

# **Effect of Service Quality Lost and Found PT. Garuda Indonesia to Passenger Satisfaction at Bandung Husein Sastranegara International Airport**

**Tita Ismi Dwi Pitaloka<sup>1</sup> You She Melly Anne Dharasta<sup>2</sup>**

Air Transportation Management D-IV Study Program, Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta, Bantul Regency, Province of Daerah Istimewa Yogyakarta, Indonesia<sup>1,2</sup>

Email: [titaismidwi@gmail.com](mailto:titaismidwi@gmail.com)<sup>1</sup>

## **Abstract**

As far as the author's observations while conducting pre-research at Husein Sastranegara International Airport in Bandung, the authors see that the lost and found service at Husein Sastranegara International Airport Bandung has deficiencies, namely in human resources (HR) there are only two officers per day. As the author observed, on November 9 2021, at the time of arrival of passengers, officers experienced difficulties dealing with passenger baggage problems, there were passengers who complained about problems with their missing luggage and there were also passengers who experienced luggage damage. The purpose of this study was to find out the services provided by Garuda Indonesia passasi officers in serving passengers to achieve passenger satisfaction. This research is expected to provide an overview for companies to determine the Effect of PT. Garuda Indonesia's Lost And Found Service Quality on Passenger Satisfaction at Husein Sastranegara International Airport Bandung. To further optimize and improve the services provided in order to prioritize passenger satisfaction. This study uses quantitative analysis methods to analyze the effect of the lost and found service quality of PT. Garuda Indonesia on passenger satisfaction at Husein Sastranegara Airport, Bandung. The population in this study were all passengers who used PT. Garuda Indonesia's lost and found service at Husein Sastranegara Airport, Bandung. The research sample used purposive sampling. The samples taken in this study were passengers using lost and found services based on age, occupation, and gender. The criteria for the respondents were passengers who used the lost and found service of PT. Garuda Indonesia Bandung Husein Sastranegara International Airport. The samples taken in this study were 50 respondents. Data collection techniques using questionnaires and documentation. The data analysis technique uses an instrument quality test which consists of a validity test, a reliability test. And test the hypothesis using simple linear regression analysis, T test and the coefficient of determination. Based on the data analysis carried out, it was concluded that there is a significant influence between the variables x (Influence of facilities) and Y (Passenger satisfaction). This can be done through SPSS passenger satisfaction has increased 1%, then the variable influence of facilities will also increase by 0.181. The coefficient is positive, so that it can be stated that there is a relationship between the independent variable (Service Effect) and the dependent variable (Passenger Satisfaction) and the T count 10.904 > T table 1.353 with a significant value of 0.000 < 0.05, it can be concluded that the hypothesis (Ho) rejected, and (H1) accepted. the R relationship is 0.879 on the effect of lost and found service quality, which means that 87.9 has an effect on lost and found service quality at Husein Sastranegara Airport, Bandung.

**Keywords:** Passenger Satisfaction, Service, Lost And Found



This work is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](https://creativecommons.org/licenses/by-nc-sa/4.0/).

## **INTRODUCTION**

As far as the author's observations while conducting pre-research at Husein Sastranegara International Airport in Bandung, the authors see that the lost and found service at Husein Sastranegara International Airport Bandung has deficiencies, namely in human resources (HR)

there are only two officers per day. As the author observed, on November 9 2021, at the time of arrival of passengers, officers experienced difficulties dealing with passenger baggage problems, there were passengers who complained about problems with their missing luggage and there were also passengers who experienced luggage damage. On the other hand, the officer must also check the passenger's baggage number so that baggage does not occur. Starting from this background, the author considers it important to observe and analyze the effect of service quality lost and found by Pt.Gapura Angkasa on passenger satisfaction at Husein Sastranegara Airport, Bandung. The purpose of this study was to find out the services provided by Gapura Angkasa passasi officers in serving passengers to achieve passenger satisfaction. This research is expected to provide an overview for companies to determine the Effect of PT. Gapura Angkasa's Lost And Found Service Quality on Passenger Satisfaction at Husein Sastranegara International Airport Bandung. To further optimize and improve the services provided in order to prioritize passenger satisfaction.

