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Effect of Waiting Room Facilities on Passenger Comfort at Mopah Merauke Airport

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Abstract
Mopah Merauke Airport is one of the airports serving flights in Merauke, South Papua. The purpose of this study is to find out whether waiting room facilities affect passenger comfort, and how much waiting room facilities affect passenger comfort at Mopah Merauke Airport. This research uses quantitative methods. The research was conducted at Mopah Merauke Airport from 1 to 31 December 2022 where passengers at Mopah Merauke Airport were the objects of this study. The source of the data used in this study was obtained from the results of distributing questionnaires to passenger respondents at Mopah Merauke Airport. The results of the study concluded that the waiting room facilities had a significant effect on passenger comfort of 68.6%.
Keywords: Waiting Room Facilities, Convenience, Passengers, Mopah Merauke Airport.

INTRODUCTION

Along with the development of technology, humans are required to work efficiently and effectively. With a high level of community mobility, many of them want to travel from one place to another using safe, comfortable and fast transportation services. Existing transportation services include land routes such as buses, trains, sea routes such as ships, and air routes such as planes. One of the services that people are interested in is air transportation by utilizing air space as a crossing route, this mode of transportation is quite relatively faster compared to other modes of transportation.

Transportation is currently needed to support various activities, such as the transportation of passengers or as a link between islands in Indonesia, especially within the scope of air transportation. The development of air transportation is not only focused on transportation services and development, but also in the form of increasing passenger comfort facilities. Every airport under operation or the Technical Implementation Unit (UPT) in the implementation is obliged to provide facilities including facilities on the land side. One of the facilities available on the land side for air transport passengers is the availability of a passenger departure lounge which is quite spacious and comfortable, to accommodate prospective passengers who will make flights for both domestic and international passengers.

Mopah Merauke Airport is one of many airports in Indonesia. Mopah Merauke Airport is an airport that serves domestic flight routes, the airport is an airport terminal which has an atmosphere of a departure lounge where there are curved ornaments that make the room acoustics so that sound reflections can be spread evenly, plus large glass openings and layers of columns resembling a a typical Papuan musical instrument, namely the Tifa curvature which varies (Bureau of Communication and Public Information, 2016).

The other side is in the form of complaints from some passengers at the airport such as "lack of comfort due to the lack of air conditioning facilities such as air conditioning, as well as the lack of appropriate lighting that makes passengers uncomfortable". Mopah Merauke Airport

has not yet met the SKEP/77/VI/2005 standard concerning the technical requirements for operating facilities at the airport such as the condition of electric lights and air circulation such as air conditioners which still do not meet the standard requirements of PM 38 of 2015 concerning domestic air force passenger service standards, the lighting benchmark in the Waiting Room should be 200-250 Lux and the air temperature in the room must be a maximum of 27 degrees Celsius.

Therefore a company must really pay attention to factors that can affect passenger comfort where these factors are paying attention to good, safe and comfortable waiting room facilities. Waiting room facilities are expected to be able to provide comfort to passengers by improving waiting room facilities that are not yet appropriate.

Based on the description above and the experience of researchers while conducting On Job Training (OJT) at Mopah Merauke Airport, researchers are interested in examining whether the waiting room facilities have an effect on passenger comfort. Because the airport waiting room facilities used must have sufficient comfort for passengers. Therefore the researchers raised this problem in a study entitled "The Influence of Waiting Room Facilities on Passenger Comfort at Mopah Merauke Airport".

RESEARCH METHODS

The type of research used in this research is quantitative. According to Sugiyono (2018) quantitative data is a research method that is based on positivistic (concrete data), namely research data in the form of numbers that will be measured using statistics as a calculation test tool, related to the problem under study to produce a conclusion. The philosophy of positivism is used to research on certain populations and samples. The data collection technique is classified as primary data where the researcher distributes questionnaires to respondents. This method is done with a very fast time of 1 month with accurate results. This research was conducted to determine the effect of waiting room facilities on passenger comfort at Mopah Merauke Airport. Time and place of research is the time and place used to conduct research on research objects. This research was conducted at Mopah Merauke Airport from 1 to 31 December 2022. According to Sugiyono (2018) Population is a generalized area consisting of objects or subjects that have certain qualities and characteristics determined by researchers to study and then draw conclusions. The population in this study is the passengers at Mopaah Merauke Airport.

The sample according to Sugiyono (2018) The sample is part of the number and characteristics possessed by the population. While the sample size is a first step to determine the size of the sample taken in carrying out a study. Determining the number of samples that Roscoe has developed in Sugiyono (2018) is a decent sample size in research, namely between 30-500. Determining the sample to be used in research there are various sampling techniques. In this study the authors will use Non Probability Sampling with Purposive Sampling approach. According to (Sugiyono, 2018) Non Probability Sampling is sampling using a technique that provides equal opportunities or opportunities for each element or member of the population to be sampled. Purposive Sampling is a technique for determining a sample with certain considerations (Sugiyono, 2018). Researchers took samples from all passengers at Mopah Merauke Airport as many as 100 people.

