

## Analysis of the Service Level of Wamena Class 1 Airport Terminal Facilities in Jayawijaya Regency

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### Abstract

Jayawijaya Regency has one domestic airport, which is in Wamena City, called Wamena Airport. Therefore, the service standards and facilities provided by the airport management must be in accordance with standards that are able to create a comfortable and conducive atmosphere for airport service users. This research aims to find out the service level of Wamena Class 1 Airport Terminal Facilities in Jayawijaya Regency. This research uses data analyzed from Surfey which consists of 1 (one) variable, namely Airport Terminal Facility Services with indicators which include facilities in the passenger departure and arrival process, facilities that provide comfort to passengers and facilities that provide added value. The number of samples used was 123 people. The data analysis technique used is score analysis. The Surfey results show that the respondents' responses from the surfey passenger results were as follows: those who said they were very satisfied with a score of 55, those who were satisfied were 280, less satisfied at 120 and dissatisfied at 4. So the score regarding passenger inspection was 459 and was in the satisfied category.

**Keywords :** Analysis, Services, Airport Facilities

### INTRODUCTION

Airports are an important part in supporting the smooth flow of aviation traffic. Thus, the government is obliged to provide support in the form of facilities in managing airports. Because an airport is an area used as a place for airplanes to land and take off, boarding and disembarking passengers, loading and unloading of goods and a place for transferring between modes of transportation which is equipped with aviation safety and security facilities as well as basic facilities and other supporting facilities.

Success Airport development is largely determined by the provision of quality services that are able to provide satisfaction for the people who use airport services. With good service, it is hoped that it will be able to provide comfort, convenience and security for passengers at the airport.

Wamena Airport is one of the facilities used to serve passengers using airplanes and this airport is one of the busiest and most densely populated airports in Papua because the people who use the airport facilities are people in the Central mountains which consist of Jayawijaya, Lanny Jaya Regencies, Yahukimo, Puncak Jaya, Nduga, Yalimo and Tolikara. And currently Wamena Airport is in the class I category based on Ministerial Regulation Number: PM 40 of 2014 concerning the Organization and Work Procedures of the Airport Organizing Unit Office. The increase in class from class II to class I is the biggest challenge for Wamena Airport because it must be followed by the provision of facilities both from the air side which consists of a runway with a length of 2,175x30 meters and also a taxiway and apron (parking runway) which accommodates around 12 aircraft. Meanwhile, from the land side, it consists of a passenger terminal, cargo terminal, tower operational office and control room. The public's interest in air transportation is because the only way out to Jayapura is through the use of airplanes. In

providing excellent service through the air transportation sector, the government needs to develop supporting facilities for this transportation.

However, through the author's observations, it shows that the provision of facilities at Wamena Class 1 Airport is inadequate, such as the absence of internet facilities, children's play area facilities, limited check-in areas, firearms storage cupboards and convoys in the arrival hall, of which there is only one unit. cannot provide comfort and satisfaction for the community.

## Theoretical basis

### a. Public service

The basic concept of "service" has been explained by many experts. Among other things, according to Supriyanto and Sugiyanti, (2003: 68) is an effort to help prepare, provide or take care of other people's needs.

Another opinion was expressed by Boediono (2003: 60) regarding the meaning of 'service', namely the process of helping other people in certain ways that require sensitivity and interpersonal relationships in order to create satisfaction and success.

### b. Definition of Service

According to Ratminto and Winarsi (2005:40), services are invisible products (cannot be touched) that involve human efforts and use equipment. This is a simple definition, while a more detailed definition is given by Gronroos in Ratminto and Winarsi (2005:40) service is an activity or series of activities that are invisible (cannot be touched) which occur as a result of interactions between consumers and employees or other things. caused by companies providing services intended to solve consumer/customer problems.

### c. Service quality.

According to Sianipar (1999:32), service quality is focused on the method of delivery and at the time of use to what extent it can fulfill the basic provisions of the design or agreement as well as the maintenance and repair time. The quality of the service or services is centered on fulfilling the needs and desires of customers and the determination of service to balance customer expectations. .

### d. Measuring Service Quality.

Service quality is an assessment of the extent to which a service corresponds to what should be provided or delivered (Tjiptono 1997: 45). It is further said that quality is measured through consumer research regarding customer perceptions of the service quality of an organization. Service quality is one indicator in measuring the effectiveness of organizational performance, both private and public (Tjiptono 1997:45).