## **Literature Review**

### **Airport**

According to Annex 14 of ICAO, an airport is a certain area on land or water (buildings, installations and equipment) which is intended as a whole as a place for arrival, departure and movement of aircraft. At the beginning of the development of the world of aviation, the airport was just a grassy field where only planes landed from any direction depending on the wind direction. Airports have a very important role as a driver and support for industrial, trade and tourism activities, a place for switching modes of transportation activities, and facilitating air transportation.

### **Bandung Husein Sastranegara Airport**

Husein Sastranegara Airport is an international standard airport with the IATA code: BDO. This 145-hectare airport is located on Jalan Pajajaran Number. 156, Husein Sastranegara Village, Cicendo District, Bandung City (West Java Provincial Capital). Originally Husein Sastranegara Airport was a heritage building from the Dutch East Indies Government which used to have the name Andir Airport, which is the name of the location where the airport is located. The name of this airport is taken from the name of an Air Force military pilot who died while carrying out flight training in Yogyakarta on September 26, 1946. In 1920 the Dutch established an airfield called Luchtvaart Afdeling or Viegveld Andir. After 1942, the airfield was taken over by the Japanese until 1945. When Indonesia became independent, the condition of the airfield at that time experienced a vacuum from 1945 to 1949.

After that, the airfield was taken over by the Air Force as a military base in 1969-1973. Until finally in 1973 the airfield was allowed for commercial flights. In 1974 commercial air traffic and transport service activities began to be carried out officially, namely with the establishment of the Representative Office of the Directorate General of Air Transportation under the name Husein Sastranegara Bandung Air Station for the benefit of civil commercial aviation activities. In 1983, based on the Decree of the Minister of Defense Number: KM 68/H K 207/PHB-83 dated 19 February 1983, the classification of airports was increased from class III to class II. In 1994, the Transfer of Airport Management was carried out from the Ministry of Transportation to PT Angkasa Pura II in accordance with PP RI Number 26 of 1994 dated August 30, 1994 concerning the Addition of RI State Capital to PT Angkasa Pura II's share capital.

## **Service Quality**

Service quality means the level of service that is related to the expectations and needs of customers. Which also means if the company is able to provide good products or services in accordance with customer wishes and create a sense of satisfaction with the company's services, then it can be said that service quality is good. Service quality provides an impetus to customers to establish strong relationships with the company. In the long run, this kind of bond allows the company to thoroughly understand customer expectations and their needs.

## **Lost and Found**

Lost and Found is a place for passengers who come to report if their baggage is damaged or lost. Lost and Found is a section where we can learn how to handle the baggage of passengers who get off the plane with irregularities. The most important thing here is patience and thoroughness in dealing with various kinds of passenger characteristics. The main task of Lost and Found is to check passenger baggage by matching the baggage numbers on each passenger's luggage tag, as well as taking care of excess, damaged, and lost baggage experienced by passengers. There are many causes for excess, damage and lost baggage, one of which occurs due to incorrect baggage labeling by airline staff or incorrect baggage loading onto other flights. The procedure for searching baggage is, the passenger comes to the lost and found unit then fills in the Property Irregularity Report (PIR) then if the documents are complete the airlines will conduct a search. After the baggage is found, the airline can send it to the passenger's address with the shipping costs being borne by the airline. (Tri Susilowati and Andhika Panji Saputra, 2021).

## **Customer Satisfaction**

Customer satisfaction is a feeling of satisfaction felt by buyers, users of products or services for the results they obtain, which are in accordance with the expectations, desires and needs of customers. Customer satisfaction is created because of good and maximum service so that customers or service users feel satisfied with the service they get. . If the performance does not meet expectations, the customer is dissatisfied, and if the performance matches expectations, the customer will be satisfied. Satisfaction is an assessment of the characteristics or features of a product or service, which provide a level of consumer pleasure related to meeting consumer consumption needs. Consumer satisfaction can be created through quality, service and value. The key to generating customer loyalty is delivering high customer value.