RESEARCH RESULTS AND DISCUSSION

Research Result

This study uses quantitative research where the data analysis method is used to answer the problem formulation and test the hypotheses that have been previously set, to determine

whether or not there is an influence of the independent variables on the dependent variable. In this study the variables consist of waiting room facilities (X) on passenger comfort (Y) at Mopah Merauke Airport. Data collection was carried out by distributing questionnaires to respondents, namely passengers who had traveled through Mopah Merauke Airport.

Validity Test

The validity test in this study used a data sample of 30 respondents R Table df = (N-2).

1. Variable X (Waiting Room Facilities)

Table 1. Variable X (Waiting Room Facilities)

Question	R-Count	R-Table	Information	Question	R-Count	R-Table	Information
X1	0,453	0,361	VALID	X11	0,594	0,361	VALID
X2	0,463	0,361	VALID	X12	0,586	0,361	VALID
X3	0,108	0,361	NOT VALID	X13	0,656	0,361	VALID
X4	0,574	0,361	VALID	X14	0,539	0,361	VALID
X5	0,472	0,361	VALID	X15	0,662	0,361	VALID
X6	0,541	0,361	VALID	X16	0,730	0,361	VALID
X7	0,617	0,361	VALID	X17	0,657	0,361	VALID
X8	0,749	0,361	VALID	X18	0,635	0,361	VALID
X9	0,371	0,361	VALID	X19	0,364	0,361	VALID
X10	0,641	0,361	VALID	X20	0,537	0,361	VALID

Source: Data Processed by Researchers in 2023

Based on the table above, the R-count data was obtained from 30 respondents who were used to test the validity. The data explained that R-Count > R-Table based on a significant test of 0.05, namely 0.361. This means that statement items X1, X2, X4, X5, X6, X7, X8, X9, X10, X11, X12, X13, X14, X15, X16, X17, X18, X19, X20 above are declared valid and statement items X3 are declared invalid. Invalid statements in X3 are then deleted or not used in the questionnaire which will be distributed to 100 respondents.

2. Variable Y (Passenger Comfort)

Table 2. Variable Y (Passenger Comfort)

Question	R-Count	R-Table	Information	Question	R-Count	R-Table	Information
Y1	0,728	0,361	VALID	Y9	0,691	0,361	VALID
Y2	0,612	0,361	VALID	Y10	0,787	0,361	VALID
Y3	0,435	0,361	VALID	Y11	0,735	0,361	VALID
Y4	0,800	0,361	VALID	Y12	0,766	0,361	VALID
Y5	0,715	0,361	VALID	Y13	0,568	0,361	VALID
Y6	0,712	0,361	VALID	Y14	0,783	0,361	VALID
Y7	0,323	0,361	NOT VALID	Y15	0,728	0,361	VALID
Y8	0,635	0,361	VALID				

Source: Data Processed by Researchers in 2023

Based on the table above, the R-count data was obtained from 30 respondents who were used to test the validity. The data explained that the value of R-Count > R-Table was based on a significant test of 0.05, namely 0.361. This means that the statement items Y1, Y2, Y3, Y4, Y5, Y6, Y8, Y9, Y10, Y11, Y12, Y13, Y14, above are declared valid while the statement item Y7 is declared invalid. Statements that were invalid at Y7 were then deleted or not used in the questionnaire which would be distributed to 100 respondents.

Reliability Test

The reliability test in this study uses a data sample of 30 respondents with a Cronbach's Alpha value > 0.60 so that it is said to be reliable.

Table 3. Table of Results of the Reliability Test Analysis of Variables X and Y

Variable	Cronbach's Alpha	Limit Value	Information
X	0,878	0,60	Reliable
Y	0,916	0,60	Reliable

Source: Data Processed by Researchers in 2023

Based on the table above, the calculated R data was obtained from 30 respondents who were used for the reliability test. The data explained that the value of the X and Y variables Cronbach's Alpha > Limit Value was 0.60. This means that the variable Waiting Room Facilities (X) and Passenger Comfort (Y) are declared Reliable.

Hypothesis Testing

Simple Linear Regression Test

Sugiyono (2018) argues that Simple Linear Regression Analysis is based on a functional or causal relationship between one independent variable and one dependent variable. Simple linear regression analysis is used to predict or test the effect of the independent variables on the dependent variable.

