

**SELF-ESTEEM AND EXCEED EXPECTATION ANALYSIS
AIRPORT OPERATION CONTROL CENTER (AOCC) ON AIRPORT
COLLABORATIVE DECISION MAKING (A-CDM)
(Survey at PT. Angkasa Pura I I Gusti Ngurah Rai International Airport Branch in
2021)**

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Abstract: To become the airport that can compete at the world level, PT Angkasa Pura I strives to provide the best service possible while also adding value to the airport service user experience (customer's experience). The shift in expectations of airport service users requires an increase in the types of services in the digitalization era. Current changing habits have made all airports support companies evaluation and innovate creatively to meet the needs of airport service users through the Airport Operation Control Center (AOCC) implementation work program. The research was conducted at PT. Angkasa Pura I Gusti Ngurah Rai International Airport Branch using quantitative and qualitative methods, with the number of samples taken saturated as many as 158 people. The data were collected using the instrument in the form of a statement sheet with a Likert scale model. The research used the technical analysis of linear regression, correlation, coefficient of determination, partial and simultaneous hypotheses. Based on the results, first, the Self-Esteem variable (X1) has a marginal significant effect on A-CDM implementation at PT Angkasa Pura I. This is based on partial hypothesis testing results, showing the t-count value of 3,596 which is greater than t-table in 1.65468 ($t\text{-count } 3.596 > t\text{-table } 1.65468$) and $\text{sig. } 0.000 < 0.05$. This indicates that H_a is accepted while H_o is rejected. Consequently, the Self-Esteem variable has a marginal significant effect on A-CDM implementation at PT Angkasa Pura I. Second, the Exceed Expectation (X2) variable has a partial significant effect on the implementation of A-CDM at PT. Angkasa Pura I. It is based on the results of partial hypothesis testing, showing the value of t-count of 2,964 which is greater than t-table of 1,65468 ($2,964 > 1,65468$) and $\text{sig. } 0.000 < 0.05$. It means that H_a is accepted while H_o is rejected, meaning that the Exceed Expectation variable has a partial significant effect on the implementation of A-CDM at PT Angkasa Pura I. Then, from the coefficient of determination, it is obtained that an R-square value of 0.405 which means that the independent variable has the ability to explain the amount of variation in a dependent variable, which is 40.5%, the remaining 59.5% is influenced by other variables which are not included in this research. This is based on the results of partial hypothesis testing, showing the value of t-count of 2,964 which is greater than t-table of 1,65468 ($2,964 > 1,65468$) and $\text{sig. } 0.000 < 0.05$. This means that H_a is accepted while H_o is rejected, meaning that the Exceed Expectation variable has a partially significant effect on the implementation of A-CDM at PT Angkasa Pura I. From the coefficient of determination, it is obtained that an R-square value of 0.405 which means that the independent variable has the ability to explain the amount of variation in a dependent variable, which is 40.5%, the remaining 59.5% is influenced by other variables which are not included in this research. This is based on the results of partial hypothesis testing, showing the value of t-count of 2,964 which is greater than t-table of 1,65468 ($2,964 > 1,65468$) and $\text{sig. } 0.000 < 0.05$. This means that H_a is accepted while H_o is rejected, meaning that the Exceed Expectation variable has a partial significant effect on the implementation of A-CDM at PT Angkasa Pura I. While from the coefficient of determination, it is obtained an R-square value of 0.405 which means that the independent variable has the ability to explain the amount of variation in a dependent variable, which is 40.5%, the remaining 59.5% is influenced by other variables which are not included in this research.

Keywords: *Self-Esteem, Exceed Expectation, Airport Operation Control Center (AOCC), Airport Collaborative Decision Making (A-CDM)*

Introduction

The Republic of Indonesia is one of the ASEAN country consists of various islands. Along with the increasing economy in society, today's society is in dire need of transportation facilities. Public transportation facilities both on land, sea and air are currently experiencing very significant developments. Transportation is a service provided in the service sector and plays a very important role in human activities in meeting needs. One of the multimodal services is air transportation services. Air transportation is a means of transportation that has various advantages in terms of quality, price, and relatively short travel time to the destination as desired by service users. Air transportation is also a very safe public transportation, because before being able to use this air transportation, people have to go through several security systems. Currently, many people in Indonesia need air transportation because it is faster to reach the islands in Indonesia. Due to this, air transportation is one of the main alternative options for supporting activities.

