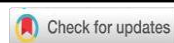


The Influence Of The Quality Of Waiting Room Facilities On Passenger Comfort At Ngloram Cepu Indonesia

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ABSTRACT

Ngloram Cepu Airport Service Unit is one of the airports that acts as a transporter in Blora and its surroundings and for the benefit of oil and gas miners. When the author conducted research at Ngloram Cepu Airport, the author saw that the passenger waiting room facilities still did not support the comfort of passengers when boarding the plane. The passenger waiting room requires special handling and attention. Thus, the author concluded the need to see passenger satisfaction regarding the comfort of the passenger waiting room. The descriptive quantitative research method used in the research methodology is when describing the existing conditions at the research location. Data was obtained through direct observation, literature review and questionnaires. The results of the author's research indicate that the passenger waiting room of Ngloram Cepu Airport still needs improvement and addition. This is done so that passengers can feel comfort and satisfaction. Passengers can then enjoy the services available while at the airport.

INTRODUCTION

As time goes by, technology is now starting to develop and humans are required to do work effectively and efficiently. With the increasing level of population mobility, many people want to travel from one place to another using transportation services that are safe, comfortable, cost-efficient, and fast. Airport facilities are a means to provide airport services by providing adequate facilities (safe and comfortable)(Chonsalasin et al., 2021). This has been regulated in Law Number 1 Year 2009 concerning aviation in article 219.

Facilities are the benchmark for all services offered and have a very big influence on passenger comfort. Because the standard facilities are very easy and comfortable for customers to use the existing place. Facilities are everything in the nature of physical devices provided by service providers for the convenience of passengers(Srijani & Hidayat, 2018; Tedeschi & Sciancalepore, 2019)

Airport facilities can be divided into Land Side and Air Side. The Land Side consists of terminals, curb sides, and vehicle parking lots. While the Air Side is related to take-off activities, as well as landing, which includes runways, taxiways, and aprons. Of these facilities, the researcher's concern is about terminal facilities, especially in the waiting room section of the airport terminal(Adacher & Flamini, 2020; Awoke, 2020).

Comfort and convenience are broad (comprehensive) assessments of one's environment. Humans evaluate environmental conditions based on stimuli that enter through the six senses through the nerves and are digested by the brain for evaluation(Mansi et al., 2021). In this case, not only physical, biological objects are

captured by the eyes, but also sensations, sounds, light, odors, temperature and other stimuli, which are simultaneously captured and then processed by the brain. The brain then gives a relative assessment of whether the room is comfortable or not.(Andi Purnomo, 2015)

Based on the explanation above, the researcher believes that Ngloram Cepu Airport needs to conduct a more comprehensive analysis of infrastructure and infrastructure availability and measure passenger comfort in order to provide adequate service to its users. To find out how Ngloram Cepu Airport facilities can create passenger comfort, a study is needed that can provide an explanation of passenger comfort in the waiting room.

RESEARCH METHOD

Research methodology is the scientific way of collecting data for specific purposes and uses. From there, four key aspects to be considered are scientific method, data, purpose, and utilization.(Nurdiansyah Fajar, 2021). The data collection method employed by the researcher aims to assist the author in gathering information about the influence of the waiting area facilities at Ngloram Cepu Airport.

1. Observation

Observation is a data collection method in which researchers observe the observed phenomena, either directly or indirectly, and record them using observation tools.(Ahsanul Khaq, 2019) Based on the explanation, in this study, observations were conducted by directly visiting the waiting area of Ngloram Cepu Airport while distributing questionnaires to the passengers.

2. Questionnaires

The data collection method using questionnaires is a technique where a set of written questions is provided to respondents for them to answer (Sugiyono, 2018). Consequently, this research has opted to utilize questionnaires or surveys to facilitate data analysis. The questionnaire used is a attitude scale test based on the Likert scale parameters. The questionnaire approach chosen by the author aims to acquire information relevant to the discussed issues.

