

BAB V

PENUTUP

A. Kesimpulan

Penelitian ini berhasil melakukan uji pengaruh terhadap pelayanan informasi di Bandar Udara Sultan Syarif Kasim II Pekanbaru dengan menyebarkan kuesioner yang mewakili 5 variabel mewakili kualitas pelayanan informasi yaitu *tangible*, *reliability*, *responsiveness*, *assurance*, dan *emphaty*. Beberapa tahapan pengujian telah dilakukan terhadap daftar pertanyaan maupun hasil kuesioner yang disebar dan menghasilkan data yang dapat diuji hipotesisnya. Hasil penelitian ini mendapatkan nilai signifikansi sejumlah 0,000 lebih kecil dari standar nilai signifikansi sebesar 0,05 persen sehingga dapat disimpulkan terdapat pengaruh pelayanan informasi terhadap kepuasan penumpang dengan besaran pengaruh sebesar 27,2% yang berarti terdapat pengaruh positif antara variabel X dan variabel Y. Kualitas pelayanan informasi yang mendapat penilaian paling baik adalah *Emphaty* yang mewakili kemauan petugas informasi untuk memberikan perhatian individu pada saat melayani penumpang. Dan untuk aspek yang perlu ditingkatkan kembali adalah *responsiveness* yang mewakili daya tanggap pelayanan informasi.

B. Saran

Berdasarkan hasil penelitian tugas akhir, peneliti menyarankan untuk meningkatkan kualitas pelayanan berdasarkan indikator *Responsiveness* berupa Pelatihan kompetensi petugas unit informasi, penambahan jumlah personil, dan penerapan remote customer service di unit informasi agar pelayanan informasi yang didapatkan semakin cepat dan sesuai perkembangan zaman.

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LAMPIRAN

Lampiran A Pertanyaan Kuesioner

KUESIONER PELAYANAN INFORMASI TERHADAP KEPUASAN PENUMPANG DI BANDAR UDARA SULTAN SYARIF KASIM II PEKANBARU

B I U 

Yth. Bapak/Ibu
mohon izin memperkenalkan diri :
Nama : Ilham Azhar Amrullah
NIT : 55242110037
Prodi : MBU 02B

Saya Merupakan Taruna Madya Diploma Tiga Program Studi Manajemen Bandar Udara Politeknik Penerbangan Palembang. Pernyataan pada kuesioner ini hanya digunakan untuk keperluan ilmiah dan pengumpulan data yang akan digunakan untuk penyusunan Tugas Akhir

Ada lima alternatif jawaban, yaitu sebagai berikut :

- 1 = Sangat Tidak Setuju (STS)
- 2 = Tidak Setuju (TS)
- 3 = Cukup Setuju (CS)
- 4 = Setuju (SS)

Jawaban dari Bapak/Ibu/Saudara/i semakin ke arah kiri (poin 1) menunjukkan bahwa semakin tidak setuju dengan pernyataan tersebut. Sedangkan, semakin ke arah kanan (poin 5) jawaban Bapak/Ibu/Saudara/i menunjukkan bahwa semakin setuju dengan pernyataan yang disediakan.
Atas partisipasi dan ketersediaan dari Bapak/Ibu/Saudara/i saya ucapkan terimakasih.

Nama Lengkap *

Short answer text

Jenis Kelamin *

- Laki-Laki
- Perempuan
-

Usia *

- 17-22 Tahun
- 23-28 Tahun
- 29-35 tahun
- 35 Tahun Ke atas
-

Frekuensi Perjalanan Dalam Setahun *

- 1-3 Kali
- 4-6 Kali
- 7-10 Kali
- lebih dari 10 Kali

:::

1. Fasilitas pelayanan informasi tersedia dengan kondisi baik *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

2. Fasilitas yang tersedia sudah informatif, mudah dipahami dan mudah terlihat *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

3. Pelayanan informasi yang diberikan sudah akurat *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

4. Pelayanan informasi yang diberikan tepat waktu

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

5. Petugas selalu sigap membantu ketika Penumpang membutuhkan informasi

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

6. Ketersediaan personil untuk melayani informasi sudah cukup

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

⋮ *

7. Petugas informasi memiliki sikap sopan dan ramah

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

* *

8. Pengetahuan dan kecakapan petugas mumpuni

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

* *

9. Petugas Senantiasa menangani semua keluhan penumpang dengan seksama

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

* *

10. Petugas tidak membedakan status penumpang ketika memberikan pelayanan

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

* *

11. Anda Merasa Puas dengan pelayanan informasi secara keseluruhan di Bandara ini

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

12. Pelayanan Informasi yang anda dapatkan sesuai dengan kebutuhan anda *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

13. Pelayanan informasi yang anda dapatkan sesuai dengan ekspektasi anda *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

14. Pelayanan informasi yang di dapatkan membuat anda tertarik untuk menggunakannya kembali *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

15. Anda akan merekomendasikan Bandara ini kepada orang lain berdasarkan pengalaman pelayanan informasi anda *

| | | | | | | |
|-----|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----|
| | 1 | 2 | 3 | 4 | 5 | |
| STS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | SS |

Lampiran B Tabulasi Data

B.1 Tabel Jawaban Responden Variabel Pelayanan Informasi (X)

| RS | Pelayanan Informasi (X) | | | | | | | | | | X_Tot al |
|----|-------------------------|----|----|----|----|----|----|----|----|-----|-------------|
| | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | |
| 1 | 5 | 3 | 5 | 4 | 3 | 1 | 5 | 4 | 5 | 5 | 40 |
| 2 | 3 | 2 | 4 | 5 | 3 | 3 | 4 | 4 | 4 | 5 | 37 |
| 3 | 5 | 2 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 5 | 38 |
| 4 | 3 | 5 | 3 | 4 | 3 | 1 | 4 | 3 | 5 | 4 | 35 |
| 5 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 3 | 5 | 3 | 36 |
| 6 | 4 | 5 | 3 | 3 | 3 | 4 | 4 | 4 | 5 | 5 | 40 |
| 7 | 5 | 4 | 3 | 2 | 5 | 3 | 4 | 4 | 4 | 3 | 37 |
| 8 | 4 | 3 | 4 | 5 | 5 | 2 | 4 | 3 | 3 | 4 | 37 |
| 9 | 2 | 5 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 4 | 32 |
| 10 | 3 | 4 | 4 | 3 | 5 | 1 | 4 | 4 | 5 | 4 | 37 |
| 11 | 5 | 5 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 4 | 39 |
| 12 | 3 | 4 | 3 | 2 | 5 | 2 | 5 | 4 | 3 | 4 | 35 |
| 13 | 4 | 4 | 3 | 4 | 3 | 5 | 4 | 3 | 3 | 4 | 37 |
| 14 | 3 | 4 | 5 | 5 | 3 | 4 | 4 | 4 | 3 | 4 | 39 |
| 15 | 4 | 4 | 2 | 3 | 5 | 4 | 4 | 5 | 4 | 5 | 40 |
| 16 | 5 | 3 | 3 | 4 | 4 | 3 | 4 | 5 | 4 | 5 | 40 |
| 17 | 3 | 3 | 4 | 5 | 4 | 2 | 5 | 4 | 4 | 5 | 39 |
| 18 | 4 | 4 | 5 | 5 | 4 | 1 | 5 | 4 | 4 | 5 | 41 |
| 19 | 2 | 2 | 3 | 3 | 2 | 3 | 2 | 3 | 3 | 4 | 27 |
| 20 | 4 | 3 | 4 | 1 | 2 | 1 | 3 | 1 | 5 | 1 | 25 |
| 21 | 3 | 2 | 4 | 1 | 2 | 1 | 1 | 2 | 3 | 1 | 20 |
| 22 | 3 | 2 | 1 | 1 | 3 | 3 | 4 | 2 | 2 | 1 | 22 |
| 23 | 1 | 2 | 2 | 3 | 4 | 1 | 3 | 2 | 4 | 2 | 24 |
| 24 | 3 | 1 | 3 | 1 | 1 | 2 | 4 | 2 | 2 | 1 | 20 |
| 25 | 3 | 2 | 1 | 3 | 2 | 1 | 1 | 1 | 2 | 3 | 19 |
| 26 | 2 | 1 | 3 | 3 | 1 | 2 | 1 | 1 | 1 | 3 | 18 |
| 27 | 2 | 3 | 3 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 18 |
| 28 | 4 | 1 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 2 | 20 |
| 29 | 4 | 3 | 4 | 2 | 2 | 2 | 3 | 5 | 2 | 1 | 28 |
| 30 | 3 | 2 | 3 | 3 | 4 | 2 | 4 | 4 | 5 | 5 | 35 |
| 31 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 5 | 4 | 4 | 38 |
| 32 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 4 | 4 | 4 | 40 |
| 33 | 4 | 4 | 3 | 3 | 3 | 4 | 5 | 4 | 4 | 4 | 38 |
| 34 | 5 | 4 | 4 | 4 | 3 | 3 | 4 | 4 | 3 | 5 | 39 |
| 35 | 4 | 3 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 42 |
| 36 | 4 | 3 | 4 | 5 | 4 | 2 | 5 | 4 | 5 | 5 | 41 |

