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The Impact of Domestic Departure Terminal Waiting Room Amenities On Passenger Satisfaction at Minangkabau Padang International Airport

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ABSTRACT
This study aims to analyze the influence and relationship of waiting room facilities on passenger satisfaction at Minangkabau International Airport. The quantitative descriptive method was used with X variables (waiting room facilities) and Y variables (passenger satisfaction). Data was obtained through observation, survey, and literature study, using a questionnaire with 78 respondents. Data analysis was carried out with the correlation test, T test, simple regression test, and coefficient of determination test using SPSS. The results showed a very strong relationship (0.815) between facilities and satisfaction, with an R square of 73%. Improved facilities and regular maintenance are needed to maintain passenger satisfaction standards.

INTRODUCTION

The seat of West Sumatra province in Indonesia, Padang is the biggest city on Sumatra Island's west coast. Indonesia's western entryway to the Indian Ocean is located in this city. According to Central Bureau of Statistics (BPS) data from 2023, Padang has 928,541 residents. Geographically, the city of Padang extends 68 km to the south and includes a range of hills called Bukit Barisan that is 486 km2long (including rivers). Because of the combination of these two places, Padang City has an extremely lovely and alluring natural environment. In light of this, many consider Padang to be one of the most well-liked travel spots in Sumatra.

Minangkabau International Airport air transportation data from January - October 2023 reached 1,997,971 people. The number of domestic passenger departures is 2000 - 2500 people per day with passengers at peak hours ranging from 300- 400 people. From the number of passengers who will depart here, the waiting room is a place where passengers have to wait before boarding. According to (Tius, 2022) the waiting room at the airport is a central point in the passenger's journey, where the facilities provided can affect their view of the overall quality and standard of airport services. Marketing is widely recognized and appealing to people of all ages, regardless of what is being offered—whether it's goods, services, properties, places, activities and events, news, ideas, organizations, or stores, Chinsuvapala, P. (2017). Satisfying passengers at the airport has been the cornerstone for airlines and airports in air transport service. Mtafya, R., & Mutalemwa, D. (2024).

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In PM 41 of 2023 Chapter II PasaI 13 and 14 respectively states that the standard of service to passengers is in the departure lounge, and its services include: room temperature conditioning, light conditioning, ease of luggage transportation, cleanliness, information services, toilets, lactation rooms (nursery) and facilities for users with special needs. Meanwhile, Chapter I Section 1 states that the service standards provided include elements of quality, speed, convenience, affordability and measurability. That customer satisfaction at Terminal 3 of Soekarno-Hatta Airport is influenced by three main factors, namely the speed of service at the check-in counter, the quality of waiting room facilities, and the effectiveness of complaint handling services, Karyono, A. B., & Simarmata, J. (2024).
Based on the data of domestic departure waiting room facilities from the Terminal Inspection Service (TIS) unit, the following data distribution is obtained: 827 seats for normal people, 56 seats for disabled people, 2 units of mushoIIa, 23 units of toiIet, 4 units of disabled toiIet, 2 units of breastfeeding room, 8 units of charging station, 9 units of computer station, 2 units of game station, 9 units of information service, 13 units of television, 14 units of food & beverage tenants, 1 unit of kidszone, free wi-fi/internet, 1 smoking area and 1 lounge room.

Convenience is an additional feature that ensures clients can easily access services and understand information. Quality and speed are essential service processes for offering quick and responsive services. Additionally, the design places a strong emphasis on affordability so that everyone in society may use it. The entire caliber of the service is meticulously gauged, thoroughly assessed, and afforded avenues for client feedback to facilitate ongoing enhancement. Consequently, in order to achieve passenger satisfaction criteria while in the waiting area, the aforementioned items must be included in the passenger service standards.