Table 4. Simple Linear Regression Equation

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.766	3.332		.530	.597
	X	.652	.045	.828	14.629	.000
a. Dependent Variable: Passenger Comfort (Y)						

Source: Data Processed by Researchers in 2023

The results of the simple linear regression test in the coefficients table above show that the simple linear regression equation model to determine the effect of waiting room facilities on passenger comfort at Mopah Merauke Airport is as follows: Y = a + bX, Y = 1.766 + 0.652 X. From the calculation above, the dependent variable Y (passenger comfort) and the independent variable X (waiting room facilities) are constants of 1,766, which means that the consistent value of passenger comfort is 1,766 when the passenger comfort variable has not been influenced by the waiting room facility variable. If the independent variable does not exist, the dependent variable does not change. The coefficient value in the X regression is 0.652 indicating that the waiting room facility variable has a significant positive effect on passenger comfort, which means that each increase in waiting room facility variable units will affect waiting room comfort by 0.652. Assuming that other variables are not examined in this study.

T-Test

T test aims to prove the hypothesis is accepted or rejected. In this study, hypothesis testing was used to find out:

Ha: There is an influence between waiting room facilities on passenger comfort at Mopah Merauke Airport.

Ho: There is no influence between waiting room facilities on passenger comfort at Mopah Merauke Airport.

Table 5. T Test Results

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	1.766	3.332		.530	.597
	X	.652	.045	.828	14.629	.000
a. Dependent Variable: Kenyamanan Penumpang (Y)						

Source: Data Processed by Researchers in 2023

The test results using IBM SPSS 26 Statistics For Windows, on the independent variable (waiting room facilities) obtained t count is greater than t table, namely 14.629 > 1.660 with a significance value smaller than the probability value, namely 0.000 <0.05, so it can be said that Ha accepted and Ho is rejected or in other words the independent variable of waiting room facilities has an effect on the dependent variable of passenger comfort at Mopah Merauke Airport.

Determination Coefficient Test (R2)

According to Ghozali (2016), the determinant coefficient is used to describe the ability of the model and explain the variations that can occur in the dependent variable. To find out how big the percentage of influence between the independent variable (X) on the dependent variable (Y).

Table 6. Test Results for the Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.828[a]	.686	.683	5.50857
a. Predictors: (Constant), X				

Source: Data Processed by Researchers in 2023

It can be seen in the table above that the results of the test for the coefficient of determination show that the correlation coefficient is 0.828. And the value of R2 = 0.686 is obtained, which means that the independent variable (waiting room facilities) influences the dependent variable (passenger comfort at Mopah Merauke Airport) by 68.6% and the remaining 31.4% is influenced by other factors not included in this study.

Discussion

1. From the research results obtained and tested by researchers, it shows that waiting room facilities affect passenger comfort at Mopah Merauke Airport where t count is greater than t table, namely 14.629 > 1.660 with a significantly smaller value than the probability value, namely 0.000 < 0 .05, it can be said that Ha is accepted and Ho is rejected or in other words the independent variable of waiting room facilities has an effect on the dependent variable of passenger comfort at Mopah Merauke Airport. The results of this study indicate that it is important to pay attention to waiting room facilities in order to support passenger comfort at Mopah Merauke Airport. Passengers will feel comfortable while waiting if supported by facilities that meet the wishes of the passengers.
2. From the results obtained and tested by the researcher, the results of the determination test were obtained that the waiting room facility variable affected the passenger comfort variable at Mopah Merauke Airport by 0.686 or 68.6%, which means the independent variable (waiting room facilities) affected the dependent variable (passenger comfort at Mopah Merauke Airport) of 68.6% and the remaining 31.4% is influenced by other factors not

included in this study. This means that in this study there are still variations of other variables that can affect passenger comfort at Mopah Merauke Airport.

CONCLUSION

Based on the research that has been done and the discussion in chapter IV, research entitled The Effect of Waiting Room Facilities on Passenger Comfort at Mopah Merauke Airport. Then the writer can draw the following conclusions: The results of testing the hypothesis in this study show that; 1. Waiting room facilities affect passenger comfort at Mopah Merauke Airport. Where t count is greater than t table, namely 14.629 > 1.660 with a significance value smaller than the probability value, namely 0.000 <0.05, it can be said that Ha is accepted and Ho is rejected or in other words the independent variable waiting room facilities has an effect on the dependent variable passenger comfort at Mopah Merauke Airport. 2. The results of the determination test showed that the waiting room facilities had a level of influence on passenger comfort at Mopah Merauke Airport by 68.6% and the remaining 31.4% were influenced by other factors not included in this study.

There are several suggestions that can be concluded by researchers, namely for Mopah Merauke Airport. The results of this study are expected to provide sources of information, input and material for consideration for relevant agencies to maintain and optimize waiting room facilities provided or addressed to passengers to maintain and improve passenger comfort. For future researchers, the results of this study are expected to provide information and be able to increase knowledge for future readers or researchers. It is hoped that future researchers can add and expand complete references and reading sources that can be used as references in developing this research to obtain perfect results.

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