| | | | | | | | | | | | |
|----|---|---|---|---|---|---|---|---|---|---|----|
| 37 | 5 | 5 | 4 | 4 | 5 | 3 | 4 | 3 | 4 | 4 | 41 |
| 38 | 4 | 3 | 4 | 4 | 3 | 4 | 3 | 4 | 4 | 5 | 38 |
| 39 | 4 | 2 | 4 | 5 | 2 | 2 | 4 | 5 | 5 | 4 | 37 |
| 40 | 2 | 3 | 4 | 3 | 1 | 2 | 4 | 4 | 5 | 4 | 32 |
| 41 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 5 | 5 | 4 | 38 |
| 42 | 4 | 2 | 4 | 4 | 1 | 3 | 5 | 5 | 4 | 4 | 36 |
| 43 | 5 | 4 | 4 | 5 | 3 | 4 | 4 | 4 | 5 | 5 | 43 |
| 44 | 4 | 3 | 4 | 3 | 2 | 2 | 5 | 4 | 4 | 4 | 35 |
| 45 | 4 | 4 | 4 | 4 | 1 | 3 | 4 | 4 | 4 | 4 | 36 |
| 46 | 4 | 2 | 4 | 4 | 1 | 4 | 3 | 3 | 4 | 4 | 33 |
| 47 | 4 | 3 | 4 | 3 | 3 | 2 | 3 | 4 | 5 | 5 | 36 |
| 48 | 3 | 5 | 4 | 4 | 2 | 2 | 5 | 4 | 4 | 4 | 37 |
| 49 | 4 | 4 | 4 | 5 | 3 | 1 | 4 | 4 | 4 | 5 | 38 |
| 50 | 4 | 4 | 4 | 5 | 2 | 2 | 4 | 3 | 5 | 4 | 37 |
| 51 | 5 | 4 | 4 | 4 | 3 | 1 | 5 | 4 | 4 | 4 | 38 |
| 52 | 4 | 4 | 4 | 4 | 3 | 2 | 3 | 5 | 5 | 5 | 39 |
| 53 | 4 | 4 | 4 | 4 | 3 | 5 | 5 | 4 | 5 | 4 | 42 |
| 54 | 3 | 3 | 4 | 5 | 3 | 4 | 3 | 5 | 5 | 5 | 40 |
| 55 | 5 | 4 | 4 | 4 | 1 | 1 | 5 | 4 | 5 | 5 | 38 |
| 56 | 3 | 5 | 4 | 4 | 1 | 2 | 4 | 4 | 4 | 5 | 36 |
| 57 | 5 | 3 | 4 | 2 | 2 | 1 | 4 | 5 | 3 | 5 | 34 |
| 58 | 5 | 3 | 4 | 4 | 3 | 3 | 5 | 5 | 5 | 5 | 42 |
| 59 | 4 | 3 | 4 | 3 | 1 | 2 | 5 | 4 | 5 | 4 | 35 |
| 60 | 4 | 4 | 4 | 3 | 2 | 2 | 3 | 3 | 4 | 4 | 33 |
| 61 | 4 | 4 | 4 | 4 | 1 | 2 | 5 | 5 | 5 | 4 | 38 |
| 62 | 4 | 3 | 4 | 4 | 1 | 2 | 3 | 4 | 5 | 4 | 34 |
| 63 | 4 | 4 | 4 | 4 | 2 | 3 | 4 | 5 | 4 | 4 | 38 |
| 64 | 5 | 5 | 4 | 3 | 3 | 4 | 5 | 4 | 4 | 3 | 40 |
| 65 | 1 | 4 | 4 | 2 | 1 | 1 | 4 | 5 | 3 | 4 | 29 |
| 66 | 3 | 4 | 4 | 4 | 1 | 2 | 3 | 5 | 5 | 4 | 35 |
| 67 | 4 | 3 | 4 | 4 | 3 | 2 | 3 | 5 | 2 | 4 | 34 |
| 68 | 2 | 4 | 4 | 4 | 2 | 3 | 5 | 4 | 5 | 4 | 37 |
| 69 | 4 | 2 | 4 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | 33 |
| 70 | 3 | 3 | 4 | 4 | 2 | 2 | 4 | 3 | 3 | 3 | 31 |
| 71 | 3 | 3 | 4 | 3 | 1 | 3 | 3 | 3 | 4 | 4 | 31 |
| 72 | 4 | 4 | 4 | 3 | 2 | 4 | 5 | 4 | 4 | 4 | 38 |
| 73 | 4 | 4 | 4 | 3 | 3 | 2 | 5 | 4 | 4 | 4 | 37 |
| 74 | 4 | 4 | 4 | 4 | 2 | 2 | 3 | 5 | 5 | 5 | 38 |
| 75 | 4 | 2 | 4 | 3 | 3 | 3 | 4 | 3 | 4 | 4 | 34 |
| 76 | 5 | 4 | 4 | 4 | 1 | 3 | 5 | 5 | 4 | 5 | 40 |
| 77 | 3 | 4 | 4 | 5 | 1 | 2 | 3 | 5 | 5 | 5 | 37 |
| 78 | 3 | 5 | 4 | 3 | 3 | 2 | 2 | 5 | 5 | 4 | 36 |
| 79 | 4 | 4 | 4 | 4 | 1 | 3 | 4 | 3 | 3 | 4 | 34 |

