The indicators or dimension for terminal 3 airport waiting room facilities are as follows: 1) The dimension of seating comfort encompasses an assessment of the level of comfort and quality exhibited by the chairs that are accessible within the waiting area. Passengers have a certain level of expectation for chairs that possess qualities such as softness, spaciousness, and optimal comfort during the waiting period; 2) The dimension of food and beverage facilities encompasses an assessment of the assortment, caliber, and cost of food and beverages accessible within the waiting area. Passengers anticipate a diverse and high-quality assortment at affordable costs to cater to their requirements throughout their wait; 3) Accessibility: This metric assesses the level of convenience in reaching lounge amenities from different locations within the airport, such as the check-in area and departure gate. Conveniently located waiting room amenities facilitate guests in promptly and comfortably locating their seats; and 4) The dimension of cleanliness and order encompasses an assessment of the cleanliness, organization, and tidiness of the waiting room. A setting that is clean, tidy, and well-organized creates a positive impression on passengers and enhances their comfort throughout the waiting period (Tukuboya & Prakosawati, 2022).

Terminal 3 airport waiting room facilities variables have been studied by previous researchers, among others: (Puspitasari, 2021), (Subiyantoro et al., 2022), (Tukuboya & Prakosawati, 2022).

Customer Complaint Service

The customer complaint service provided at Terminal 3 of Soekarno-Hatta Airport include the systematic retrieval, management, and resolution of grievances lodged by airport patrons pertaining to diverse facets of the services rendered. This encompasses various aspects such as the check-in procedure, security measures, terminal amenities, and the boarding experience. This definition encapsulates the ideas and methods implemented by airport management in order to guarantee the thorough consideration and satisfactory resolution of all customer complaints. In general, the customer complaint service at Terminal 3 at Soekarno-Hatta Airport is characterized by a well-coordinated approach aimed at ensuring the thorough handling of client complaints and the provision of satisfactory resolutions. By adopting this approach, airports have the potential to enhance customer happiness, cultivate a positive reputation, and enhance the overall level of service provided (Nieamah, 2016).

The indicators or dimension contained in customer complaint service are as follows: 1) Compensation and rewards: This dimension encompasses an assessment of the organization's capacity to offer remuneration or incentives to customers as a means of expressing remorse or gratitude for the inconvenience encountered as a result of the issue. Sufficient remuneration has the potential to enhance client relationships and mitigate the risk of future business attrition; 2) Follow-up: This metric assesses the degree to which the organization engages in post-complaint follow-up activities, encompassing efforts to prevent the recurrence of similar issues in subsequent instances. This subsequent phase encompasses an internal assessment, enhancement of processes, and provision of employee training in order to mitigate the recurrence of comparable issues; 3) The dimension under consideration pertains to the assessment of the availability and accessibility of diverse communication channels utilized by consumers to express their grievances. These channels encompass telephone, email, online forms, and social media platforms. The likelihood of customers promptly lodging complaints is positively correlated with the ease of access to these communication channels; and 4) The indicator of responsiveness to complaints assesses the promptness and efficiency with which the company addresses each complaint lodged by its customers. A prompt answer conveys the perception that the organization demonstrates attentiveness and concern towards the challenges encountered by its consumers (Marta, 2019).

Customer complaint service variables have been studied by previous researchers, among others: (Nieamah, 2016), (Adrianto, 2015), (Marta, 2019).

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	Simmlarities with this article	Differences with this article	Basic Hypothesis
1.	(Erlangga et al., 2016)	The speed of check-in counter service and the level of Lion Air check-in counter service on customer satisfaction at Husein Sastranegara International Airport	The influence of check-in counter service speed on consumer satisfaction	The influence of Lion Air check-in counter service levels on consumer satisfaction	H1
2.	(Puspitasari, 2021)	The domestic departure terminal waiting room influences consumer	The influence of the domestic departure terminal waiting room on	The research locus was carried out at Adi	H2

		satisfaction at Adi Soemarmo Airport	consumer satisfaction	Soemarmo Airport	
3.	(Nieamah, 2016)	Customer complaint service in the information unit service influences customer satisfaction at Adi Soemarno Solo Airport	The influence of customer complaint service on consumer satisfaction	The research locus was carried out at Adi Soemarmo Airport in Solo	H3