3. Literature review

Literature review is a crucial step after the researcher has determined the research topic. This process involves gathering materials related to the research from sources such as books and scientific journals(Rosnaeni, 2021). During the literature review, researchers examine regulations and criteria that are considered potentially problematic. They also refer to guidelines and references related to understanding the concepts discussed in the issue. Additionally, there is an explanation of the title of the problem being discussed, along with various viewpoints gathered from different sources compiled by experts.

The data source in research plays a very significant role, as it impacts the quality of the research results. Therefore, the selection of the data source is a primary consideration in determining the data collection technique. These data sources are divided into two types, namely primary data sources and secondary data sources.

A. Research design

The method to be employed in this research is the quantitative method(Choy, 2014;
<https://nesiasains.com/index.php/JNSSc/index>

Yilmaz, 2013). According to (Sugiyono, 2018), quantitative research method is defined as an approach based on positivism philosophy. This method is used to investigate specific populations or samples, with sampling techniques typically being random. Data is collected using research instruments, and data analysis is conducted using a quantitative or statistical approach, with the aim of testing formulated hypotheses. In this research, the approach used is descriptive statistics, which discusses the research results in numerical form. It can be concluded that the quantitative approach is a method in research that utilizes accurate statistical tests to examine hypotheses. Based on the background and problem formulation outlined, this study has chosen the quantitative approach to assess the impact of the Waiting Area Facilities (X) on Passenger Comfort (Y) at Ngloram Cepu Airport.

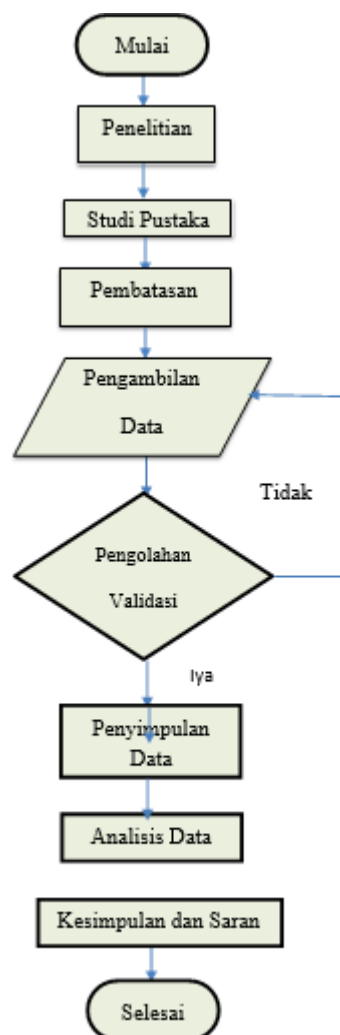


Figure 1. Research Flowchart

B. Research Object

1. Population

In this study, the research subjects consist of passenger data from flights in January to March 2022 when the author collected data. The total number of passengers forming the population is 758 individuals at Ngloram Cepu Airport.

2. Sample

Sample is a method of data collection in which only a small portion of the

population is taken and used to represent the traits and characteristics possessed by the entire population. In this study, the author applies a sampling technique using the Taro Yamane formula(Dewi Ikhsana et al., 2019). The formula is :

$$n = \frac{N}{N.d^2+1}$$

Explanation:

n: Sample size

N: Population size

d: Specified precision

$$\begin{aligned} n &= \frac{N}{N.d^2+1} \\ &= \frac{N}{N.d^2+1} \\ &= \frac{758}{758 \times (0,15^2) + 1} = \frac{758}{758 \times (0,0225) + 1} \\ &= \frac{758}{18,005} \\ &= 41,9 \end{aligned}$$

TOTAL OF RESPONDEN = 42

Therefore, the distribution of research questionnaires was only conducted to 42 respondents who utilized the facilities in the waiting area of Ngloram Cepu Airport.

This study involves two variables, namely the independent variable and the dependent variable. The independent variable in this study is the quality of the waiting room facilities (X), while the dependent variable is the level of comfort perceived by passengers (Y).