| | | | | | | | | | | | |
|--------|------|------|------|------|------|------|------|------|------|------|-------|
| 80 | 3 | 5 | 4 | 1 | 1 | 4 | 2 | 2 | 5 | 3 | 30 |
| 81 | 3 | 2 | 4 | 5 | 2 | 3 | 2 | 1 | 1 | 3 | 26 |
| 82 | 4 | 4 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 3 | 31 |
| 83 | 4 | 5 | 3 | 3 | 3 | 2 | 3 | 5 | 2 | 4 | 34 |
| 84 | 2 | 3 | 4 | 3 | 3 | 1 | 3 | 5 | 2 | 5 | 31 |
| 85 | 4 | 3 | 3 | 3 | 1 | 1 | 3 | 4 | 4 | 4 | 30 |
| 86 | 4 | 4 | 4 | 4 | 2 | 1 | 4 | 2 | 4 | 4 | 33 |
| 87 | 5 | 3 | 3 | 3 | 1 | 2 | 5 | 4 | 4 | 5 | 35 |
| 88 | 2 | 5 | 3 | 2 | 1 | 3 | 5 | 2 | 4 | 3 | 30 |
| 89 | 2 | 3 | 3 | 3 | 3 | 2 | 4 | 3 | 5 | 3 | 31 |
| 90 | 4 | 4 | 3 | 3 | 3 | 2 | 5 | 4 | 4 | 4 | 36 |
| 91 | 4 | 4 | 3 | 4 | 2 | 1 | 4 | 4 | 4 | 4 | 34 |
| 92 | 3 | 4 | 3 | 5 | 1 | 2 | 3 | 5 | 5 | 5 | 36 |
| Total | 337 | 317 | 338 | 322 | 226 | 224 | 350 | 343 | 359 | 362 | 3178 |
| Rerata | 3.66 | 3.45 | 3.67 | 3.50 | 2.46 | 2.43 | 3.80 | 3.73 | 3.90 | 3.93 | 34.54 |
| | 3.45 | | | | | | | | | | |

B.2 Tabel Jawaban Responden Variabel Kepuasan Penumpang

| NO | Kepuasan Penumpang (Y) | | | | | |
|----|------------------------|----|----|----|----|---------|
| | Y1 | Y2 | Y3 | Y4 | Y5 | Y_Total |
| 1 | 3 | 4 | 4 | 3 | 4 | 18 |
| 2 | 4 | 3 | 4 | 4 | 4 | 19 |
| 3 | 3 | 3 | 4 | 5 | 4 | 19 |
| 4 | 5 | 3 | 3 | 4 | 3 | 18 |
| 5 | 3 | 4 | 4 | 4 | 5 | 20 |
| 6 | 4 | 3 | 3 | 4 | 4 | 18 |
| 7 | 2 | 3 | 3 | 2 | 4 | 14 |
| 8 | 2 | 4 | 5 | 3 | 3 | 17 |
| 9 | 3 | 4 | 4 | 5 | 3 | 19 |
| 10 | 5 | 4 | 3 | 4 | 5 | 21 |
| 11 | 3 | 4 | 5 | 3 | 4 | 19 |
| 12 | 3 | 2 | 4 | 3 | 5 | 17 |
| 13 | 4 | 3 | 4 | 4 | 3 | 18 |
| 14 | 5 | 4 | 5 | 4 | 5 | 23 |
| 15 | 4 | 5 | 3 | 3 | 4 | 19 |
| 16 | 3 | 3 | 4 | 4 | 4 | 18 |
| 17 | 5 | 3 | 4 | 5 | 4 | 21 |
| 18 | 4 | 4 | 3 | 4 | 4 | 19 |
| 19 | 1 | 2 | 4 | 4 | 3 | 14 |
| 20 | 2 | 3 | 2 | 3 | 1 | 11 |
| 21 | 3 | 2 | 2 | 1 | 4 | 12 |

| | | | | | | |
|----|---|---|---|---|---|----|
| 22 | 2 | 3 | 1 | 4 | 1 | 11 |
| 23 | 1 | 2 | 3 | 1 | 3 | 10 |
| 24 | 3 | 2 | 1 | 3 | 1 | 10 |
| 25 | 1 | 2 | 2 | 3 | 3 | 11 |
| 26 | 2 | 4 | 2 | 4 | 3 | 15 |
| 27 | 2 | 2 | 3 | 3 | 2 | 12 |
| 28 | 4 | 2 | 3 | 3 | 4 | 16 |
| 29 | 4 | 5 | 4 | 5 | 4 | 22 |
| 30 | 3 | 4 | 4 | 3 | 4 | 18 |
| 31 | 3 | 4 | 4 | 3 | 4 | 18 |
| 32 | 3 | 4 | 3 | 3 | 3 | 16 |
| 33 | 4 | 4 | 5 | 5 | 5 | 23 |
| 34 | 4 | 3 | 2 | 3 | 4 | 16 |
| 35 | 4 | 4 | 4 | 4 | 5 | 21 |
| 36 | 4 | 4 | 4 | 4 | 4 | 20 |
| 37 | 5 | 4 | 3 | 4 | 3 | 19 |
| 38 | 4 | 4 | 5 | 5 | 4 | 22 |
| 39 | 5 | 5 | 4 | 4 | 4 | 22 |
| 40 | 4 | 4 | 5 | 5 | 5 | 23 |
| 41 | 5 | 4 | 3 | 4 | 4 | 20 |
| 42 | 4 | 4 | 5 | 5 | 5 | 23 |
| 43 | 5 | 3 | 4 | 4 | 4 | 20 |
| 44 | 4 | 4 | 4 | 4 | 4 | 20 |
| 45 | 4 | 4 | 4 | 4 | 4 | 20 |
| 46 | 4 | 4 | 2 | 4 | 4 | 18 |
| 47 | 5 | 4 | 4 | 4 | 5 | 22 |
| 48 | 4 | 5 | 4 | 5 | 4 | 22 |
| 49 | 4 | 5 | 3 | 5 | 4 | 21 |
| 50 | 3 | 5 | 4 | 5 | 4 | 21 |
| 51 | 4 | 5 | 4 | 5 | 4 | 22 |
| 52 | 5 | 4 | 4 | 5 | 5 | 23 |
| 53 | 4 | 4 | 4 | 4 | 3 | 19 |
| 54 | 3 | 5 | 4 | 4 | 4 | 20 |
| 55 | 4 | 5 | 4 | 5 | 4 | 22 |
| 56 | 5 | 4 | 5 | 4 | 5 | 23 |
| 57 | 4 | 4 | 5 | 3 | 4 | 20 |
| 58 | 4 | 2 | 3 | 3 | 4 | 16 |
| 59 | 3 | 4 | 5 | 5 | 4 | 21 |
| 60 | 4 | 4 | 5 | 5 | 5 | 23 |
| 61 | 4 | 4 | 5 | 5 | 5 | 23 |
| 62 | 4 | 4 | 4 | 5 | 4 | 21 |
| 63 | 4 | 5 | 4 | 5 | 4 | 22 |
| 64 | 5 | 4 | 3 | 5 | 5 | 22 |

