

**Pengaruh Kinerja Petugas Check-In Counter Citilink Terhadap Kepuasan Penumpang Di Yogyakarta International Airport.** Skripsi. Diploma IV Manajemen Transportasi Udara, Jenjang Sarjana, Program Diploma IV, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta. Pembimbing: Teguh Ariebowo, M.Hum.

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**INTISARI**

Penelitian ini ditulis untuk mengetahui pengaruh kinerja petugas check-in counter Maskapai Citilink terhadap kepuasan penumpang di Yogyakarta International Airport, judul penelitian berangkat dari pengalaman pribadi penulis pada saat magang. Kualitas kinerja petugas check-in counter Maskapai Citilink dalam bidang jasa sangat diperhitungkan, karena kualitas kinerja check-in counter berdampak pada kepuasan yang dirasakan oleh penumpang. Hasil penelitian ini dapat digunakan sebagai masukan dalam rangka meningkatkan kinerja petugas check-in counter Maskapai Citilink dan meningkatkan strategi terintegrasi dalam perencanaan sumber daya manusia yang efektif. Oleh karena itu, perlu adanya kinerja dan layanan sumber daya manusia yang lebih baik di dalam pengelolaan bandara sehingga, lebih efisien dalam melayani penumpang.

Penelitian ini ingin mengetahui pengaruh kinerja petugas check-in counter Maskapai Citilink terhadap kepuasan penumpang di Yogyakarta International Airport maka, penelitian ini menggunakan desain penelitian kuantitatif dengan sampel penumpang Maskapai Citilink. Sampel sumber data dipilih dengan menggunakan purposive sampling yang termasuk kedalam non probability sampling. Peneliti menggunakan kuesioner untuk instrument penelitian dan membutuhkan sampel sebanyak 100 responden. Hasil dari pengumpulan data akan diolah menggunakan SPSS untuk mendapatkan hasil.

Hasil penelitian menunjukkan bahwa, terdapat pengaruh yang cukup signifikan yaitu sebesar 7,9 % dari kinerja petugas check-in counter maskapai Citilink terhadap kepuasan penumpang. Setiap penambahan 1% kinerja petugas check-in counter (X) maka kepuasan penumpang akan meningkat sebesar 0,451. Dikarenakan koefisien regresi bernilai positif, maka setiap penambahan atau kinerja petugas check-in counter akan membawa pengaruh positif terhadap kepuasan penumpang.

**Kata Kunci:** kinerja, petugas check-in counter, kepuasan penumpang.

**The Effect Of Citilink Check-In Counter Performance On Passenger Satisfaction In Yogyakarta International.** Essay. Diploma IV Study Air Transportation Management. Program, Bachelor Degree, Diploma IV Program, College of Aerospace Technology Yogyakarta. Advisor: Teguh Ariebowo, M.Hum

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**ABSTRACT**

This study was written to determine the effect of the performance of the Citilink airline check-in counter officers on passenger satisfaction at Yogyakarta International Airport, the title of the study departs from the author's personal experience during the internship. The performance quality of Citilink Airlines check-in counter officers in the service sector is very much taken into account, because the quality of the check-in counter performance has an impact on the satisfaction felt by passengers. The results of this study can be used as input in order to improve the performance of Citilink Airlines check-in officers and improve the integrated strategy in effective human resource planning. Therefore, it is necessary to have better human resource performance and services in airport management thus, it is more efficient in serving passengers.

This study wants to determine the effect of the performance of the Citilink airline check-in counter officers on passenger satisfaction at Yogyakarta International Airport. This study uses a quantitative research design with a sample of Citilink airline passengers. The data source sample was selected using purposive sampling which is included in the non probability sampling. Researchers used a questionnaire for the research instrument and required a sample of 100 respondents. The results of data collection will be processed using SPSS to obtain results.

The results showed that there was a significant effect of 7.9% of the performance of the Citilink Airline check-in counter officers on passenger satisfaction. For every 1% increase in the performance of the check-in counter officer (X), passenger satisfaction will increase by 0.451. Because the regression coefficient is positive, any addition or performance of check-in counter officers will have a positive effect on passenger satisfaction.

Keywords: performance, check-in counters, passenger satisfaction,