Discussion

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

1. The Effect of Check In Counter Service Speed on Customer Satisfaction at Soekarno Hatta Airport Departure Terminal 3

The speed of check-in counter service at Soekarno-Hatta Airport Departure Terminal 3 has a substantial and intricate effect on different areas of the customer experience, influencing customer satisfaction. The evaluation of service efficiency at the check-in counter encompasses various crucial elements, including the promptness of the document verification procedure, the efficiency of ticket issuance, the efficiency of luggage handling, and the accessibility of check-in counters. The aforementioned criteria will exert an impact on customer views and happiness with the terminal, encompassing elements such as airport accessibility, cleanliness, WiFi internet quality, and accessibility for individuals with impairments.

The client experience is directly influenced by the speed of the document verification process at the check-in counter. A sluggish verification process might result in the accumulation of lineups, prolong waiting periods, and inconvenience customers. Conversely, in the event that the verification process is executed expeditiously and effectively, passengers would have heightened satisfaction with their airport encounter. The experience of satisfaction will enhance individuals' favorable opinion of airport accessibility, as it will contribute to a more seamless and convenient procedure of entering and exiting the terminal.

Furthermore, the expeditiousness of ticket issuing exerts a substantial influence on client satisfaction. Delays in the ticket issue process can result in disruptions to the check-in procedure, leading to heightened levels of tension and anxiety among passengers. Conversely, expedited ticket issuance can enhance travelers' comfort and satisfaction with their airport experience. Additionally, this will influence their sense of airport cleanliness, as contented passengers prefer to perceive their environment in a more favorable manner. In addition, the management of baggage is an additional determinant that impacts customer satisfaction at Terminal 3. Implementing a streamlined baggage handling procedure will prevent disorder and interruptions in the transportation of passenger luggage. Passengers are likely to experience higher levels of satisfaction when their baggage is effectively managed and delivered punctually to their ultimate destination. The satisfaction experienced by consumers will also have an impact on their perceptions regarding the quality of WiFi internet at the airport. This is due to the fact that customers will have an extended period of time available to connect and utilize internet services while awaiting their departure.

Furthermore, the presence of check-in counters significantly impacts consumer satisfaction at Terminal 3. The presence of an adequate number of check-in counters can enhance the efficiency and expediency of passengers' check-in procedures. This measure is expected to enhance the perception of airport accessibility and bolster customer attitudes about the convenience of utilizing airport amenities. In addition, the efficiency of service provided at the check-in counter can also have an impact on the accessibility of individuals with disabilities. The implementation of a rapid and effective procedure will contribute to the provision of a satisfactory airport experience for all travelers, including individuals with specific requirements.

The efficiency of check-in counter service at Soekarno-Hatta Airport Departure Terminal 3 has a notable influence on customer satisfaction. Customer perceptions of different aspects of the terminal, such as airport accessibility, airport cleanliness, WiFi internet quality, and access for people with disabilities, are directly influenced by factors such as the speed of the document verification process, the speed of ticket issuance, baggage handling, and the availability of check-in counters. Hence, it is imperative for airport management to effectively and efficiently oversee these facets in order to enhance client contentment and bolster Terminal 3's standing as a user-friendly and high-quality airport.

The speed of check-in counter service influences customer satisfaction at Soekarno Hatta Departure Terminal 3, this is in line with previous research conducted by: (Erlangga et al., 2016), (Waris et al., 2018), (Rinaldy et al., 2022).

2. The Influence of Terminal 3 Airport Waiting Room Facilities on Terminal 3 Customer Satisfaction at Soekarno Hatta Airport Departures

The impact of waiting room facilities at Terminal 3 airport on customer satisfaction holds significant importance in enhancing the overall passenger experience at Soekarno-Hatta Airport. The provision of waiting room amenities is crucial in establishing a conducive and enjoyable atmosphere for passengers awaiting their departure. Several key variables have been identified as influential in determining consumer satisfaction within airport waiting rooms. These factors encompass sitting comfort, the availability of food and beverages, accessibility, cleanliness, and orderliness.