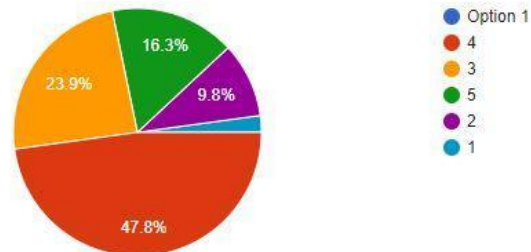
| | | | | | | |
|--------|------|------|------|------|------|-------|
| 65 | 4 | 5 | 4 | 5 | 4 | 22 |
| 66 | 5 | 3 | 4 | 3 | 3 | 18 |
| 67 | 4 | 5 | 4 | 5 | 4 | 22 |
| 68 | 5 | 4 | 4 | 3 | 3 | 19 |
| 69 | 4 | 5 | 4 | 5 | 5 | 23 |
| 70 | 5 | 3 | 3 | 4 | 5 | 20 |
| 71 | 4 | 2 | 3 | 3 | 4 | 16 |
| 72 | 2 | 2 | 3 | 4 | 4 | 15 |
| 73 | 4 | 2 | 3 | 3 | 4 | 16 |
| 74 | 4 | 5 | 4 | 5 | 4 | 22 |
| 75 | 3 | 3 | 3 | 4 | 2 | 15 |
| 76 | 4 | 2 | 4 | 4 | 3 | 17 |
| 77 | 3 | 3 | 3 | 3 | 3 | 15 |
| 78 | 5 | 4 | 4 | 4 | 5 | 22 |
| 79 | 5 | 3 | 3 | 5 | 5 | 21 |
| 80 | 4 | 3 | 4 | 5 | 3 | 19 |
| 81 | 4 | 4 | 3 | 5 | 4 | 20 |
| 82 | 4 | 4 | 4 | 5 | 5 | 22 |
| 83 | 4 | 5 | 4 | 5 | 4 | 22 |
| 84 | 4 | 2 | 4 | 4 | 3 | 17 |
| 85 | 3 | 2 | 3 | 4 | 2 | 14 |
| 86 | 1 | 3 | 2 | 3 | 2 | 11 |
| 87 | 2 | 3 | 1 | 2 | 4 | 12 |
| 88 | 3 | 4 | 3 | 4 | 4 | 18 |
| 89 | 3 | 5 | 4 | 3 | 4 | 19 |
| 90 | 4 | 3 | 4 | 3 | 4 | 18 |
| 91 | 3 | 4 | 5 | 5 | 4 | 21 |
| 92 | 5 | 4 | 3 | 3 | 3 | 18 |
| Total | 337 | 333 | 332 | 363 | 352 | 1717 |
| Rerata | 3.66 | 3.62 | 3.61 | 3.95 | 3.83 | 18.66 |
| | 3.73 | | | | | |

Lampiran C Jawaban Responden

1. Fasilitas pelayanan informasi tersedia dengan kondisi baik

 Copy

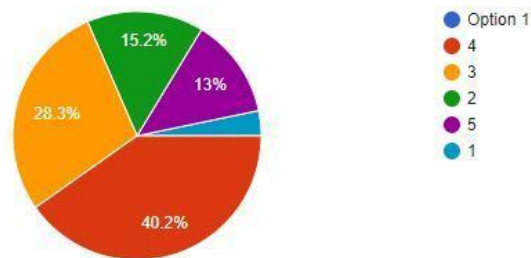
92 responses



2. Fasilitas yang tersedia sudah informatif, mudah dipahami dan mudah terlihat

 Copy

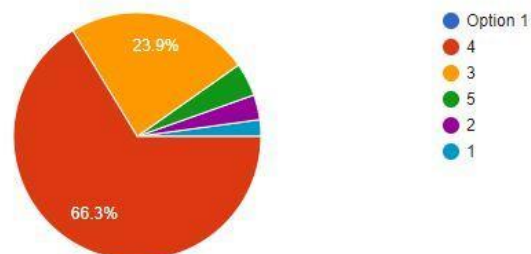
92 responses



3. Pelayanan informasi yang diberikan sudah akurat

 Copy

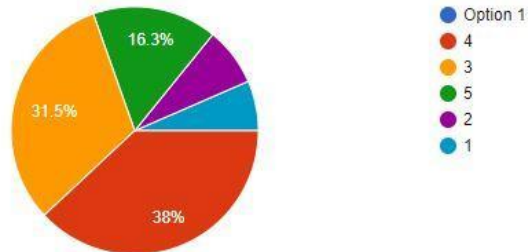
92 responses



4. Pelayanan informasi yang diberikan tepat waktu

 Copy

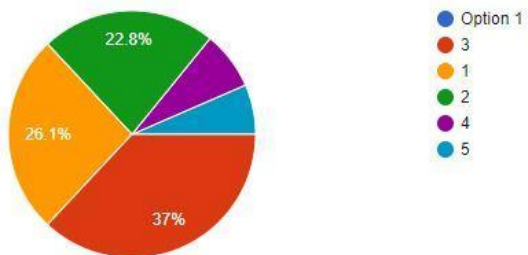
92 responses



5. Petugas selalu sigap membantu ketika Penumpang membutuhkan informasi

 Copy

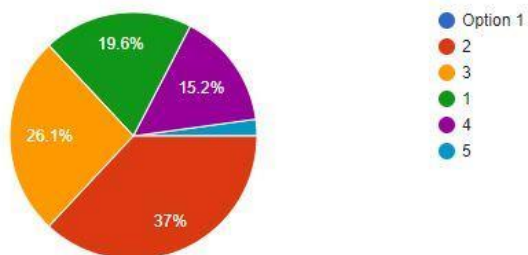
92 responses



6. Ketersediaan personil untuk melayani informasi sudah cukup

 Copy

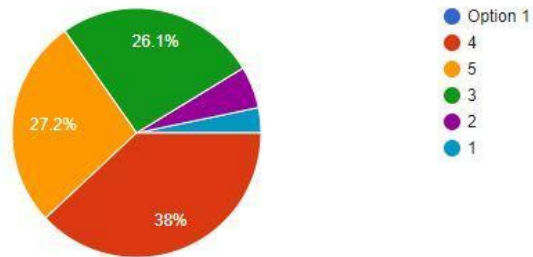
92 responses



7. Petugas informasi memiliki sikap sopan dan ramah

 Copy

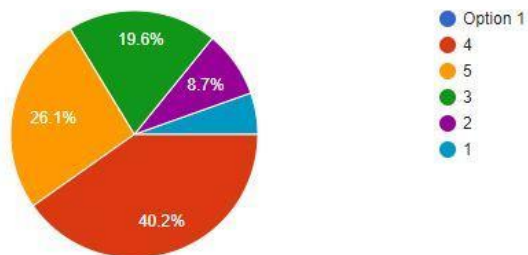
92 responses



8. Pengetahuan dan kecakapan petugas mumpuni

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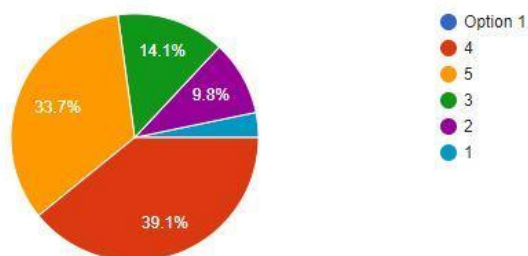
92 responses