Based on the results of the 2023 survey by the Terminal Inspection Service (TIS) unit regarding passenger satisfaction, it appears that there are several facilities in the waiting room that have not yet reached the passenger satisfaction target. Facilities such as kidszone, nursery room, charging station, and smoking room. The study's goal was to ascertain the link, influence and significance value of amenities in the waiting areas for satisfied customers at Minangkabau International Airport.

RESEARCH METHOD

Satisfaction Level Measurement

Monitoring the level of satisfaction with customers is an important thing for each institution to pay attention to on an ongoing basis. The results of customer perceptions of this monitoring can provide 4 valuable feedback and input for implementing strategies

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to improve service quality. Customer satisfaction can be measured using various methods and techniques, which help organization.

Research Data

Data is defined by the Big Indonesian Dictionary (KBBI) as actual material or information that can serve as the foundation for a study's analysis or conclusion. Information that is computer-processable, such as digital representations of text, numbers, graphics, or sounds, is referred to as data. states that there are two ways in which data can be interpreted: either as pure facts that haven't been altered, manipulated, or given any interpretation—just arranged in a certain statistical systematics—or as factual information (like measurements or statistics) that is used as a foundation for discussion, reasoning, or calculation, like in scientific research. The organization could be done in a chronological (time).

Research Variables

The waiting room facility is identified by the researcher as the independent variable (variable x) during the data collection process. The response or output variable is the dependent variable. Description:

1. Independent variables are those that (may) produce, affect, or have an effect on outcomes, according to Creswell (2013). In the meantime, independent variables are those that have a positive or negative impact on the dependent variable. The variables in the domestic departure terminal waiting room facilities at Minangkabau International Airport are the independent variables in this study (Variable X).
2. Also referred to as the variable that the independent variable influences, the dependent variable is the outcome of the independent variable. Moreover, the dependent variable is one whose existence is impacted by other factors, according to Widiyanto (2013). Passenger pleasure is the dependent variable in this study (Variable Y).

Population, Sample, Research Object

1. **Population**

   The research object for this study was obtained from air transportation data at Minangkabau International Airport during peak hours in January and February of 2023–2024, when the author acquired the data. 350 passengers operated flights at Minangkabau International Airport during peak hours, according to passenger data used as a population
2. **Sample**

   According to Sugiyono (2019), a sample is defined as a subset of the population that includes its size and makeup. In contrast, it refers to a portion of the statistical population in the Big Indonesian Dictionary whose features are examined in order to gather data, either fully or in part, that represents the group (sample). Using the Taro Yamane formula, a sample of 78 passengers using passenger aircraft services at

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Minangkabau Padang International Airport was attempted to be collected for this study.

3. **Research Object**

An object is defined as something that is the focus of study or attention in the Big Indonesian Dictionary. (Sugiyono, 2019) defines a research object as an attribute, trait, or value of individuals, things, or activities with specific variations chosen by researchers for examination and subsequent conclusion-making. Therefore, the waiting room amenities at Minangkabau Padang International Airport's domestic departure terminal are the subject of this study by researchers.

Methods of Gathering Data and Research Tools

As per Sugiyono (2019), there are multiple situations, sources, and methods in which data gathering strategies can be employed. When considered from the perspective of the environment, data can be gathered in a variety of locations, including natural **settings,** laboratories using experimental techniques, homes with different respondents, seminars, discussions, and other places. From the perspective of the data source, the researcher gathers information through survey, literature review, and observation.

1. **Review of Literature**

literature review is a crucial stage that follows the determination of a research topic by the researcher. This involves investigating relevant theories linked to the topic under investigation. Researchers will comb through relevant literature to gather as much information as they can in their search for theories. Books, journals, magazines, research findings (theses and dissertations), and other relevant sources (the internet, newspapers, etc.) can all be used as sources for literature. The regulations and requirements to review the things that are thought to be the cause of the problem, as well as guidelines and references regarding the understanding contained in the discussion of the problem, are all part of the literature study that the researcher conducted. This includes a description of the title of the problem raised along with several expert opinions that have been edited.

