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The Influence of Airport Train Facilities and Services on the Manggarai-SoekarnoHatta Station route on Customer Satisfaction

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Abstract: The purpose of this research is to determine the effect of the quality of facilities and services,airport trains from Manggarai-Soekarno Hatta Station on customer satisfaction. The method used in this research is a descriptive method with a quantitative approach and data collectiontechniques using questionnaires. The research results show that simultaneously thereis a strong influence between facility variables and service quality variables on customer satisfaction. Researchers suspect that providing good services and facilities can increase the number of airport train passengers.

Keywords : *Facility Quality, Service Quality, Customer Satisfaction, Satisfaction Level, Airport Train*

1. Introduction

Definition of Transportation according to(The Sweet One, 2023.)is the transportation of people or goods using vehicles driven by machines or humans. Transportation consists of two main components: transfer or movement, or movement, physically transporting passengers and goods or services from one location to another.

There are several types of land transportation such as buses, trains, and intra-city transportation. Trains are usually used by people who want time efficiency, because by using the train you won't experience traffic jams. As time progresses, modern transportation has replaced ancient transportation methods along with the times. Airport trains are an example of modern transportation because the infrastructure and clean and comfortable carriage spaces

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make passengers feel comfortable.

In Indonesia, airport transportation has become an important part of the mobility of big cities. Manggarai Station in Jakarta is one of the train stations that acts as a gateway to various destinations, including Soekarno-Hatta International Airport, one of the busiest airports in Indonesia. In recent years, airport trains have become a popular alternative for passengers who want to reach the airport efficiently and avoid traffic jams.

According to (Listifada, 2021) that, the Manggarai-Soekarno Hatta Airport Train route has been operating since 5 October 2019. Since 5 October 2019, the Manggarai-Soekarno Hatta Airport Train route has been operating. As Manggarai Station is more integrated with other transport lines such as Trans Jakarta and Indonesia Commuter Rail (KCI), this airport train was built to provide an alternative for users to access Soekarno-Hatta International Airport.

Based on BPS data for 2022, the number of airport train passengers is as follows:

Table 1.1 Statistical data for airport train passengers in 2022

No.	Month	Total passenger
1.	January	40,432
2.	February	27,132
3.	March	45,428
4.	April	56,191
5.	May	80,716
6.	June	75,542
7.	July	86,070
8.	August	90,441
9.	September	95,257
10.	October	104,676
11.	November	103,898
12.	December	120,825

By looking at the statistical data for airport train passengers for 2022 which has been presented above, it can be seen that the number of airport train passengers has fluctuated

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throughout the year. This data provides a clear picture of the level of airport train transportation activity in connecting passengers with the airport.

The objective of this study is to measure the impact of the quality of airport railway facilities and services on the Manggarai-Soekarno Hatta station line on customer satisfaction, a deep understanding of these aspects will be key in answering the research questions.

We will dig deeper into the role and impact of airport trains in facing the growth of the aviation industry and analyze solutions that can be implemented to increase transportation efficiency and comfort for airport passengers.

"These data, together with the findings from the research, will help identify the challenges and opportunities that may be faced in the development of airport rail transportation systems, there by providing a strong basis for improvement and improvement efforts in order to increase customer satisfaction."

2. Literature review

According to (Muchlisin Riadi, 2022) Facilities set the standard for all services provided and have a major impact on customer satisfaction. Because the standard of existing facilities also makes it very easy for customers to carry out their activities and feel comfortable with the existing facilities. Because the level of existing facilities also makes it very easy for customers to carry out their activities and feel comfortable with the existing facilities.

(Maulidiah et al., 2023) The facilities used by each company vary in type, form and benefits. The larger the Company's operations, the more complete the facilities and supportingfacilities will be to support the quality of service provided by the Company.