### e. Principles of Service Quality.

According to Tjiptono (1997:125) These six principles are very useful in establishing and maintaining the right environment to carry out quality improvements, on an ongoing basis, supported by suppliers, employees and customers.

#### 1. Public Service Standards

Public services are provided to the community based on certain standards. So, public service standards according to (Boediono, 2003: 236) are technical specifications of services that are standardized as a benchmark for providing public services.

#### 2. Terminal Service Standards

This airport service user service standard is a reference in providing airport services for airport business entities and airport management units in accordance with Minister of Transportation Regulation Number 178 of 2015, concerning Airport Service User Service Standards. Service standards include facilities used in the process of departure and arrival of passengers which are referred to as service levels, facilities that provide comfort to passengers, facilities that provide added value in the form of additional services, and the capacity of airport terminals to accommodate passengers during peak hours as an initial estimate of development needs facility.

## RESEARCH METHODS

### a. Population

According to Sugiyono (2008:90) population is a generalized area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn. The population of the research object is Wings Air, Trigana Air and Nam Air airline passengers at Wamena Class 1 Airport, Jayawijaya Regency with an average number of passengers of 185 passengers as users of transportation services.

### b. Sample

According to Sugiono (2008: 91), the sample is part of the number and characteristics of the population. So the sample in this study was 123 people. The method for collecting respondents was distributed to 5 passengers for 24 days, which was carried out by accidental sampling, which is a sample determination technique based on chance/incidental encounters with researchers that can be used as samples, namely passengers entering the Wamena Airport terminal.

### c. Data Analysis Techniques

The data analysis technique in this research uses a proportion test, as stated by Azwar, (2007: 126) that the presentation of percentages and proportions provides an overview of the distribution of subjects according to variable value categories.

The data analysis technique used in this research is a quantitative descriptive method using a score formula. Sugiyono (2008:167) After obtaining the data in the form of a score, the score is calculated as follows:

The ideal score (maximum score) is  $123 \times 5 = 615$

The lowest total score (minimum score) is  $123 \times 1 = 123$

Table 1. Interpretation of Score Values

No	Score sum interval	Predicate
1	$492 < \text{Total score} \leq 615$	Very satisfied
2	$369 < \text{total score} \leq 492$	Satisfied
3	$246 < \text{total score} \leq 369$	Less satisfied
4	$123 < \text{total score} \leq 246$	Not satisfied
5	$1 < \text{total score} \leq 123$	Very Dissatisfied

## RESULTS AND DISCUSSION

### a. Condition of Research Location

Currently Wamena Airport, Jayawijaya Regency is in the class I category based on Ministerial Regulation Number: PM 40 of 2014 concerning the Organization and Work Procedures of the airport management unit office.

### b. Main Duties and Functions of Wamena Class I Airport, Jayawijaya Regency

To carry out the main tasks mentioned above, Wamena Class 1 Airport, Jayawijaya Regency carries out the following functions:

1. Organize and control the implementation of transport traffic.
2. Organize and regulate air traffic security and safety
3. Providing and maintaining airport, telecommunications, navigation and electricity facilities.
4. Organize and regulate airport support activities for the smooth flow of passengers and goods.
5. Organizing and controlling security and public order as well as airport *hygiene and sanitation*.
6. Organizing personnel, financial, equipment, administrative and household activities.

**c. Wamena Class I Airport Terminal Facilities and Infrastructure**

Table 2. Wamena Class I Airport Terminal Facilities and Infrastructure

<b>No.</b>	<b>Infrastructure</b>	<b>Amount</b>
1	Terminal Building	1 Unit
2	The waiting room	1 Unit
3	Arrival Hall	1 Unit
4	Customer service room	9 Units
5	This check room	1 Unit
6	Information Room	1 Unit
7	Quarantine Room	1 Unit
8	Lounge Room	1 Unit
9	Nursing room	1 Unit
10	Security check room	1 Unit
11	Prayer room	1 Unit
12	Dedicated user toilet room	2 Units
13	ATM room	1 Unit
14	Aviation security room	1 Unit
15	Shuttle vehicle parking area	1 Unit
16	Concession room	9 Units
17	Elban room	2 Units
18	Immigration room	1 Unit
19	X-ray	4 Units
20	Walk Through metal detector	2 Units
21	Hand held metal detector	5 Units
22	Hendy talk	4 Units
23	Public address system	1 set
24	Checked Baggage Convenor	1 Unit
25	Arrival Baggage Convenyor	1 Unit
26	CCTV	28 Units
27	Carriage Station	2 Units
28	Drinking Water Dispenser	2 Units
29	Luggage Trolley	20 units
30	Television	3 Units
31	Wall clock	2 Units
32	Monitor Check In	5 Units
33	ATM	3 Units
34	Check In Desk	5 Units
34	Wheel chair	50 Units
35	Monitor Baggage Inspection	1 Unit
36	Firearms Storage Cabinet	4 Units
37	Filing cabinet	1 piece
38	Locker Cupboard	2 pieces
39	Patrol Vehicle	3 Units
40	X-Ray Trolley	3 Units
41	Aviation Lights	1 Unit