## **Space Gapura**

Gapura Angkasa is a private company engaged in Ground Handling and other business activities that support the aviation business at airports. Airport Operations provider company, employee support services from operations to pasasi. Gapura was founded on January 26, 1998 as a joint venture by three State-Owned Enterprises (BUMN), namely PT. Garuda Indonesia (Persero) Tbk, PT. Angkasa Pura I (Persero) and PT. Angkasa Pura II (Persero), is engaged in the Ground Handling service business and other business activities that support the aviation business at airports. The origin of the formation of PT. Gapura Angkasa was that PT. Garuda Indonesia as an airline carried out ground handling activities for the needs of its own company, bearing in mind the need for professional services and demands for optimal work results without neglecting the elements of security, safety, reliability and timeliness, PT. Garuda Indonesia is considering handing over the ground handling implementation activities to other parties so that they can concentrate on aircraft operations only.

## RESEARCH METHODS

This study uses quantitative analysis methods to analyze the effect of the lost and found service quality of PT. Gapura Angkasa on passenger satisfaction at Husein Sastranegara Airport, Bandung. The population in this study were all passengers who used the lost and found service of PT. Gapura Angkasa at Bandung Husein Sastranegara Airport. And the sample of this study uses purposive sampling, purposive sampling is a sample determination technique with certain considerations (Sugiyono, 2016: 85). The reason for using this purposive sampling technique is because it is suitable for use in quantitative research, or studies that do not generalize. The samples taken in this study were passengers using lost and found services based on age, occupation, and gender. The criteria for the respondents were passengers who used the lost and found service of PT. Gapura Angkasa Bandung Husein Sastranegara International Airport. The samples taken in this study were 50 respondents. Data collection techniques used include questionnaires and documentation. The analysis techniques in this study include: instrument quality test consisting of validity and reliability tests, as well as hypothesis testing in this study consisting of simple linear regression analysis, t test, and the coefficient of determination.

## RESEARCH RESULTS AND DISCUSSION

### Validity Test

Question items 1 to 14 regarding the influence variable of loss and found service where each item is declared valid because it meets the requirements and is declared valid if it meets the requirements, namely ( $I'_{count} > I'_{Table}$ ).

### Reliability Test

The SPSS results stated that the  $r$  calculated value of the Service Influence variable was  $0.967 > r_{table} 0.278$  so that it could be declared reliable. Meanwhile, the value table of the service satisfaction variable is  $0.955 > r_{table} 0.278$ , so it can be said to be reliable.

### Simple Linear Regression Test

Based on research results of statistical data processing using SPSS 25.0 with simple linear regression calculations as follows:

**Table 1. Simple Linear Regression Test Results**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1,550	1,108		1,353	,186
Service Influence	,181	,017	,844	10,904	,000

The constant coefficient value ( $\alpha$ ) of 1.550 means that the service influence variable has a value of 1.550. While the coefficient value of the independent variable ( $X$ ) is 0.181, it means that if the passenger satisfaction variable increases by 1%, then the influence of the facilities variable will also increase by 0.181. The coefficient is positive, so that it can be stated that there is a relationship between the independent variable (Service Influence) and the dependent variable (Passenger Satisfaction).

### T Test

The results of testing this hypothesis are:

**Table 2. Test Data Processing Results**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	1,550	1,108		1,353	,186
Service Influence	,181	,017	,844	10,904	,000

Table 2 states that the T count for the constant is 1.550 and for the sign value in table B is 0.186. Based on a comparison of the T value of the SPSS output calculation table, it is known that the calculated T value is 10.904. The value of T count is 10.904 > T table is 1.353 with a significant value of 0.000 < 0.05, it can be concluded that the hypothesis (Ho) is rejected, and (H1) is accepted.

### Coefficient of Determination

**Table 3. Results of Data Processing Analysis of the Coefficient of Determination (R<sup>2</sup>)**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,879 <sup>a</sup>	,712	,706	1,128

From the table above it explains that the value of the R relationship is 0.879, which means that the Facility Influence variable contributes 87.9%, in this case it can be concluded that the influence of facilities on passenger satisfaction at Husein Sastranegara Airport, Bandung.

### Discussion

The value of T count is 10.904 > T table is 1.731 with a significant value of 0.000 < 0.05, it can be concluded that the facilities have an effect on passenger satisfaction at Husein Literary Airport Bandung State is declared acceptable. This means that the lost and found service for passenger satisfaction is very useful for passengers. The value of the R relationship is 0.879 on the effect of lost and found service quality, which means that 87.9 has an effect on lost and found service quality at Husein Sastranegara Airport, Bandung.