The level of customer satisfaction is significantly impacted by the comfort of chairs in the airport waiting room. Providing comfortable seating will enhance travelers' relaxation and improve their overall waiting experience. Soft and ergonomically built chairs can effectively alleviate strain and stress experienced by travelers. Passengers' view of airport accessibility can be positively influenced by their level of comfort experienced in the waiting room, as it suggests that the airport is attentive to their comfort and requirements.

Furthermore, the presence of diverse and high-quality food and beverages within airport waiting areas exerts a substantial influence on consumer happiness. Passengers who are awaiting their departure may require sustenance and beverages in order to occupy their time and meet their physiological requirements. Hence, the selection of high-quality food and beverages is expected to enhance consumer happiness and contribute to a more favorable airport experience. The provision of high-quality food and beverages might enhance customers' impressions of airport cleanliness, as passengers tend to prioritize the cleanliness standards of the establishments where they purchase and eat food.

Moreover, the enhancement of accessibility plays a crucial role in augmenting consumer happiness at Terminal 3. Increased overall customer satisfaction can be achieved by providing facilities that are readily accessible to all travelers, including individuals with special needs or limited mobility. An impeccably planned waiting area, furnished with inclusive amenities like ramps and lifts, will engender a sense of appreciation and recognition among guests. The aforementioned satisfaction will additionally enhance customer attitudes regarding accessibility for individuals with disabilities at the airport, as it will convey the airport's commitment to addressing their specific requirements and limits.

The passenger experience is significantly influenced by the cleanliness and organization of airport lounges. An immaculate and well-organized setting will create a favorable impression on passengers and enhance their contentment. The provision of a clean and tidy waiting space is likely to enhance passengers' sense of comfort and safety, so positively influencing their view of the airport's overall cleanliness. Furthermore, the establishment of a well-organized and well-maintained waiting area would contribute to an

enhanced passenger experience and contribute to the preservation of a serene and tranquil ambiance inside the airport premises.

The waiting room facilities of Terminal 3 airport at Soekarno-Hatta Airport exert a substantial impact on customer satisfaction. The perceptions and experiences of travelers at the airport are directly influenced by various factors, including but not limited to seating comfort, food and beverage options, accessibility, cleanliness, and order. By prioritizing and enhancing the caliber of waiting room amenities, airport administration can augment client contentment and fortify the standing of Soekarno-Hatta Airport as a user-centric, hygienic, and reliable airport.

Terminal 3 airport waiting room facilities influence customer satisfaction at Soekarno Hatta departure terminal 3, this is in line with previous research conducted by: (Awan, 2022), (Saragih & Dyahjatmayanti, 2022), (Tius, 2022).

3. The Effect of Customer Complaint Service on Customer Satisfaction at Soekarno Hatta Airport Departure Terminal 3

This study examines the large and complex impact of customer complaint service on customer satisfaction at Soekarno-Hatta Airport Departure Terminal 3. Customer complaint service encompasses several elements such as remuneration and incentives, subsequent actions, accessibility of complaint numbers, and promptness in addressing concerns. The significance of these characteristics extends beyond customer impressions of service quality at the airport, encompassing specific elements such as airport accessibility, cleanliness, WiFi internet quality, and accessibility for individuals with impairments.

Client happiness is directly influenced by the compensation and rewards provided in response to client complaints. Providing consumers with appropriate recompense or recognition as a means of expressing regret or compensation for the inconvenience encountered would enhance the customer's perception of gratitude and acknowledgment. This sentiment will enhance their favorable image of the airport's cleanliness and accessibility, as consumers will observe the airport's dedication to delivering exceptional service. Furthermore, the subsequent actions taken following the submission of a customer complaint also exert a substantial influence on customer satisfaction. Efficient and prompt follow-up will demonstrate the airport's dedication to addressing customer issues and its commitment to enhancing service quality. Effective follow-up can enhance consumer perceptions regarding the quality of WiFi internet at the airport, as it conveys the airport's commitment to addressing customer complaints and resolving any existing issues.

Moreover, the presence of a complaint number that is unambiguous and readily available to clients is crucial in streamlining the process of submitting complaints. The provision of a complaint number enhances consumer comfort and fosters confidence in the appropriate handling of their problems. This measure will additionally enhance customer attitudes regarding accessibility for individuals with disabilities at the airport, as it will convey the airport's commitment to addressing the communication and accessibility requirements of all patrons. Finally, the level of reactivity towards customer complaints significantly influences the total satisfaction of customers. An expeditious, amiable, and polished reply will create a favorable impression on clients and enhance their confidence in the airport. Effective responsiveness can enhance consumers' views of airport cleanliness by demonstrating a genuine concern for customer input and a steadfast dedication to enhancing service quality.

