

PENGARUH FASILITAS RUANG TUNGGU TERHADAP KENYAMANAN PENUMPANG DI BANDAR UDARA INTERNASIONAL SUPADIO PONTIANAK

Penulis

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INTI SARI

Perkembangan transportasi udara berkembang pesat di negara Indonesia, hal ini membuat bandar udara terdapat hampir di tiap-tiap kota di Indonesia. Baik bandar udara besar maupun bandar udara kecil menyediakan berbagai fasilitas bagi para penumpang yang menggunakan jasa transportasi udara. Salah satu fasilitas bandar udara yang terkait dengan kenyamanan penumpang ialah fasilitas ruang tunggu. Ruang tunggu tersebut diharuskan memiliki fasilitas-fasilitas penunjang yang nantinya dapat dinikmati secara langsung, sehingga penumpang tidak merasa jenuh saat menunggu penerbangan. Dari hal tersebut peneliti ingin mengetahui pengaruh fasilitas ruang tunggu terhadap kenyamanan penumpang di Bandar Udara Internasional Supadio Pontianak.

Populasi dalam penelitian ini adalah penumpang yang pernah melakukan perjalanan transportasi udara dengan bandar udara asal yaitu Bandar Udara Internasional Supadio Pontianak dengan sampel penelitian berjumlah 100 orang. Instrumen penelitian ini menggunakan angket yang disebarakan secara langsung kepada responden. Analisis data yang digunakan, antara lain Uji Regresi Linear Sederhana, Uji T, dan Uji Determinasi.

Berdasarkan uji regresi yang dilakukan, diperoleh koefisien regresi Variabel Fasilitas Ruang Tunggu sebesar 0,469. Koefisien regresi tersebut bernilai positif, disimpulkan bahwa pengaruh fasilitas ruang tunggu terhadap kenyamanan penumpang di Bandar Udara Internasional Supadio Pontianak bersifat positif. Berdasarkan hasil Uji T yang dilakukan dalam menentukan hipotesis, diperoleh hasil probabilitas signifikan $0,000 < 0,05$ dan hasil $t_{hitung} > t_{tabel}$ yaitu $4,844 > 1,660$ sehingga H_0 ditolak dan H_a diterima. Maka dapat disimpulkan Ada pengaruh signifikan dari fasilitas ruang tunggu terhadap kenyamanan penumpang. Berdasarkan hasil Koefisien Determinasi, maka dapat disimpulkan bahwa besar pengaruh fasilitas ruang tunggu terhadap kenyamanan penumpang di Bandar udara Internasional Supadio Pontianak sebesar 19,3%.

Kata kunci : fasilitas ruang tunggu, kenyamanan penumpang, bandar udara

THE INFLUENCE OF WAITING FACILITIES ON PASSENGER CONVENIENCE AT SUPADIO PONTIANAK INTERNATIONAL AIRPORT

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ABSTRACT

The development of air transportation is growing rapidly in Indonesia, it makes airports there in almost every city in Indonesia. Both large airports and small airports provide various facilities for passengers that use air transportation services. One of the airport facilities related to passenger convenience is the waiting room facility. The waiting room is required to have supporting facilities that can be enjoyed directly, so that passengers do not feel bored while waiting for flights. From this the researcher wants to know the effect of waiting room facilities on passenger convenience at Supadio International Airport, Pontianak.

The population in this study was passengers who had traveled by using air transportation with the original airport, namely Supadio International Airport, Pontianak, with a sample of 100 people. The research instrument used a questionnaire that was distributed directly to respondents. The data analysis used included Simple Linear Regression Test, T Test, and Determination Test.

Based on the regression test conducted, the waiting room facilities variable regression coefficient was 0.469. The regression coefficient is positive. It is concluded that the effect of waiting room facilities on passenger convenience at Supadio Pontianak International Airport is positive. Based on the results of the T test which was carried out in determining the hypothesis, the results obtained a significant probability of $0.000 < 0.05$ and the results of $t_{count} > t_{table}$ were $4.844 > 1,660$ so that H_0 was rejected and H_a was accepted. It can be concluded that there is a significant effect of waiting room facilities on passenger convenience. Based on the results of the coefficient of determination, it can be concluded that the influence of waiting room facilities on passenger convenience at Supadio Pontianak International Airport is 19.3%.

Keywords: waiting room facilities, passenger convenience, airport