Table 2 shows the data. Based on a comparison of the T value of the SPSS output calculation table, it is known that the calculated T value is 10.904. The value of T count is 10.904 > T table is 1.353 with a significant value of 0.000 < 0.05, it can be concluded that the hypothesis (Ho) is rejected, and (H1) is accepted. Then the value in table 4.6 of the coefficient of the independent variable (X) is 0.181, meaning that if the passenger satisfaction variable increases by 1%, then the variable influence of facilities will also increase by 0.181. The coefficient is positive, so that it can be stated that there is a relationship between the independent variable (Service Influence) and the dependent variable (Passenger Satisfaction).

### CONCLUSION

There is a significant influence between the variables x (effect of facilities) and Y (passenger satisfaction). This can be done through SPSS, passenger satisfaction increases by 1%, then the variable influence of facilities will also increase by 0.181. The coefficient is positive, so that it can be stated that there is a relationship between the independent variable (Service Effect) and the dependent variable (Passenger Satisfaction) and the T count 10.904 > T table 1.353 with a significant value of 0.000 < 0.05, it can be concluded that the hypothesis (Ho) rejected, and (H1) accepted. The influence of passenger service also affects passenger satisfaction at Husein Sastra Negara Bandung Airport. the R relationship is 0.879 on the effect of lost and found service quality, which means that 87.9 has an effect on lost and found service quality at Husein Sastranegara Airport, Bandung. Based on the results of the research and the conclusions above, the authors can provide the following suggestions: The airport is expected to improve existing facilities for the convenience of passengers because facilities greatly affect passengers. Researchers are expected to improve a lot on the data that has been tested, this research can be used as a reference for further research on other facilities at the airport.



## **BIBLIOGRAPHY**

- Alfarizha, Fariz. (2019) Pelayanan Unit Lost and Found PT.Gapura Angkasa Di Bandar Udara Internasional Husein Sastranegara Bandung. Yogyakarta: Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Fandi Tjiptono, (2012) service management, mewujudkan layanan prima. Yogyakarta, CV Andi offset
- Fandy Tjiptono, Ph.D. 2015. Strategi Pemasaran, Edisi 4, Penerbit Andi, Yogyakarta
- Febryana, Inneke. (2019) Pengaruh Penanganan Bagasi Terhadap Kepuasan Penumpang Maskapai Citilink Oleh PT.Gapura Angkasa Di Bandar Udara Internasional Juanda Surabaya. Yogyakarta: Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Haerawan. (2018). Pengaruh Kualitas Pelayanan Lost And Found Terhadap Tingkat Kepuasan Pelanggan Pt. Citilink Indonesia Di Bandar Udara Halim Perdana Kusuma Tahun 2018. Jakarta : STIE Triguna Jakarta.
- Layliantoro, Dyla. (2021). Pengaruh Kualitas Pelayanan Unit Lost and Found Terhadap Kepuasan Penumpang Maskapai Citilink Di Bandar Udara Abdurachman Saleh Malang. Yogyakarta : Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Lukman Sampara. 2011. Manajemen Pelayanan, STIA LAN Press, Jakarta
- Oktyaningnoor, Suci. (2021) Analisis Penanganan Bagasi Terhadap Kepuasan Penumpang Maskapai Garuda Indonesia PT.Gapura Angkasa Di Yogyakarta. Yogyakarta: Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Pura II, Angkasa. (2020) Bandar Udara Internasional Husein Sastranegara Bandung. PT Angkasa Pura II (Persero).
- Safira, Ryannisa. (2021). Pengaruh Kualitas Pelayanan Unit Lost and Found Terhadap Kepuasan Penumpang Maskapai Citilink Indonesia Di Bandar Udara Internasional Juanda Surabaya. Yogyakarta : Sekolah Tinggi Teknologi Kedirgantaraan Yogyakarta.
- Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Bandung: Alfabeta
- Susilowati, Tri., Andika Panji Saputra. (2021). Peranan Unit Lost and Found Dalam Penanganan Bagasi Yang Bermasalah Pada Maskapai Citilink Indonesia Di Bandara Halim Perdana Kusuma Jakarta. Jakarta : Sekolah Tinggi Penerbangan AVIASI Jakarta.