9. Petugas Senantiasa menangani semua keluhan penumpang dengan seksama

 Copy

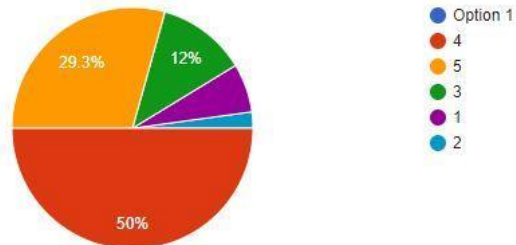
92 responses



10. Petugas tidak membedakan status penumpang ketika memberikan pelayanan

 Copy

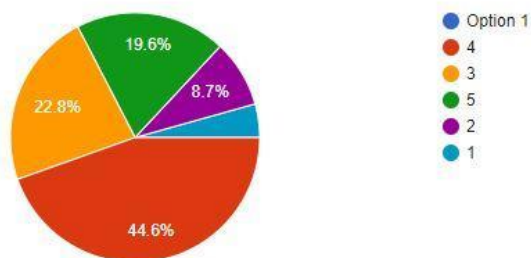
92 responses



11. Anda Merasa Puas dengan pelayanan informasi secara keseluruhan di Bandara ini

 Copy

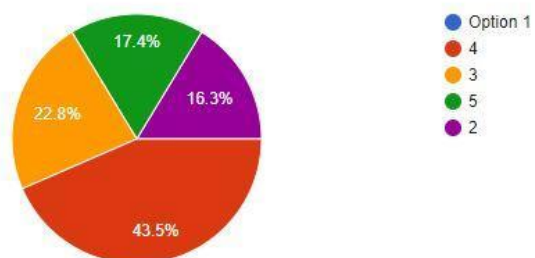
92 responses



12. Pelayanan Informasi yang anda dapatkan sesuai dengan kebutuhan anda

 Copy

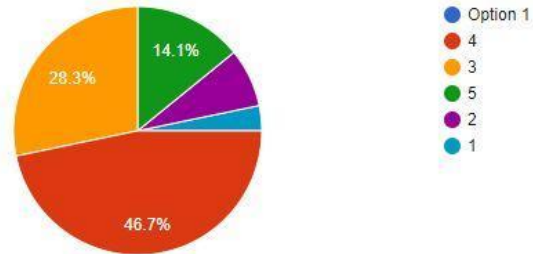
92 responses



13. Pelayanan informasi yang anda dapatkan sesuai dengan ekspetasi anda

 Copy

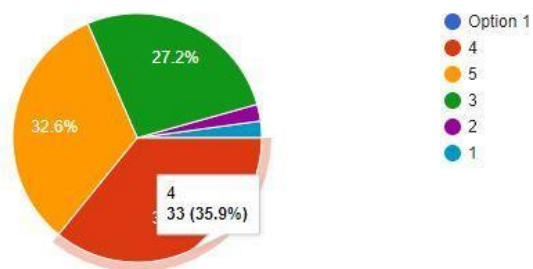
92 responses



14. Pelayanan informasi yang di dapatkan membuat anda tertarik untuk menggunakannya kembali

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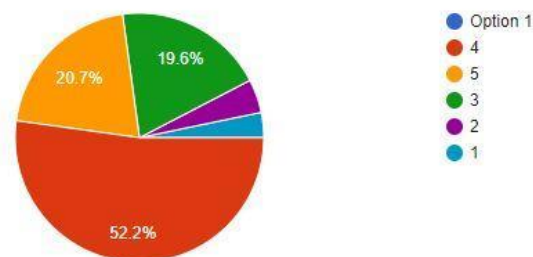
92 responses



15. Anda akan merekomendasikan Bandara ini kepada orang lain berdasarkan pengalaman pelayanan informasi anda

 Copy

92 responses



Lampiran D Uji Instrumen Penelitian

D.1 Uji Validitas Variabel Pelayanan Informasi

| | | Correlations | | | | | | | | | | Pelayanan_Informasi |
|---------------------|---------------------|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------------|
| | | X1 | X2 | X3 | X4 | X5 | X6 | X7 | X8 | X9 | X10 | |
| X1 | Pearson Correlation | 1 | .148 | .244* | .225* | .174 | .219* | .370** | .280** | .205* | .312** | .545** |
| | Sig. (2-tailed) | | .158 | .019 | .031 | .097 | .036 | .000 | .007 | .050 | .002 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X2 | Pearson Correlation | .148 | 1 | .220* | .169 | .116 | .117 | .270** | .345** | .313** | .288** | .523** |
| | Sig. (2-tailed) | .158 | | .036 | .108 | .271 | .267 | .009 | .001 | .002 | .005 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X3 | Pearson Correlation | .244* | .220* | 1 | .391** | -.058 | .015 | .186 | .317** | .301** | .354** | .476** |
| | Sig. (2-tailed) | .019 | .036 | | .000 | .585 | .884 | .077 | .002 | .004 | .001 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X4 | Pearson Correlation | .225* | .169 | .391** | 1 | .152 | .169 | .225* | .386** | .311** | .661** | .648** |
| | Sig. (2-tailed) | .031 | .108 | .000 | | .147 | .108 | .031 | .000 | .003 | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X5 | Pearson Correlation | .174 | .116 | -.058 | .152 | 1 | .135 | .201 | .141 | .080 | .189 | .403** |
| | Sig. (2-tailed) | .097 | .271 | .585 | .147 | | .199 | .055 | .180 | .446 | .071 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X6 | Pearson Correlation | .219* | .117 | .015 | .169 | .135 | 1 | .155 | .113 | .097 | .127 | .384** |
| | Sig. (2-tailed) | .036 | .267 | .884 | .108 | .199 | | .139 | .284 | .358 | .227 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X7 | Pearson Correlation | .370** | .270** | .186 | .225* | .201 | .155 | 1 | .374** | .356** | .311** | .606** |
| | Sig. (2-tailed) | .000 | .009 | .077 | .031 | .055 | .139 | | .000 | .001 | .003 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X8 | Pearson Correlation | .280** | .345** | .317** | .386** | .141 | .113 | .374** | 1 | .408** | .618** | .707** |
| | Sig. (2-tailed) | .007 | .001 | .002 | .000 | .180 | .284 | .000 | | .000 | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X9 | Pearson Correlation | .205* | .313** | .301** | .311** | .080 | .097 | .356** | .408** | 1 | .461** | .624** |
| | Sig. (2-tailed) | .050 | .002 | .004 | .003 | .446 | .358 | .001 | .000 | | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| X10 | Pearson Correlation | .312** | .288** | .354** | .661** | .189 | .127 | .311** | .618** | .461** | 1 | .764** |
| | Sig. (2-tailed) | .002 | .005 | .001 | .000 | .071 | .227 | .003 | .000 | .000 | | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |
| Pelayanan_Informasi | Pearson Correlation | .545** | .523** | .476** | .648** | .403** | .384** | .606** | .707** | .624** | .764** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | .000 | |
| | N | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 | 92 |

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

D.2 Uji Validitas Variabel Kepuasan Penumpang

| | | Correlations | | | | | Kepuasan_P enumpang |
|--------------------|---------------------|--------------|--------|--------|--------|--------|------------------------|
| | | Y1 | Y2 | Y3 | Y4 | Y5 | |
| Y1 | Pearson Correlation | 1 | .325** | .317** | .400** | .482** | .707** |
| | Sig. (2-tailed) | | .002 | .002 | .000 | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |
| Y2 | Pearson Correlation | .325** | 1 | .407** | .512** | .372** | .719** |
| | Sig. (2-tailed) | .002 | | .000 | .000 | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |
| Y3 | Pearson Correlation | .317** | .407** | 1 | .449** | .506** | .731** |
| | Sig. (2-tailed) | .002 | .000 | | .000 | .000 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |
| Y4 | Pearson Correlation | .400** | .512** | .449** | 1 | .331** | .739** |
| | Sig. (2-tailed) | .000 | .000 | .000 | | .001 | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |
| Y5 | Pearson Correlation | .482** | .372** | .506** | .331** | 1 | .736** |
| | Sig. (2-tailed) | .000 | .000 | .000 | .001 | | .000 |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |
| Kepuasan_Penumpang | Pearson Correlation | .707** | .719** | .731** | .739** | .736** | 1 |
| | Sig. (2-tailed) | .000 | .000 | .000 | .000 | .000 | |
| | N | 92 | 92 | 92 | 92 | 92 | 92 |