2. **Observation**

According to the Big Indonesian Dictionary, observation refers to close examination or observation. (Bungin, 2015) states that observation is a technique for gathering research data by sensing and observation. Observation serves the objective of providing a description of the environment under study, the activities occurring, the participants, and the significance of the events as perceived by the people involved. Direct observation of the scene was conducted in order to gather data for the study's purpose, which is to ascertain how waiting room amenities affect patron satisfaction at Minangkabau Padang International Airport during researchers' On The Job Training (OJT) activities from December 11, 2023, to March 1, 2024.

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Research Instruments

1. **Test of Validity**

   Validity, according to Sujarweni (2015), is a metric that illustrates an instrument's various degrees of validity. The measure of a sampling technique's validity or authenticity is called validity. The purpose of this validity test was to determine the validity of the questionnaire that was created. This study's validity test methodology makes use of the SPSS computer program and the Corrected Item-Total Corelation algorithm. The Statistical Item-Total output in the Corrected Item-Total Correlation column displays the correlation results from this test. The value is then compared with the r table value at the 0.05 significance level.

2. **Test of Reliability**

   (Ghozali, 2018) states that if a respondent's response to a certain item is constant or stable throughout time, the questionnaire is deemed credible. A study is also regarded as reliable if its Cronbach's Alpha value is greater than 0.70; if it is less than 0.70, the study is seen as less credible.

3. **Test of Normalcy**

   The normality test, according to Ghozali (2018), is used to determine if the independent and dependent data in a regression model have a normal or abnormal distribution. The results of the data test will be lower if the data are not regularly distributed. The One Sample Kolmogorov Smirnov test can be used to evaluate the normality of the data, assuming that the data has a normal distribution if the significance value is more than 5% or 0.05. In the meantime, the data do not have a normal distribution if the One Sample Kolmogorov Smirnov test results yield a significant value less than 5% or 0.05.

4. **Correlation Test**

   Correlation analysis is used for hypothesis testing following the completion of the linearity and normalcy tests. In order to ascertain the association between two variables, Spearman's Rank Correlation Coefficient correlation, also known as Spearman's rho, is used in hypothesis analysis in this study. A statistical test to test two variables with ordinal data, or one variable with ordinal data and the other nominal or ratio, is the Spearman's Rank Correlation Coefficient Test.

5. **Simple Regression Analysis Test**

   Regression analysis, according to Handhoko (2016), is a type of analysis that looks at the connection between two variables. The dependent variable (Y) and the independent variable (X) are linked variables. Simple regression analysis can be performed if there is only one independent variable; multiple linear regression analysis is typically utilized when there are numerous independent variables. One independent variable association and one dependent variable were examined in this study using basic linear regression analysis.

6. **T test**

   According to Suharsimi Arikunto (2013), the T test is utilized to demonstrate the extent to which a single explanatory variable contributes to the explanation of the dependent variables. The goal of this study is to ascertain the degree to which aviation security

facilities affect security at the cargo terminal at Minangkabau International Airport. If sig < α (0.05), then there is a significant effect in the T test. T-test research testing is done under the following circumstances, with a 95% confidence level: 1) If T count is greater than t table (0.05), then the hypothesis is validated. 2) There is no support for the hypothesis if T count is less than t table (0.05).

7. **Coefficient of Determination**

   The coefficient of determination (R2) test is used to estimate and forecast the relative importance of the contribution of the independent factors' combined influence on the dependent variable. The range of the coefficient of determination is 0 to 1. Nearly all of the information required to forecast the dependent variable is provided by the independent variables if the value is near to 1. On the other hand, if the R2 value decreases, it indicates that the independent factors' capacity to explain the dependent variable

RESULTS AND DISCUSSION

Review of the Literature and Observation

ANNEX 9 on "Facilitation International Standards and Recommended Practices," PM 41 of 2023 on airport service user service standards, and PERMENPAN RB 17 of 2017 on Guidelines for Performance Assessment of Public Service Delivery Units comprise the literature study for this research. Processed data from the customer service index (CSI) survey, which was carried out by the Terminal Inspection Service (TIS) unit in 2023, is used as supporting data in this study. Researchers' observations from their On the Job Training, which took place from December 11, 2023 to February 29, 2024, indicate that amenities like the kids' zone, nursery, charging station, and smoking room have not yet met the passenger satisfaction target and must be improved in order to meet the goal.