The applied analysis method is quantitative descriptive. Quantitative descriptive research is an approach that presents, examines, and explains phenomena using numerical data without the intention of testing specific hypotheses(Sulistyawati & Trinuryono, 2022). After collecting data from the field, the next step is to analyze the data using the Likert scale technique. The Likert scale is a measurement tool used to assess individuals' or groups' perceptions, attitudes, or opinions about a social event or phenomenon, based on the operational definition established by the researcher.(Febtriko & Puspitasari, 2018) This scale falls under the category of psychometric scales and is commonly used in questionnaires, often in descriptive research surveys. In this study, the author employs the Likert scale instrument to assess the level of passenger comfort at Ngloram Cepu Airport

RESULTS AND DISCUSSION

This research was conducted by a researcher at Ngloram Cepu Airport while undergoing On The Job Training (OJT). Additionally, a literature review was also carried out by examining relevant literature and books in accordance with airport user service standards. The data collection method through questionnaires was directed towards 42 randomly selected respondents from visitors and passengers who would be using air transportation at Ngloram Cepu Airport. The purpose of the questionnaire was to gauge passengers' opinions regarding their comfort in the airport waiting area. The results of the questionnaire given to 42 randomly selected respondents indicated that they would be traveling using air transportation at Ngloram Airport.

a. Statement 1

Statement 1 was presented to passengers at Ngloram Airport regarding the WiFi facilities, which enhance passenger comfort. The questionnaire results for Statement 1 are shown in Table 2.

Table 2. The results of Questionnaire Statement 1.

No	Clasification	Responde n
1	Strongly Agree	26
2	Agree	16
3	Netral	0
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 26 = 130$
- Agree : $4 \times 16 = 64$
- Neutral : $3 \times 0 = 0$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 194

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $194 : 210 \times 100 = 92.38$

Based on the percentage index value of 92%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

b. Statement 2

Statement 2 is presented to passengers regarding the availability of a baby nursing area for women in the passenger waiting area, which is very important. The questionnaire results for statement 2 are shown in Table 3 below.

Table 3. The results of Questionnaire Statement 2.

No	Clasificatio n	Responden
1	Strongly Agree	30

2	Agree	11
3	Netral	2
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 30 = 150$
- Agree : $4 \times 11 = 44$
- Neutral : $3 \times 2 = 6$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 200

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $200 : 210 \times 100 = 95.2$

Based on the percentage index value of 95%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

c. Statement 3

Statement 3 was presented to passengers regarding the presence of a smoking area/smoking room in the waiting area of Ngloram Airport. The questionnaire results for Statement 3 are shown in Table 4..

Table 4. The results of Questionnaire Statement 3.

No	Clasification	Responden
1	Strongly Agree	20
2	Agree	15
3	Netral	4
4	Disagree	3
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 20 = 100$
- Agree : $4 \times 15 = 60$
- Neutral : $3 \times 4 = 12$
- Disagree : $2 \times 3 = 6$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 178

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $178 : 210 \times 100 = 84.7$

Based on the percentage index value of 85%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

d. Statement 4

Statement 4 was presented to passengers regarding the importance of having a souvenir kiosk in the waiting area of Ngloram Airport. The questionnaire results for

Statement 4 are shown in the table.

Table 5. The results of Questionnaire Statement 4.

No	Clasification	Responden
1	Strongly Agree	7
2	Agree	23
3	Netral	11
4	Disagree	1
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 7 = 35$
- Agree : $4 \times 23 = 92$
- Neutral : $3 \times 11 = 33$
- Disagree : $2 \times 1 = 2$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 162

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $162 : 210 \times 100 = 77.14$

Based on the percentage index value of 77%, it can be concluded that the respondents "Agree" with the passenger statement.

e. Statement 5

Statement 5 was presented to passengers regarding the presence of a restaurant in the waiting area of Ngloram Airport. The questionnaire results for Statement 5 are shown in Table 6 below.

Table 6. The results of Questionnaire Statement 5.

