

**PENGARUH FASILITAS RUANG TUNGGU TERHADAP  
KENYAMAN PENUMPANG DI BANDAR UDARA  
INTERNASIONAL BANYUWANGI**

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**INTISARI**

Perkembangan ilmu pengetahuan khususnya dibidang kedirgantaraan berkembang dengan cepat. Transportasi udara tidak hanya terpaku kepada pelayanan dan pengembangan transportasi, tetapi juga berupa peningkatan fasilitas kenyamanan para penumpang. Penting bagi penyelenggara bandar udara untuk memenuhi kebutuhan fasilitas yang ada, khususnya diruang tunggu keberangkatan. Penelitian ini bertujuan untuk mengetahui Pengaruh Fasilitas Ruang Tunggu Terhadap Kenyaman Penumpang Di Bandar Udara Internasional Banyuwangi.

Populasi dalam penelitian ini adalah penumpang yang berada diruang tunggu keberangkatan. Penarikan sampel yang diambil sebanyak 90 orang. Teknik analisis data yang digunakan uji validitas, uji reliabilitas, analisis regresi linier sederhana, koefisien determinasi, uji t . Perhitungan ini menggunakan program komputer SPSS versi 15.0 for windows.

Hasil penelitian menyatakan H<sub>0</sub> ditolak dan H<sub>a</sub> diterima. Hal tersebut menunjukkan hasil yang signifikan dari fasilitas ruang tunggu terhadap kenyamanan penumpang di Bandar Udara Internasional Banyuwangi. Data yang diperoleh menunjukkan bahwa kenyamanan penumpang tidak terlepas dari fasilitas yang diberikan oleh pihak penyelenggara. Hasil uji determinasi menunjukkan besar pengaruh fasilitas ruang tunggu terhadap kenyamanan penumpang di Bandar Udara Internasional Banyuwangi adaah sebesar 70,70%. Hal tersebut menyatakan bahwa ada pengaruh antara fasilitas dan kenyamanan ruanag tunggu bandara.

**Kata kunci :** Fasilitas, Ruang tunggu, Kenyamanan, Penumpang

**THE EFFECT OF WAITING FACILITIES ON THE COMFORT  
OF PASSENGERS AT INTERNATIONAL  
AIRPORT BANYUWANGI**

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**ABSTRACT**

The development of science, especially in the field of aerospace, is growing rapidly. Air transportation is not only focused on services and transportation development, but also in the form of improving passenger comfort facilities. It is very important for airport operators to meet the needs of existing facilities, especially in the waiting room for departures. This study aims to determine the effect of waiting room facilities on passenger comfort at international airports Banyuwangi.

The population in this study were passengers who were in the waiting room for departure. The samples taken were 90 people. The data analysis technique used is validity, reliability, simple linear regression analysis, coefficient of determination, t test. This calculation uses the SPSS version 15.0 for windows computer program.

The result of the research states that  $H_0$  is rejected and  $H_a$  is accepted. This shows the significant results of waiting room facilities for passenger comfort at Banyuwangi International Airport. The data obtained shows that passenger comfort is inseparable from the facilities provided by the organizer. The results of the determination test show that the influence of waiting room facilities on passenger comfort at Banyuwangi International Airport is 70.70%. This suggests that there is an influence between the facilities and the comfort of the airport waiting room.

Keywords: Facilities, waiting room, comfort, passengers