Finding Data

Primary data were used in this investigation. In order to collect primary data for this study, questionnaires were sent out directly. 78 respondents who use the amenities in the domestic departure terminal waiting area at Minangkabau International Airport are the target audience for this questionnaire data collection method. The respondents will get 26 written statements using a Likert Scale format. For each statement, they will be asked to select the response they believe is most appropriate.

Results of Validity Test

Making sure a study instrument measures precisely what it is supposed to measure is known as validity testing. We examine the degree to which the instrument accurately reflects the idea or variable under study in the validity test, yielding results. The validity, reliability, and validity of each questionnaire's statement items are to be ascertained by employing the validity test. The validity test needs to be completed before the questionnaire is given to respondents.

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Since all Pearson values are greater than r table (df = 78-2 = 76; sig = 5%) of 0.2227, all indicators are considered valid. The comparison between Table R count and Table yielded the following results.

Table 1. Validity Test Results Corrected Item-Total Correlation Variable X

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
X_1	51.50	36.045	.759	.	.929
X_2	51.50	36.149	.771	.	.929
X_3	51.68	36.299	.697	.	.931
X_4	51.56	36.431	.709	.	.931
X_5	51.38	37.720	.626	.	.933
X_6	51.51	35.967	.750	.	.929
X_7	51.56	36.041	.737	.	.930
X_8	51.50	37.656	.530	.	.937
X_9	51.50	36.149	.771	.	.929
X_10	51.68	36.299	.697	.	.931
X_11	51.56	36.431	.709	.	.931
X_12	51.38	37.720	.626	.	.933
X_13	51.51	35.967	.750	.	.929

Table 2. VaIidity Test Results Corrected Item-TotaI Correlation Variable Y

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
Y_1	51.38	35.097	.642	.	.923
Y_2	51.58	33.624	.742	.	.919
Y_3	51.47	34.954	.647	.	.922
Y_4	51.50	33.240	.747	.	.919
Y_5	51.64	34.311	.650	.	.922
Y_6	51.68	33.883	.662	.	.922
Y_7	51.72	34.465	.586	.	.925
Y_8	51.62	33.980	.662	.	.922
Y_9	51.58	33.624	.742	.	.919
Y_10	51.47	34.954	.647	.	.922
Y_11	51.50	33.240	.747	.	.919
Y_12	51.64	34.311	.650	.	.922
Y_13	51.68	33.883	.662	.	.922

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After analysis with the aid of SPSS (Statistical Product and Service Solutions) software, the computed r value is obtained. The questionnaire statement items for variable x and variable y are deemed genuine since it is known that the estimated r value produced is greater than the r table value of 0.2227.

Reliability Test

A questionnaire measuring instrument with indicators of variables or constructs is called a reliability test. When someone answers a questionnaire in a way that is constant or steady over time, it is deemed reliable. When a variable is carried out with dependability, it offers a Value of Cronbach's Alpha > 0.6.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,936	0,936	13

Figure 1. Cronbach's Alpha Reliability Test Results Variable X

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,927	0,927	13

Figure 2. Cronbach's Alpha Reliability Test Results Variable Y

Referring to the output table generated from the SPSS application, it is known that the Cronbach's Alpha value of the X variable is 0.936 and the Cronbach's Alpha value of the Y variable is 0.927. After the calculation, it can be said that the questionnaire submitted is proven to be reliable because the results obtained are (>) 0.6.