The Indonesian air transportation sector is currently faced with several major challenges to accommodate high traffic growth and support the implementation of a strong and sustainable air transportation ecosystem. In addition, the development and efficiency of a country's connectivity both globally and nationally is an important instrument in supporting the economic development of the region and its connection to the global economy will create an integrated and more equitable national economic independence and competitiveness. As an archipelagic country, Indonesia's connectivity and the role of air transportation in it are becoming increasingly crucial. Requirements for good connectivity include, among other things, an optimal flight network as well as the capacity and availability of quality infrastructure. When compared with the quality of regional country infrastructure, the quality of air infrastructure in Indonesia is still below average. The air transportation industry in Indonesia requires a blueprint for a comprehensive and integrated strategic plan for the development of air traffic and networks, as well as coordination between the government and industry players. One aspect of state connectivity that deserves attention is the accessibility of services in remote and border areas that have not been fully reached.

The economic growth of a country or nation depends on the availability of transportation within the country or nation concerned. This can be done because transportation creates and increases the degree of accessibility of the potentials of natural resources and markets (Mandaku 2010). (Adisasmita 2012) explained that transportation is an

activities in moving transporting goods and man from one the place to the place other, from the place origin (original) to the destination. Furthermore, transportation is the activity of moving goods and people from a place of origin to a destination. Due to transportation, the value of goods at the destination is higher than in the country of origin.

Transportation is effort move, move, transport, or redirect an object from one place to another where the object may be more useful or serve some purpose in that other place (Adriansyah 2015). Besides that (Sulistiyorini 2014) explained that transportation is the movement of people/goods/services to meet the needs of one place to another by using land/sea/air transportation facilities that move on road transportation infrastructure. Sulistiyorini further explained that the final desired result of transportation is the creation of a transportation system that is safe, efficient, effective, comfortable, inexpensive, and environmentally friendly (safety).

PT. Angkasa Pura I cannot be separated from the Level of Service (LoS) level which is the benchmark for evaluating the performance of an airport as a mandate to comply with statutory regulations. In addition to this assessment, the airport does not stop to increase the value of airport operational services through the Airport Council International (ACI) survey, as follows:

		2022							2022							Target	Keterangan
		Q1							Q2								
		Overall Satisfaction	Overall Experience	Overall Emotion Score	Dedicated Staff Index	Airport Journey Index	Enjoyable Airport Index	Cleanest Airport Index	Overall Satisfaction	Overall Experience	Overall Emotion Score	Dedicated Staff Index	Airport Journey Index	Enjoyable Airport Index	Cleanest Airport Index		
DPS	Score	5,00	4,15	4,52	4,93	4,90	4,90	4,97	5,00	4,55	4,87	4,96	4,94	4,95	5,00	5,00	- Skor Overall Experience di bawah rata-rata Skor Region ASPAC
	Rank – Airport Size	1	14	10					1	8	6					1	
	Rank – Asia Pacific	1	65	60					1	49	27					1	
	Rank – Global Region	1	111	70					1	56	27					1	
Achievement 2021		The Voice of The Customer Recognition															

and the Customer Satisfaction Index (CSI) with the following scoreboard:



These global trends are closely related to the opportunities and challenges that exist in the aviation industry in Indonesia, namely:

1. Capacity;
2. Connectivity;
3. Regulation, Security and Safety;
4. Market Dynamics;
5. Service.



Distribution of Airports in Indonesia

Indonesia has a fairly large distribution of airports in operation with international and domestic status so that the future of the aviation industry in Indonesia is determined by the way industry players take advantage of opportunities and face existing challenges. Considering the role of the aviation industry in spurring economic growth and equity, the right strategy is

increasingly needed in order to fully realize the existing potential. Based on the background of the problems raised, this research will take the title: "**Self-Esteem And Exceed Expectation Analysis Airport Operation Control Center (AOCC) On Airport Collaborative Decision Making (A-CDM) (Survey at PT. Angkasa Pura I I Gusti Ngurah Rai International Airport Branch In 2021)**"

Based on the limitation of the problem above, the writing formulates the main problems as follows:

1. Does the Airport Operation Control Center (AOCC) Self-esteem affect Airport Implementation Collaborative Decision Making (A-CDM) by PT Angkasa Pura I
2. Does Exceed expectation (meet expectations) Airport Operation Control Center (AOCC) affect the implementation Airport Collaborative Decision Making (A-CDM) by PT.Angkasa Pura I.