The customer complaint service at Soekarno-Hatta Airport Departure Terminal 3 exerts a significant impact on customer satisfaction. Customer perceptions of different aspects of the airport, such as airport accessibility, cleanliness, WiFi internet quality, and access for people with disabilities, are directly influenced by factors such as compensation and rewards, follow-up, availability of complaint numbers, and responsiveness to complaints. Hence, it is

imperative for airport management to maintain the optimal functioning and efficiency of their customer complaint service system in order to enhance customer satisfaction and bolster the airport's reputation as a user-friendly, hygienic, and reliable location.

Customer complaint service influences customer satisfaction at Soekarno Hatta Airport Departure Terminal 3, this is in line with previous research conducted by: (Nieamah, 2016), (Adrianto, 2015), (Marta, 2019), (Susanto & Keke, 2020), (Setyawati et al., 2020).

Conceptual Framework

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

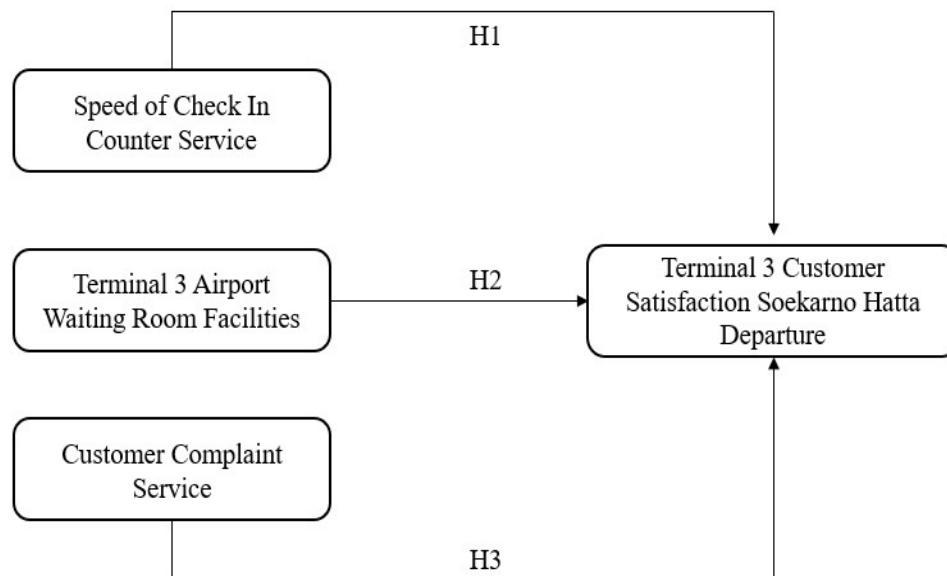


Figure 1. Conceptual Framework

Based on Figure 1 above, the speed of check-in counter service, terminal 3 airport waiting room facilities and customer complaint service influence customer satisfaction at Soekarno Hatta Airport departure terminal 3. However, apart from the variable speed of check-in counter service, terminal 3 airport waiting room facilities and customer complaint service which influence customer satisfaction at Soekarno Hatta Airport departure terminal 3, there are other variables that influence it, including:

- 1) Service Quality: (Ricardianto et al., 2023), (Simarmata et al., 2017), (Ricardianto et al., 2021), (Novianty et al., 2021).
- 2) Airport Cleanliness: (Nissa & Awan, 2022), (Novani & Widadgo, 2022), (Susanto, 2021).
- 3) Airport Security: (Sulistiyono & Olivia, 2015), (Astuty et al., 2023), (Hartono et al., 2020).

CONCLUSION

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

1. The speed of the Check In Counter Service influences Customer Satisfaction at Terminal 3 of Soekarno Hatta Airport.
2. Terminal 3 airport waiting room facilities influence customer satisfaction at Soekarno Hatta departure terminal 3.
3. Customer complaint service influences customer satisfaction at Soekarno Hatta Airport Departure Terminal 3.

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