Normality Test

The purpose of the normality test is to determine whether or not the independent and dependent variables in the regression model have a normal distribution. The Kolmogorov-Smirnov approach can be applied to the data normalcy test. Analyzing the significant value of a data set is the final step in determining whether or not it follows a normal distribution. The variable is regularly distributed if significant is greater than 0.05, and vice versa. The variable is not regularly distributed if significant <0.05.

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One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		78
Normal Parameters[a,b]	Mean	0,0000000
	Std. Deviation	3,38383181
Most Extreme Differences	Absolute	0,097
	Positive	0,097
	Negative	-0,051
Test Statistic		0,097
Asymp. Sig. (2-tailed)		.054[c]
a. Test distribution is Normal.		
b. Calculated from data.		
c. Lilliefors Significance Correction.		

Figure 3. Normality Test Results KoImogorov Smirnov Method

Significance in the KoImogorov Smirnov test obtained after being analyzed using SPSS software assistance, it is known that the significant value obtained is 0.20 and> 0.05. So it can be obtained that the residual values are normally distributed.

Correlation Test

When each variable linked by the data is ordinal and the data sources across variables are not required to be identical, the correlation test is used to determine the degree of linkage or evaluate the relevance of the associative hypothesis. Correlation tests are used by researchers to determine the link between two variables. The Spearman Rank Correlation Test is used in this statistical test since it is non-parametric due to the limited sample size. From the table above, the relationship between the independent variable (X) and the

Correlations				
			X	Y
Spearman's rho	X	Correlation Coefficient	1,000	.815**
		Sig. (2-tailed)		0,000
		N	78	78
	Y	Correlation Coefficient	.815**	1,000
		Sig. (2-tailed)	0,000	
		N	78	78
**. Correlation is significant at the 0.01 level (2-tailed).				

dependent variable (Y) based on the Rank Spearman coefficient table has a coefficient interval value of 0.815 (very strong relationship). So the waiting room facilities of the domestic departure terminal have a very strong relationship with passenger satisfaction at Minangkabau International Airport.

T-test

The T test measures the extent to which one independent variable, x, may fully or substantially explain a dependent variable, y. The facilities for evaluating the hypothesis in the event that the t table is smaller (<) than the probability value of significance. The dependent variable, y, can then be considered to be significantly impacted by an independent variable, x (Sujarweni, 2015).

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The distribution of t table values, with the formula t table = t (a/2; n - k - 1), contains the t table value. The number of samples (n), the number of independent variables (k), and the significance level (a) are represented by the values. table = (/2; - - 1)
table = (0.05/2; 78 - 1 - 1)
table = (0.025; 76)
t table = 1.668

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	8,286	3,218		2,575	0,012
	X	0,850	0,057	0,855	14,810	0,000

a. Dependent Variable: Kepuasan Penumpang

Figure 5. T-test result

T value testing is obtained after being analyzed using software assistance. It is known that the significance value obtained is 0.00 <0.05 and the calculated t value is 14.810 (>) from the t table value of 1.668. So it can be concluded for variable X has a strong influence on variable Y.

Simple Linear Regression Test

Because this study sought to establish a relationship between a single independent variable and a dependent variable, researchers employed a basic regression analysis test. Simple regression analysis uses a linear relationship between the variables, meaning that when variable X changes, variable Y will also change permanently. Afterwards, the analysis calculating findings will be finalized in order to ascertain the success or failure of the research project undertaken by the researchers. A regression equation will represent the outcomes of the regression analysis test. This regression equation influences other variables by acting as a variable prediction function.