Source: Wamena Class I Airport, 2023

**d. Condition of Respondents Based on Type of Work**

Table 3. Condition of Respondents Based on Type of Work

No	Type of work	Frequency (person)	Percentage (%)
1	Civil servants	65	52.85
2	Businessman	25	20.33
3	Farmer	10	8.12
4	Student	23	18.70
	Amount	123	100.00

Source: Processed Questionnaire Data, 2023

From the table above, it shows that the largest number of respondents worked as civil servants or 52.85%.

**e. Data analysis**

To find out about Terminal Facility Services with limited aspects including facilities at process departure and arrival passengers, facilities that provide comfort to passengers and facilities that provide added value at Wamena Class 1 Airport, Jayawijaya Regency can be seen in the following tables:

1. *Facilities that provide comfort to passengers*

Temperature conditioning can be seen in the table the following:

Table 4. Respondents' responses regarding temperature conditioning

Answer Categories	Score	Frequency	Score Value
Very satisfied	5	36	180
Satisfied	4	66	264
Less satisfied	3	6	18
Not satisfied	2	9	18
Very dissatisfied	1	6	6
<b>Amount</b>	-	<b>123</b>	<b>486</b>

Source: Processed Questionnaire Data, 2023

The table above shows that the respondents' responses regarding temperature conditioning, those who said they were very satisfied with a score of 180, those who said they were satisfied were 264, those who said they were less satisfied were 18 and those who said they were not satisfied were 18 and those who were very dissatisfied were 6. So Conditioning temperature with a score value of 486 and is in the satisfied category.

2. *Facilities that provide added value*

Table 5. Respondents' responses regarding the availability of nurses

Answer Categories	Score	Frequency	Score Value
Very satisfied	5	3	15
Satisfied	4	42	168
Less satisfied	3	46	138
Not satisfied	2	22	44
Very dissatisfied	1	10	10
<b>Amount</b>	-	<b>123</b>	<b>375</b>

Source: Processed Questionnaire Data, 2023

The table above shows that the respondents' responses regarding nursery availability, those who said they were very satisfied with a score of 15, those who said they were satisfied were 168, those who said they were less satisfied were 138 and those who said they were not satisfied were 44 and those who were very dissatisfied were 10. So Availability Nurse y with a score of 375 and in the satisfied category.

### 1 . Facilities that provide comfort to passengers

D in measuring facilities indicators that provide comfort to passengers can be seen through the table as follows.

Table 6. Average Facility Indicators which provides comfort to passengers

N o	Statement	Average Score	Predicate
1	Temperature conditioning	486	Satisfied
2	Light conditioning	484	Satisfied
3	Ease of transporting luggage	442	Satisfied
4	Cleanliness	422	Satisfied
5	Availability of flight information services	355	Less satisfied
6	Availability of departure schedule monitoring screen services	296	Less satisfied
7	Toilet Availability	423	Satisfied
8	Availability of parking space r	433	Satisfied
9	Availability of facilities for users with special needs	373	Satisfied
	<b>R average _</b>	<b>412.67</b>	<b>Satisfied</b>

Source: Processed Questionnaire Data, 2023

The table above shows that the score for the facility indicator that provides comfort to passengers is 412.67 and is in the satisfied category. The results of data analysis show that people who use airport facilities are satisfied with the facilities that provide comfort to passengers. From the data above, it shows that people who use the airport terminal are satisfied with temperature conditioning, light, ease of transporting baggage, cleanliness, availability of toilets, parking spaces , availability of facilities for users with special needs, but are less satisfied with the availability of flight information services and the availability of screen services. monitor departure schedules.

### 3. Facilities that provide added value

D in measuring indicators of facilities that provide added value can be seen through the table as follows.