No	Clasification	Responden
1	Strongly Agree	15
2	Agree	23
3	Netral	4
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 15 = 75$
- Agree : $4 \times 23 = 92$
- Neutral : $3 \times 4 = 12$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 179

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $179 : 210 \times 100 = 85.23$

Based on the percentage index value of 85%, it can be concluded that the respondents

"Strongly Agree" with the passenger statement.

f. Statement 6

Statement 6 was presented to passengers regarding the importance of adjusting the room temperature to the outside air temperature at the airport. The questionnaire results for Statement 6 are shown in Table.

Table 7. The results of Questionnaire Statement 6.

No	Clasification	Responden
1	Strongly Agree	15
2	Agree	22
3	Netral	5
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 15 = 75$
- Agree : $4 \times 22 = 88$
- Neutral : $3 \times 5 = 15$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 178

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $178 : 210 \times 100 = 84.76$

Based on the percentage index value of 85%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

g. Statement 7

Statement 7 was presented to passengers regarding the presence of a convenience store kiosk in the waiting area of Ngloram Airport. The questionnaire results for Statement 7 are shown in Table 8 below.

Table 8. The results of Questionnaire Statement 7.

No	Clasification	Responden
1	Strongly Agree	16
2	Agree	22
3	Netral	4
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 16 = 130$
- Agree : $4 \times 22 = 88$
- Neutral : $3 \times 4 = 12$
- Disagree : $2 \times 0 = 0$

- Strongly Disagree : $1 \times 0 = 0$

Total Score = 180

$$X = 5 \times 42 = 210 \quad Y = 1 \times 42 = 42$$

$$\text{Indices (\%)}: 180 : 210 \times 100 = 85.71$$

Based on the percentage index value of 86%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

h. Statement 8

Statement 8 was presented to passengers regarding the presence of a dedicated children's play area, which can enhance passenger comfort in the waiting area of Ngloram Airport. The questionnaire results for Statement 8 are as follows.

Table 9. The results of Questionnaire Statement 8.

No	Clasification	Responden
1	Strongly Agree	12
2	Agree	15
3	Netral	15
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 12 = 60$

- Agree : $4 \times 15 = 60$

- Neutral : $3 \times 15 = 45$

- Disagree : $2 \times 0 = 0$

- Strongly Disagree : $1 \times 0 = 0$

Total Score = 165

$$X = 5 \times 42 = 210 \quad Y = 1 \times 42 = 42$$

$$\text{Indices (\%)}: 165 : 210 \times 100 = 78.5$$

Based on the percentage index value of 79%, it can be concluded that the respondents "Agree" with the passenger statement.

i. Statement 9

Statement 9 was presented to passengers regarding the presence of dedicated disability-friendly restroom facilities in the waiting area of Ngloram Airport, which would greatly assist passengers in need. The questionnaire results for Statement 9 are shown in below.

Table 10. The results of Questionnaire Statement 9.

No	Clasification	Responden
1	Strongly Agree	33
2	Agree	9
3	Netral	0
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 33 = 165$
- Agree : $4 \times 9 = 36$
- Neutral : $3 \times 0 = 0$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 201

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $201 : 210 \times 100 = 95$

Based on the percentage index value of 95%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

j. Statement 10

Statement 10 was presented to passengers regarding the availability of priority seats for disabled and elderly users in the waiting area of Ngloram Airport. The questionnaire results for Statement 10 are shown in Table 11 below.

Table 11. The results of Questionnaire Statement 10.

No	Clasification	Responden
1	Strongly Agree	30
2	Agree	9
3	Netral	3
4	Disagree	0
5	Strongly Disagree	0

Values:

- Strongly Agree : $5 \times 30 = 150$
- Agree : $4 \times 9 = 36$
- Neutral : $3 \times 3 = 9$
- Disagree : $2 \times 0 = 0$
- Strongly Disagree : $1 \times 0 = 0$

Total Score = 195

$X = 5 \times 42 = 210$ $Y = 1 \times 42 = 42$

Indices (%): $195 : 210 \times 100 = 92.8$

Based on the percentage index value of 93%, it can be concluded that the respondents "Strongly Agree" with the passenger statement.