** . Correlation is significant at the 0.01 level (2-tailed).

D.3 Uji Reliabilitas Variabel Pelayanan Informasi

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .766 | 10 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|-----|-------------------------------|--------------------------------------|--|--|
| X1 | 30.88 | 28.612 | .416 | .748 |
| X2 | 31.10 | 28.573 | .379 | .753 |
| X3 | 30.87 | 30.247 | .373 | .755 |
| X4 | 31.04 | 26.811 | .521 | .733 |
| X5 | 32.09 | 29.619 | .218 | .778 |
| X6 | 32.11 | 30.120 | .217 | .775 |
| X7 | 30.74 | 27.602 | .478 | .740 |
| X8 | 30.82 | 25.801 | .589 | .722 |
| X9 | 30.64 | 27.024 | .489 | .738 |
| X10 | 30.61 | 25.494 | .671 | .711 |

D.4 Uji Reliabilitas Kepuasan Penumpang

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .775 | 5 |

Item-Total Statistics

| | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-Total Correlation | Cronbach's Alpha if Item Deleted |
|----|----------------------------|--------------------------------|----------------------------------|----------------------------------|
| Y1 | 15.00 | 8.088 | .503 | .751 |
| Y2 | 15.04 | 8.218 | .538 | .737 |
| Y3 | 15.05 | 8.206 | .561 | .729 |
| Y4 | 14.72 | 8.139 | .571 | .726 |
| Y5 | 14.84 | 8.226 | .571 | .726 |

Lampiran E Uji Asumsi Klasik

E.1 Uji Normalitas

One-Sample Kolmogorov-Smirnov Test

| | | Unstandardized Residual | |
|----------------------------------|-------------------------|-------------------------|------|
| N | | 92 | |
| Normal Parameters ^{a,b} | Mean | .0000000 | |
| | Std. Deviation | 2.96721810 | |
| Most Extreme Differences | Absolute | .089 | |
| | Positive | .039 | |
| | Negative | -.089 | |
| Test Statistic | | .089 | |
| Asymp. Sig. (2-tailed) | | .069 ^c | |
| Monte Carlo Sig. (2-tailed) | Sig. | .437 ^d | |
| | 99% Confidence Interval | Lower Bound | .424 |
| | | Upper Bound | .450 |

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

d. Based on 10000 sampled tables with starting seed 2000000.

E.2 Uji Heteroskedasitas

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|---------------------|-----------------------------|------------|---------------------------|--------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 4.312 | .976 | | 4.420 | .000 |
| | Pelayanan_Informasi | -.052 | .028 | -.194 | -1.875 | .064 |

a. Dependent Variable: ABS_RES

E.3 Uji Linearitas

ANOVA^a

| Model | | Sum of Squares | df | Mean Square | F | Sig. |
|-------|------------|----------------|----|-------------|--------|-------------------|
| 1 | Regression | 299.355 | 1 | 299.355 | 33.627 | .000 ^b |
| | Residual | 801.199 | 90 | 8.902 | | |
| | Total | 1100.554 | 91 | | | |

a. Dependent Variable: Kepuasan_Penumpang

b. Predictors: (Constant), Pelayanan_Informasi

Lampiran F Uji Hipotesis

Coefficients^a

| Model | | Unstandardized Coefficients | | Standardized Coefficients | t | Sig. |
|-------|---------------------|-----------------------------|------------|---------------------------|-------|------|
| | | B | Std. Error | Beta | | |
| 1 | (Constant) | 7.867 | 1.888 | | 4.168 | .000 |
| | Pelayanan_Informasi | .313 | .054 | .522 | 5.799 | .000 |

a. Dependent Variable: Kepuasan_Penumpang

Lampiran G Uji Karakteristik Responden

Usia

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------|-----------|---------|---------------|--------------------|
| Valid | 17-22 Tahun | 16 | 17.4 | 17.4 | 17.4 |
| | 23-28 Tahun | 11 | 12.0 | 12.0 | 29.3 |
| | 29-35 Tahun | 26 | 28.3 | 28.3 | 57.6 |
| | 35 Tahun Ke atas | 39 | 42.4 | 42.4 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Jenis_Kelamin

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Laki-laki | 55 | 59.8 | 59.8 | 59.8 |
| | Perempuan | 37 | 40.2 | 40.2 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Frekuensi_Perjalanan

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | 1-3 | 14 | 15.2 | 15.2 | 15.2 |
| | 3-6 | 18 | 19.6 | 19.6 | 34.8 |
| | 7-10 | 28 | 30.4 | 30.4 | 65.2 |
| | > 10 kali | 32 | 34.8 | 34.8 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Lampiran H Analisis Statistik Deskriptif

X1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| | 2 | 9 | 9.8 | 9.8 | 12.0 |
| | 3 | 22 | 23.9 | 23.9 | 35.9 |
| | 4 | 44 | 47.8 | 47.8 | 83.7 |
| | 5 | 15 | 16.3 | 16.3 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| | 2 | 14 | 15.2 | 15.2 | 18.5 |
| | 3 | 26 | 28.3 | 28.3 | 46.7 |
| | 4 | 37 | 40.2 | 40.2 | 87.0 |
| | 5 | 12 | 13.0 | 13.0 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| | 2 | 3 | 3.3 | 3.3 | 5.4 |
| | 3 | 22 | 23.9 | 23.9 | 29.3 |
| | 4 | 61 | 66.3 | 66.3 | 95.7 |
| | 5 | 4 | 4.3 | 4.3 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 6 | 6.5 | 6.5 | 6.5 |
| | 2 | 7 | 7.6 | 7.6 | 14.1 |
| | 3 | 29 | 31.5 | 31.5 | 45.7 |
| | 4 | 35 | 38.0 | 38.0 | 83.7 |
| | 5 | 15 | 16.3 | 16.3 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X5

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 24 | 26.1 | 26.1 | 26.1 |
| | 2 | 21 | 22.8 | 22.8 | 48.9 |
| | 3 | 34 | 37.0 | 37.0 | 85.9 |
| | 4 | 7 | 7.6 | 7.6 | 93.5 |
| | 5 | 6 | 6.5 | 6.5 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X6

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 18 | 19.6 | 19.6 | 19.6 |
| | 2 | 34 | 37.0 | 37.0 | 56.5 |
| | 3 | 24 | 26.1 | 26.1 | 82.6 |
| | 4 | 14 | 15.2 | 15.2 | 97.8 |
| | 5 | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X7

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| | 2 | 5 | 5.4 | 5.4 | 8.7 |
| | 3 | 24 | 26.1 | 26.1 | 34.8 |
| | 4 | 35 | 38.0 | 38.0 | 72.8 |
| | 5 | 25 | 27.2 | 27.2 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X8

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 5 | 5.4 | 5.4 | 5.4 |
| | 2 | 8 | 8.7 | 8.7 | 14.1 |
| | 3 | 18 | 19.6 | 19.6 | 33.7 |
| | 4 | 37 | 40.2 | 40.2 | 73.9 |
| | 5 | 24 | 26.1 | 26.1 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X9

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| | 2 | 9 | 9.8 | 9.8 | 13.0 |
| | 3 | 13 | 14.1 | 14.1 | 27.2 |
| | 4 | 36 | 39.1 | 39.1 | 66.3 |
| | 5 | 31 | 33.7 | 33.7 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

X10

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 6 | 6.5 | 6.5 | 6.5 |
| | 2 | 2 | 2.2 | 2.2 | 8.7 |
| | 3 | 11 | 12.0 | 12.0 | 20.7 |
| | 4 | 46 | 50.0 | 50.0 | 70.7 |
| | 5 | 27 | 29.3 | 29.3 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Y1

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 4 | 4.3 | 4.3 | 4.3 |
| | 2 | 8 | 8.7 | 8.7 | 13.0 |
| | 3 | 21 | 22.8 | 22.8 | 35.9 |
| | 4 | 41 | 44.6 | 44.6 | 80.4 |
| | 5 | 18 | 19.6 | 19.6 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Y2