Research purposes

Based on the formulation of the problems above, the objectives to be achieved in this study include:

- a. To find out the influence of Self-esteem (self-respect) of Airport Operation Control Center (AOCC) on Implementation Airport Collaborative Decision Making (A-CDM) by PT Angkasa Pura I
- b. To find out the effect of Exceed expectations (meeting expectations) of Airport Operation Control Center (AOCC) on the implementation of Airport Collaborative Decision Making (A-CDM) by PT Angkasa Pura I

Research Significance

This research is expected by the researchers to produce good benefits from both theoretical and practical matters. The researcher hopes that the benefits will be obtained from the research are:

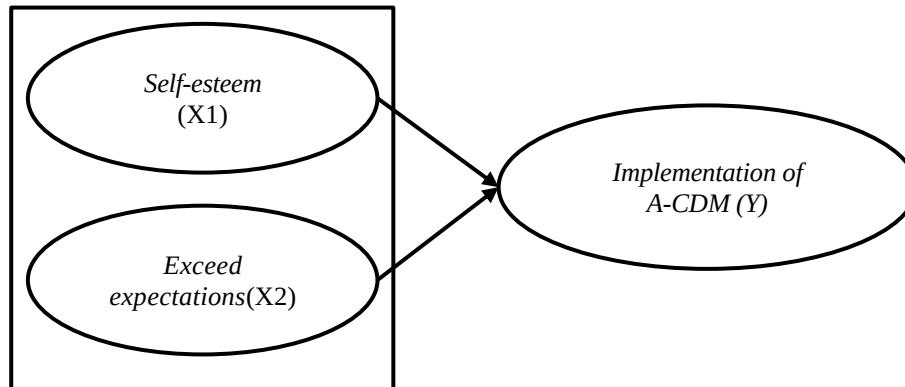
a. Theoretical Benefit

Researchers expected that it can be beneficial for users to be able to know the end to end Airport Operation process and to know the improvement of services through optimizing the digitization of transformation in the Airport Operation Control Center (AOCC) for the company.

b. Practical Benefits

The benefits for researchers are being able to increase knowledge and implement the knowledge that has been learned and provide information related to airport Operation Control Center (AOCC) and digital optimization.

The scheme of the flow of thought is as follows:

**RESEARCH RESULTS AND DISCUSSION****Multiple Linear Regression Coefficient**

Regression analysis is used to systematically estimate what might happen in the future based on past information, with the aim of minimizing errors that will occur in the future. Multiple linear regression of Self Esteem (X1) and Exceed Expectation (X2) variables on A-CDM (Y) services at PT. Angkasa Pura I, can be seen in the table below:

Linear Regression Coefficient**Coefficients^a**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	47.909	4,564		10,498	.000
Self-Esteem (Pride)	1,460	.406	.368	3.596	.000
Exceed Expectations (Fulfilling Expectations)	1.275	.430	.303	2,964	.004

a. Dependent Variable: Implementation of A-CDM

Source: Results of SPSS data processing version 22.0, 2022

Based on the results of the linear regression calculations, it can be obtained the regression equation of:

$$Y = 47,909 + 1,460 + 1,275$$

The equation informs that the tendency of changes in each independent variable to the dependent variable can be concluded as follows:

1. The constant value is 47,909. This shows that if the variable of Self-Esteem (X1) and Exceed Expectations (X2) increases by 1 point, then the value of the implementation of A-CDM at PT. Angkasa Pura I will increase by 47.909%.
2. Each increase of 1 score of Self-Esteem will affect the implementation of A-CDM at PT. Angkasa Pura I as big as 1.460% score, assuming other variables are constant.
3. Each increase of 1 score of Exceed Expectations will affect the increase in the implementation of A-CDM at PT. Angkasa Pura I is as big as 1.275% score, assuming other variables are constant.

Coefficient Determination Test (R²)

Analysis of the coefficient determination is used to determine the percentage contribution / (share) of the Self Esteem (X1) and Exceed Expectation (X2) variables to the A-CDM (Y) service at PT. Angkasa Pura I. The results of the analysis of coefficient determination can be seen in the following table:

Coefficient Determination

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.637a	.405	.397	5.12781

a. Predictors: (Constant), Exceed Expectation (Meeting Expectations), Self-Esteem (Self-Esteem)

Source: Results of SPSS data processing version 22.0, 2022

Based on the above calculations, it is obtained that the value of R square of 0.405 which means that the independent variable has the ability to explain the amount of variation in a dependent variable that is 40.5%, the remaining 59.5% is influenced by other variables

which are not included in this study.