The following is the data regarding the Variable (waiting area facilities) and the Variable (passenger comfort) obtained from calculations using a Likert scale.

Variabel X	194	200	178	162	179
Variabel Y	178	180	165	201	195

X	Y	Ranking X	Ranking Y	D	d ²
194	178	2	4	-2	4
200	180	1	3	-2	4
178	165	4	5	-1	1
162	201	5	1	4	8
179	195	3	2	1	1
Amount					18

$$\begin{aligned}
 r_s &= 1 - \frac{6 \sum d^2}{n(n^2-1)} \\
 &= 1 - \frac{6 \times 18}{5(5^2-1)} \\
 &= 1 - \frac{6 \times 18}{5 \times 24} \\
 &= 1 - \frac{108}{120} \\
 &= 1 - 0,9 \\
 &= 0,9 \text{ (the high and strong corelation)}
 \end{aligned}$$

The calculation results indicate a Correlation Coefficient of 0.9, demonstrating a strong and positive relationship between variable X and variable Y. With no negative scores resulting from these findings, it can be concluded that improvements in the waiting area facilities will have a positive impact on passenger comfort. This means that when variable X increases (improvement in waiting area facilities), variable Y (passenger comfort) will also increase.

Based on the results of Questionnaire

- Based on 42 respondents, 92% or strongly agree that the WiFi facilities at Ngloram Airport enhance passenger comfort.
- Based on 42 respondents, 95% or strongly agree that having a baby nursing room for women in the passenger waiting area is very important.
- Based on 42 respondents, 85% or strongly agree that having a smoking area/smoking room in the waiting area of Ngloram Airport is important.
- Based on 42 respondents, 77% agree that the presence of a souvenir kiosk in the waiting area of Ngloram Airport is important.
- Based on 42 respondents, 85% or strongly agree that having a restaurant in the waiting area of Ngloram Airport is important.

- f. Based on 42 respondents, 85% or strongly agree that adjusting the room temperature to match the outside air temperature at the airport is quite important.
- g. Based on 42 respondents, 86% or strongly agree that having a convenience store kiosk in the waiting area of Ngloram Airport is important.
- h. Based on 42 respondents, 79% agree that having a dedicated children's play area can enhance passenger comfort in the waiting area of Ngloram Airport.
- i. Based on 42 respondents, 95% or strongly agree that having dedicated disability-friendly restroom facilities in the waiting area of Ngloram Airport will greatly assist passengers in need.
- j. Based on 42 respondents, 93% or strongly agree that priority seating for disabled and elderly users in the waiting area of Ngloram Airport is important.

Based on observational data, it can be concluded that the waiting area facilities at Ngloram Cepu Airport are adequate, but they still require further improvement and addition of facilities to enhance passenger comfort and satisfaction. This aligns with the provisions of Regulation No. 14 of 2017 on respondent satisfaction that has been distributed or implemented. The facilities at the airport can be enhanced and optimized in the future to meet the needs of passengers and visitors who wish to visit the airport.

CONCLUSION

Based on the results of the conducted research. The following conclusions can be drawn:

- a. Based on the above discussion, passengers at Ngloram Cepu Airport responded positively to the provided facilities. As time goes on, people are increasingly opting to use air travel because it is considered more effective and efficient. Therefore, the facilities at Ngloram Airport significantly impact the comfort of passengers and visitors while at the airport.
- b. Facilities at Ngloram Airport still require improvement and additions, such as providing WiFi, a designated smoking area, a nursing room, and a convenience store, to enhance the comfort and satisfaction of passengers when using air transportation or being at the airport.
- c. The questionnaire results from passengers indicate that the waiting area facilities at Ngloram Airport still need improvements and additions to become better in the future. The positive response from passengers who agree with efforts to enhance and add facilities in the waiting area at Ngloram Airport has a significant impact on passenger comfort.

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