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 2 | 15 | 16.3 | 16.3 | 16.3 |
| | 3 | 21 | 22.8 | 22.8 | 39.1 |
| | 4 | 40 | 43.5 | 43.5 | 82.6 |
| | 5 | 16 | 17.4 | 17.4 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Y3

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| | 2 | 7 | 7.6 | 7.6 | 10.9 |
| | 3 | 26 | 28.3 | 28.3 | 39.1 |
| | 4 | 43 | 46.7 | 46.7 | 85.9 |
| | 5 | 13 | 14.1 | 14.1 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Y4

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 2 | 2.2 | 2.2 | 2.2 |
| | 2 | 2 | 2.2 | 2.2 | 4.3 |
| | 3 | 25 | 27.2 | 27.2 | 31.5 |
| | 4 | 33 | 35.9 | 35.9 | 67.4 |
| | 5 | 30 | 32.6 | 32.6 | 100.0 |
| | Total | 92 | 100.0 | 100.0 | |

Y5

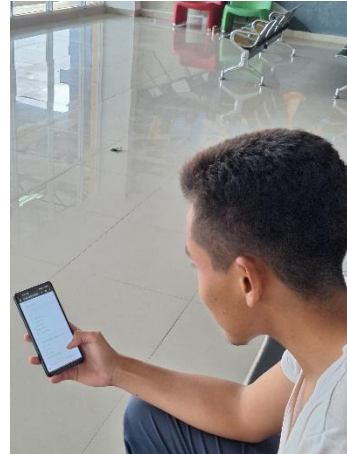
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1 | 3 | 3.3 | 3.3 | 3.3 |
| | 2 | 4 | 4.3 | 4.3 | 7.6 |
| | 3 | 18 | 19.6 | 19.6 | 27.2 |
| | 4 | 48 | 52.2 | 52.2 | 79.3 |
| | 5 | 19 | 20.7 | 20.7 | 100.0 |
| | Total | | 92 | 100.0 | 100.0 |

Lampiran I R tabel


| Tabel r untuk df = 51 - 100 | | | | | |
|-----------------------------|--|--------|--------|--------|--------|
| df = (N-2) | Tingkat signifikansi untuk uji satu arah | | | | |
| | 0.05 | 0.025 | 0.01 | 0.005 | 0.0005 |
| | Tingkat signifikansi untuk uji dua arah | | | | |
| | 0.1 | 0.05 | 0.02 | 0.01 | 0.001 |
| 51 | 0.2284 | 0.2706 | 0.3188 | 0.3509 | 0.4393 |
| 52 | 0.2262 | 0.2681 | 0.3158 | 0.3477 | 0.4354 |
| 53 | 0.2241 | 0.2656 | 0.3129 | 0.3445 | 0.4317 |
| 54 | 0.2221 | 0.2632 | 0.3102 | 0.3415 | 0.4280 |
| 55 | 0.2201 | 0.2609 | 0.3074 | 0.3385 | 0.4244 |
| 56 | 0.2181 | 0.2586 | 0.3048 | 0.3357 | 0.4210 |
| 57 | 0.2162 | 0.2564 | 0.3022 | 0.3328 | 0.4176 |
| 58 | 0.2144 | 0.2542 | 0.2997 | 0.3301 | 0.4143 |
| 59 | 0.2126 | 0.2521 | 0.2972 | 0.3274 | 0.4110 |
| 60 | 0.2108 | 0.2500 | 0.2948 | 0.3248 | 0.4079 |
| 61 | 0.2091 | 0.2480 | 0.2925 | 0.3223 | 0.4048 |
| 62 | 0.2075 | 0.2461 | 0.2902 | 0.3198 | 0.4018 |
| 63 | 0.2058 | 0.2441 | 0.2880 | 0.3173 | 0.3988 |
| 64 | 0.2042 | 0.2423 | 0.2858 | 0.3150 | 0.3959 |
| 65 | 0.2027 | 0.2404 | 0.2837 | 0.3126 | 0.3931 |
| 66 | 0.2012 | 0.2387 | 0.2816 | 0.3104 | 0.3903 |
| 67 | 0.1997 | 0.2369 | 0.2796 | 0.3081 | 0.3876 |
| 68 | 0.1982 | 0.2352 | 0.2776 | 0.3060 | 0.3850 |
| 69 | 0.1968 | 0.2335 | 0.2756 | 0.3038 | 0.3823 |
| 70 | 0.1954 | 0.2319 | 0.2737 | 0.3017 | 0.3798 |
| 71 | 0.1940 | 0.2303 | 0.2718 | 0.2997 | 0.3773 |
| 72 | 0.1927 | 0.2287 | 0.2700 | 0.2977 | 0.3748 |
| 73 | 0.1914 | 0.2272 | 0.2682 | 0.2957 | 0.3724 |
| 74 | 0.1901 | 0.2257 | 0.2664 | 0.2938 | 0.3701 |
| 75 | 0.1888 | 0.2242 | 0.2647 | 0.2919 | 0.3678 |
| 76 | 0.1876 | 0.2227 | 0.2630 | 0.2900 | 0.3655 |
| 77 | 0.1864 | 0.2213 | 0.2613 | 0.2882 | 0.3633 |
| 78 | 0.1852 | 0.2199 | 0.2597 | 0.2864 | 0.3611 |
| 79 | 0.1841 | 0.2185 | 0.2581 | 0.2847 | 0.3589 |
| 80 | 0.1829 | 0.2172 | 0.2565 | 0.2830 | 0.3568 |
| 81 | 0.1818 | 0.2159 | 0.2550 | 0.2813 | 0.3547 |
| 82 | 0.1807 | 0.2146 | 0.2535 | 0.2796 | 0.3527 |
| 83 | 0.1796 | 0.2133 | 0.2520 | 0.2780 | 0.3507 |
| 84 | 0.1786 | 0.2120 | 0.2505 | 0.2764 | 0.3487 |
| 85 | 0.1775 | 0.2108 | 0.2491 | 0.2748 | 0.3468 |
| 86 | 0.1765 | 0.2096 | 0.2477 | 0.2732 | 0.3449 |
| 87 | 0.1755 | 0.2084 | 0.2463 | 0.2717 | 0.3430 |
| 88 | 0.1745 | 0.2072 | 0.2449 | 0.2702 | 0.3412 |
| 89 | 0.1735 | 0.2061 | 0.2435 | 0.2687 | 0.3393 |
| 90 | 0.1726 | 0.2050 | 0.2422 | 0.2673 | 0.3375 |
| 91 | 0.1716 | 0.2039 | 0.2409 | 0.2659 | 0.3358 |
| 92 | 0.1707 | 0.2028 | 0.2396 | 0.2645 | 0.3341 |
| 93 | 0.1698 | 0.2017 | 0.2384 | 0.2631 | 0.3323 |
| 94 | 0.1689 | 0.2006 | 0.2371 | 0.2617 | 0.3307 |
| 95 | 0.1680 | 0.1996 | 0.2359 | 0.2604 | 0.3290 |
| 96 | 0.1671 | 0.1986 | 0.2347 | 0.2591 | 0.3274 |
| 97 | 0.1663 | 0.1975 | 0.2335 | 0.2578 | 0.3258 |
| 98 | 0.1654 | 0.1966 | 0.2324 | 0.2565 | 0.3242 |
| 99 | 0.1646 | 0.1956 | 0.2312 | 0.2552 | 0.3226 |
| 100 | 0.1638 | 0.1946 | 0.2301 | 0.2540 | 0.3211 |