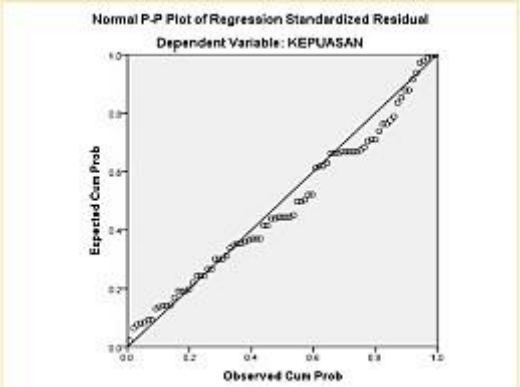

Figure 6. Simple linear Regression Test Results

Referring to the table above, the results of the simple linear regression test obtained the regression equation is as follows:
Y = a + bX.
Y = 8.286 + 0.850 X

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The following are the findings from the aforementioned basic linear regression equation:

1. The constant's (α) value is 8.286. This indicates that the value of passenger satisfaction (Y) will be 8.286 units if the X variable has a value of 0.
2. The X variable's regression coefficient is 0.850. According to this HaI, there will be an 8.50% increase in variable Y's value for every unit increase in variable X.
3. Since the regression coefficient is positive, it can be said that variable X has a positive influence on variable Y; that is, the more the quality of the waiting room amenities at Minangkabau International Airport rises, the more satisfied passengers are.

Coefficient of Determination Test

A coefficient that indicates the size of the percentage of independent variables is the coefficient of determination (R). The Model Summary table's Adjusted R Square section displays the findings of this coefficient of determination test. The findings of the study's coefficient of determination are shown below:

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.855[a]	0,730	0,727	3,405

a. Predictors: (Constant), Fasilitas Ruang Tunggu

b. Dependent Variable: Kepuasan Penumpang

Figure 7. Coefficient of determination Test

Referring to the table above, the coefficient of correlation (R) of 0.855 is obtained, which indicates that there is a significant correlation between the independent variables and the dependent variable, because the R value refers to 1, which means the value of the independent variables. More than 73% of the variance of the dependent variable can be explained by the independent variables in the mode. The value means that 73% of the independent variables (X) can explain the dependent variable (Y). Therefore, it can be concluded that the separate waiting room facilities have an influence of 73% on the good response of passengers.

CONCLUSION

The magnitude of the influence of the waiting room facilities of the domestic departure terminal of Minangkabau Airport on the good response of passengers can be seen from the coefficient of determination test of 73%. This indicates that comfort. Then in the waiting room can significantly increase passenger satisfaction. Adequate facilities make passengers feel valued and increase positive perceptions of the services provided by terminal organizers. Therefore, it is important to think about the service to passengers through the facilities available in this case, namely the waiting room.

The survey results show that passengers in the waiting room of the domestic departure terminal of Minangkabau Airport give a high assessment of the various facilities provided. The questionnaire containing questions on variable X (waiting room facilities) received an average percentage of 85.8% and variable Y (passenger satisfaction) received an average percentage of 85.9%. This shows that passengers agree that there is a need to improve facilities in the waiting room in order to meet passenger satisfaction standards according to PM 41 of 2023.

The impact of the quality of waiting room facilities has a strong influence on passenger decisions to use services at Minangkabau Airport. Where between variable X and variable Y has a very strong relationship correlation with an interval coefficient of 0.815. This is supported by the results of the T test which obtained a significance value of 0.00 (<) 0.05 and the calculated t value of 14.810 is greater (>) than the t table value of 1.668. So variable X has a strong influence on variable Y. Improving the quality of waiting room facilities is one of the important priorities for the management of terminal to improve passenger safety. Thus, these terminal can achieve a higher level of passenger satisfaction and provide more optimal services.

The findings of the research and analysis allow for the following recommendations to be made:

1. The kids zone, nursery room, charging station, and smoking room at the domestic departure terminal waiting room service facilities at Minangkabau Airport require upgrading in a few areas.
2. In order to guarantee that quality standards are consistently upheld, supervision and upkeep are required. Some examples of this include creating routine routines and checklists for employees who examine the amenities offered in the Minangkabau Airport waiting area.
3. It is envisaged that this study will serve as a guide for younger siblings in their future development by delving deeper into facilities and utilizing a wider range of techniques, variables, and samples.

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