Table 7. Average indicators of facilities that provide added value

N o	Statement	Average Score	Predicate
1	Availability of prayer room	508	Very satisfied
2	Nurser Availability y	375	Satisfied
3	Availability of shopping facilities	410	Satisfied
4	Restaurant Availability	388	Satisfied
5	Space Availability smoke	378	Satisfied
6	Space availability play child	259	Less satisfied
7	Availability ATM / money changer	460	Satisfied
8	Internet availability/ wifi	237	Not satisfied
9	Availability of facilities purchase ticket	387	Satisfied
10	Availability of changing stations	485	Satisfied
11	Availability of drinking water facilities	417	Satisfied
12	Executive lounge availability.	480	Satisfied
	<b>R average _</b>	<b>398.67</b>	<b>Satisfied</b>

Source: Processed Questionnaire Data, 2023



The table above shows that the score for the Facility indicator that provides added value is 398.67 and is in the satisfied category. The results of data analysis show that people who use the airport are very satisfied with the availability of prayer rooms and are also satisfied with facility nurseries , shopping facilities , restaurants, smoking rooms, availability of ATMs, ticket purchasing places, changing stations, drinking water facilities, lounges and are not satisfied with the children's playroom and are not satisfied with the availability of WIFI or Internet facilities.

#### 4. Average airport terminal facility service indicators

Average indicators Average airport terminal facility service indicators are as follows.

Table 8. Average indicators of Variable Average Service Indicator terminal facilities airport

No	Indicator	Average Score	Predicate
1	Facilities onprocessdeparture and arrival passenger	<b>439.25</b>	Satisfied
2	Facilities that provide comfort to passengers	<b>412.67</b>	Satisfied
3	Facilities that provide added value	<b>398.67</b>	Satisfied
	<b>R average _</b>	<b>416.86</b>	<b>Satisfied</b>

Source: Processed Questionnaire Data, 2023

Table in above shows that the average variable Airport terminal facility service is 416.86 and is categorized as satisfied. This shows that the public is satisfied with the terminal facility services at Wamena Class 1 Airport, Jayawijaya Regency, where the research results show that the facilities atprocessdeparture and arrival passengers with a score of 439.25 and categorized as satisfied, Facilities that provide comfort to passengers are 412.67 and categorized as satisfied and Facilities that provide added value are 398.67 and categorized as satisfied.

From the data above, it shows that the Wamena Class I Airport terminal facilities are adequate to serve the community using the Wamena Class I Airport terminal facilities and seen from the results of the analysis above, the public is satisfied with the facilities atprocessdeparture and arrival passengers with a score of 439.25, the second is Facilities that provide comfort to passengers of 412.67 and the third is Facilities that provide added value of 398.67.

Based on the results of observations, it shows that the Wamena Class I Airport terminal facilities have adequate facilities, but they have not been used much, such as quarantine rooms, nurseries and there is also no adequate children's playroom, as well as poor wifi facilities.

This is as stated by Wyekof in Tjiptono (1997:59) Service quality is the expected level of excellence and control over that level of excellence to fulfill customer desires. In other words, there are 2 (two) main factors that influence the quality of services or services, namely expected service and perceived service . By having good service quality, ultimately there will be a match between consumer expectations and perceived performance. Good service is an impact on everyone who deals with agencies/agencies tasked with serving the community. According to Boediono (2003 :5) are all service activities carried out by public service providers as an effort to fulfill needs public and implementation of statutory provisions.

In line with the opinion of Sianipar (1999: 32) service quality is focused on the method of delivery and when used to what extent it can fulfill the basic provisions of the design or agreement as well as the time for maintenance and repair . keep pace with customer expectations.

## CONCLUSION

The average airport terminal facility service variable is 416.86 and is categorized as satisfied. This shows that the public is satisfied with the terminal facility services at Wamena Class 1 Airport, Jayawijaya Regency, where the research results show that the facilities in the passenger departure and

arrival process have a score of 439.25 and are categorized as satisfied. Facilities that provide comfort to passengers are 412.67. and categorized as satisfied and facilities that provide added value are 398.67 and categorized as satisfied. This shows that the Wamena Class I Airport terminal facilities are adequate to serve the community using the Wamena Class I Airport terminal facilities and seen from the results of the analysis above, the public is satisfied with the facilities in the passenger departure and arrival process with a score of 439.25. the second is facilities that provide comfort to passengers amounting to 412.67 and the third is facilities that provide added value amounting to 398.67.

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