(Sumber: Junaidi, 2017)

Lampiran J Dokumentasi Responden



Lampiran K SK EGM



ANGKASA PURA II
The Leading Indonesia's Airport Company

**KEPUTUSAN EXECUTIVE GENERAL MANAGER
PT ANGKASA PURA II
NOMOR: KEP.01.02/07/06/2023/0016
TENTANG
STANDAR PELAYANAN
KANTOR CABANG BANDAR UDARA INTERNASIONAL SULTAN SYARIF KASIM II**

Menimbang :

- a. bahwa berdasarkan ketentuan Pasal 20 Undang-Undang nomor 25 Tahun 2009 tentang Pelayanan Publik, penyelenggara pelayanan publik wajib menetapkan standar pelayanan;
- b. bahwa berdasarkan ketentuan Pasal 20 Undang-Undang nomor 25 Tahun 2009 tentang Pelayanan Publik, penyelenggara pelayanan publik wajib menetapkan standar pelayanan; bahwa dalam rangka meningkatkan mutu dan kualitas pelayanan pada Bandar Udara Internasional Sultan Syarif Kasim II Pekanbaru diperlukan adanya standar Pelayanan;
- c. bahwa berdasarkan pertimbangan sebagaimana dimaksud dalam huruf a dan huruf b, perlu menetapkan Keputusan Executive General Manager PT Angkasa Pura II (Persero) tentang Standar Pelayanan Kantor Cabang Bandar Udara Internasional Sultan Syarif Kasim II Pekanbaru.

Mengingat :

1. Undang-Undang Nomor 1 Tahun 2009 tentang Penerbangan (Lembaran Negara Republik Indonesia Tahun 2009 Nomor 1, Tambahan Lembaran Negara Republik Indonesia Nomor 4956);
2. Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik (Lembaran Negara Republik Indonesia tahun 2009 Nomor 112, Tambahan Lembaran Negara Republik Indonesia Nomor 5038);
3. Peraturan Pemerintah Nomor 14 Tahun 1992 Tentang Pengalihan Bentuk Badan Usaha Perusahaan Umum (Perum) Angkasa Pura II Menjadi Perusahaan Perseroan (Persero) (Lembaran Negara RI Tahun 1992 Nomor 25);
4. Peraturan Pemerintah Republik Indonesia Nomor 3 Tahun 2001 tentang Keamanan dan Keselamatan Penerbangan (Lembaran Negara Republik Indonesia Tahun 2001 Nomor 9, Tambahan Lembaran Negara Republik Indonesia Nomor 407);
5. Peraturan Pemerintah Republik Indonesia Nomor 70 Tahun 2001 tentang Kebendardaraan (Lembaran Negara Republik Indonesia Tahun 2001 Nomor 128, Tambahan Lembaran Negara Republik Indonesia Nomor 4146);

6. Peraturan.../2

BRANCH OFFICE:
Sultan Syarif Kasim II International Airport | Jl. Pethabangan | Pekanbaru 28264 | Riau | Indonesia
P: +62741 474 694 | F: +62741 474 827 | www.angkaspura2.co.id

F. PENANGANAN PENGADUAN, SARAN, DAN MASUKAN

Penanganan pengaduan, saran, dan masukan merupakan salah satu komponen Standar pelayan dalam penyelenggaraan pelayanan. Oleh karena itu perlu diteliti bagaimana kondisi pengelolaan pengaduan, saran, dan masukan pada unit/satker untuk jenis layanan tertentu saat ini. Kalau sudah ada sistem dan fungsi, bagaimana status dan bentuk organisasi, tugas dan fungsi, prosedur, tindak lanjut dan dukungan SDM. Sebagai alat penyampaian keluhan, perusahaan telah menyediakan beberapa sarana yang dapat digunakan secara luas kepada pengguna jasa, antara lain :

a. Personil Customer Services


Saat ini terdapat 8 personil pada unit Customer Services yang secara operasional melaksanakan tugas di konter Customer Service.

34

Lampiran L Daftar Dinas Unit CSO

| DAFTAR DINAS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-----|------|-------|------|---|----|----|----|----|----|----|---|
| BULAN OKTOBER 2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UNIT KERJA DINAS TERMINAL & LANDSIDE SERVICE - CSO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NO | NAMA | TANGGAL | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | KET | | | | | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | PAGI | SIANG | CUTI | | | | | | | | |
| 1 | NURHANI | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | 10 | 10 | 0 | | | | |
| 2 | FEDHYA DINATA | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | 10 | 10 | 0 | | |
| 3 | DEA RIZKY | L | P | S | S | S | L | L | P | S | S | S | L | L | C | C | C | C | C | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | 6 | 10 | 6 | | | |
| 4 | MEDIA CALLISTA | P | S | S | L | L | P | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | 11 | 10 | 0 | |
| 5 | KHAIRUNNISA | P | S | L | L | P | P | P | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | 12 | 9 | 0 | |
| 6 | ABDUL LATIF | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | 10 | 10 | 0 |
| 7 | RENNY JULIANTI | L | L | P | P | S | S | L | L | P | P | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | S | S | L | L | P | P | 11 | 8 | 0 | |
| CATATAN | | P (PAGI) = 05:00 - 13:00 S (SIANG) = 13:00 - 21:00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Lampiran M Rekapitulasi Pertanyaan Penumpang

| REKAPITULASI PELAPORAN PERTANYAAN PELANGGAN BANDARA UDARA SULTAN SYARIF KASIM II BULAN NOVEMBER TAHUN 2023 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  ANGKASA PURA II <small>PT. ANGKASA PURA II</small> | | | | |
|--|---------------------------|---------------------|----|----|----|----|-------------------------|----|----|----|----|-----------------------------------|----|----|----|----|---------------------------|----|----|----|----|--------|----|---------|----|----|----|----|----|----|--|-----|--------|-----|---------|
| | | Total Pertanyaan | | | | | Pertanyaan Terbanyak | | | | | Jumlah Pertanyaan Terbanyak | | | | | % Pertanyaan Terbanyak | | | | | Jumlah | % | Ranking | | | | | | | | | | | |
| | | 1915 | | | | | | | | | | 1319 | | | | | 69% | | | | | | | | | | | | | | | | | | |
| NO | Pertanyaan | Tanggal | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Jumlah | % | Ranking |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | |
| 1 | Counter Check In | 41 | 83 | 30 | 48 | 68 | 40 | 48 | 52 | 41 | 25 | 43 | 44 | 65 | 46 | 29 | 31 | 55 | 51 | 0 | 36 | 33 | 19 | 50 | 34 | 51 | 44 | 55 | 45 | 53 | 59 | 0 | 1319 | 69% | 1 |
| 2 | Customer Service Maskapai | 9 | 21 | 0 | 0 | 9 | 13 | 9 | 13 | 6 | 3 | 7 | 3 | 6 | 3 | 0 | 3 | 9 | 4 | 0 | 12 | 7 | 0 | 4 | 2 | 6 | 2 | 0 | 1 | 12 | 5 | 0 | 169 | 9% | 3 |
| 3 | Antigen & PCR | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 16 |
| 4 | Tempat validasi | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% | 16 |
| 5 | Jadwal penerbangan | 4 | 14 | 2 | 2 | 10 | 16 | 8 | 17 | 5 | 2 | 3 | 12 | 7 | 5 | 5 | 10 | 11 | 0 | 2 | 4 | 5 | 5 | 9 | 11 | 9 | 0 | 1 | 8 | 7 | 0 | 201 | 10% | 2 | |