T-Test Analysis (Partial)

The t test (partial) was used to determine whether or not there was a significant effect between the variables of Self Esteem (X1) and Exceed Expectation (X2) on A-CDM (Y) services at PT. Angkasa Pura I. The benchmark t table can be found in the statistical table at a significant 0.05 by first determining the degrees of freedom, namely $df = n - k = 158 - 2 = 156$, so that $t\text{-table} (df) = t\text{-table} (156, 0.05) = 1.65468$. If t-count is less than t-table, then it is accepted. If t-count is more than t-table then it is rejected. $H_0 H_0$

t test results

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	47.909	4,564		10,498	.000
Self-Esteem (Pride)	1,460	.406	.368	3.596	.000
Exceed Expectations (Fulfilling Expectations)	1.275	.430	.303	2,964	.004

a. Dependent Variable: Implementation of A-CDM

Source: Results of SPSS data processing version 22.0, 2022

The results of the t-test in the table above are:

- On variable *Self-Esteem*(X1) shows that the tcount value of 3,596 is greater than ttable, namely 1.65468. In addition, the value of sig. in the table shows a value of 0.000 < from the value of sig. t table of 0.05, this indicates that H_a is accepted and H_0 is rejected, meaning that the variable *Self-Esteem* partially significant effect on the implementation of A-CDM at PT. Angkasa Pura I.
- On variable *Exeed Expectations*(X2) shows that the value of tcount is 2,964 greater than ttable that is 1.65468. In addition, the value of sig. in the table shows a value of 0.000 < from the value of sig. t table of 0.05, this indicates that H_a is accepted and H_0 is rejected, meaning that the variable *Exeed Expectations* partially significant effect on the implementation of A-CDM at PT. Angkasa Pura I.

F Test (Simultaneous)

The F test is used to determine whether the variation variables of Self-Esteem (X1) and Exceed Expectations (X2) jointly affect the implementation variable of A-CDM at PT. Angkasa Pura I or not. The test is done by comparing F count with F table. F table can be searched in the statistical table on the significance to determine the value of F table. F It determined the degrees of freedom, namely $df = n - k - 1 = 158 - 2 - 1 = 155$, so that F table (df, k) is obtained with a significance level of 5% = F table (155,3) = 3.05. If F count is less than F table then H_0 is accepted, if F count is more than F table then H_0 is rejected.

F Test Results

ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
1 Regression	2776,160	2	1388,080	52,790	.000b
Residual	4075,644	155	26,294		
Total	6851,804	157			

a. Dependent Variable: Implementation of A-CDM

b. Predictors: (Constant), Exceed Expectation (Meeting Expectations), Self-Esteem (Self-Esteem)

Source: SPSS version 22.0, 2020 data processing results

The table above shows that based on the table, it is known that the F count value is $52,790 > F$ table, which is 3.05. Then, it can be concluded that the variables of Self-Esteem (X1) and Exceed Expectations (X2) jointly affect the implementation variable of A-CDM at PT. Angkasa Pura I.

Conclusion

1. Variable of Self-Esteem(X1) effects partially significant to the implementation of A-CDM on PT. Angkasa Pura I. It is based on test results of partial hypothesis which show that t count is as big as 3.596 and greater than t table of 1.65468 (t count 3,596 > t table 1.65468) and sig. 0.000 is less than 0.05. It indicates that H_a is received and H_0 is rejected, it means variable of Self-Esteem take effect significant by Partial on the implementation of A-CDM at PT. Angkasa Pura I.

2. Variable of Exceed Expectations (X2) partially significant effect on implementation of A-CDM on PT Angkasa Pura I. It is based on the results of partial hypothesis testing which shows that t count of 2,964 is greater than t table that is 1.65468 ($2,964 > 1.65468$) and sig. 0.000 is less than 0.05. It indicates that H_a is accepted and H_o is rejected. It means variable of Exceed Expectations take effect significant by partial to implementation of A-CDM on PT Angkasa Pura I).

Suggestion

Based on the description of the analysis and discussion in the previous chapter, the authors provide suggestions that may be useful for the company:

1. With the formation of a government policy in the formation of a tourism and supporting holding (AVIATA), it is hoped that all work programs in the form of investment to improve AOCC related facilities, especially in the IT program, should be integrated between airport managers (PT Angkasa Pura I and PT Angkasa Pura II) so that all flights information can be obtained, distributed or delivered with an update for the benefit of flight services for customers (Stakeholders).
2. All IT systems available at AOCC needs development improvements to integrate all IT systems belonging to customers (stakeholders) such as AIRNAV, Airlines Operator, Ground Handling, Customs, Immigration and Quarantine, so that the concept of A-CDM/ATFM synergy can be fulfilled.
3. It is necessary to optimize support from customers (stakeholders) to be able to join and place personnel in supporting the main tasks of the function and using the facilities that have been provided or prepared by the airport manager in the AOCC room to support the convenience and smoothness of A-CDM operational activities.
4. It is expected that employees can improve attitudes when serving stakeholders who need services. It is due to the high confidence of employees in the service tasks provided that is very important in satisfying stakeholders.
5. Employees are expected to be able to work harder in providing the best service to stakeholders, so that, what employees do can meet stakeholder expectations.
6. It is expected that the company will be able to provide opportunities for employees to be involved in the planning process, formulating designs around services that will be provided to stakeholders, so that employees can provide the best service to stakeholders.

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