According to (Maulidiah et al., 2023) including: construction design, functional value, aesthetics, supporting conditions and supporting equipment. (Maulidiah et al., 2023) believes that the design and arrangement of service facilities is closely related to the formation of customer perceptions. Facility indicators according to (Maulidiah et al., 2023) includes facility condition, finishes, interior design, and exterior design.

According to (Meutia & Yuliana, 2019) Service is the process of serving, assisting, preparing, managing and resolving the needs, requirements, of a person or group as a goal of providing quality services to that person or group.

(Listifada, 2021) The existence of the Manggarai – Soekarno Hatta train can bring comfort to the community as Manggarai Station is relatively more integrated with other modes of

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transport such as the Indonesian Commuter Railway (KCI) from Bogor, Depok and Bekasi.

This will increase the passenger occupancy rate of airport trains. To arouse public interest, it is necessary to evaluate the implementation of the Manggarai - Soekarno Hatta transport line to help achieve optimal service to increase the number of users.

Service evaluation is important to see service user satisfaction. Customers may even ignore the price when they are satisfied with the service.

According to (Admin Media, 2023) revealed that there are five dimensions that consumers use to evaluate or determine service quality.
The five dimensions are:

a) Tangible (Tangible), namely the company's ability to demonstrate its existence to external parties.
b) Empathy, namely the organization's ability to provide promised services accurately and reliably.
c) Responsiveness, namely the ability to support and provide fast (responsive) and accurate service to customers, providing them with clear information
d) Reliability, namely politeness, politeness, and the ability of company employees to foster a sense of trust in customers towards the company
e) Assurance, namely providing sincere and personal or individual attention to customers in the form of understanding consumer desires.

Based on these five dimensions, it can be said that these five dimensions can be used as a comparison and also as a reference. a measuring tool for companies in providing quality service to customers, thereby creating loyalty and trust in consumers.

Train stations usually have many facilities, including parking in front of the station; ticket sales and information counter; platform or waiting area; station master's room; and a Railway travel control room with equipment such as signals, telephones, telegraphs, and track switches.

(Lukman et al., 2021) Overall, satisfaction is a customer's attitude or behavior towards a service provider. It is an emotional response to the difference between what customers expect from a service provider and what they actually receive from that service in satisfying some of their needs and wants.

The thinking above shows that consumer satisfaction comes from service providers who

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meet their needs. Consumers provide responses and attitudes that subjectively indicate their desires and expectations for the services provided by service providers.

Customer satisfaction with airport train facilities has a positive effect on overall customer satisfaction. Improving waiting room facilities, service quality and facilities can increase customer satisfaction at the airport. (Bumi & Hulu, 2021) A study in Indonesia found that waiting room facilities at airports had a significant and positive influence on customer satisfaction levels.

Airport trains have the advantage of making them a more reliable option for getting to the airport as they are not affected too much by traffic jams and weather compared to other transportation methods. Airport trains also offer direct connections between the airport and the city center, making them a convenient choice for users.

On the other hand, airport trains have obstacles caused by problems such as damage, maintenance and schedules, which affect the operational efficiency of airport facilities and services. This can cause delays, cancellations and other disruptions that can impact the overall flight experience for passengers and other airport users.

(Listifada, 2021) Customer satisfaction with Airport Train services has a positive impact on airport train services; Improving service quality, facilities, company image and price perception can increase customer satisfaction and customer loyalty. (Mostert, 2018) Customer Satisfaction studies can significantly influence airport rail services; by prioritizing customer satisfaction, service providers can increase customer retention and loyalty.

Previous research results show that the impact of customer satisfaction on train services and services connecting Manggarai Station to Soekarno Hatta Airport has not been widely studied.

To increase customer satisfaction with airport train services, train operators can focus on providing reliable and comfortable services, maintaining the cleanliness and comfort of train carriages, and providing facilities that meet passenger needs.

(Dedi Saputra, 2020) Hypotheses play an important role in determining the path and objectives of research, as well as providing direction for completing them effectively. A good hypothesis will definitely prevent irrelevant data collection and aimless research.

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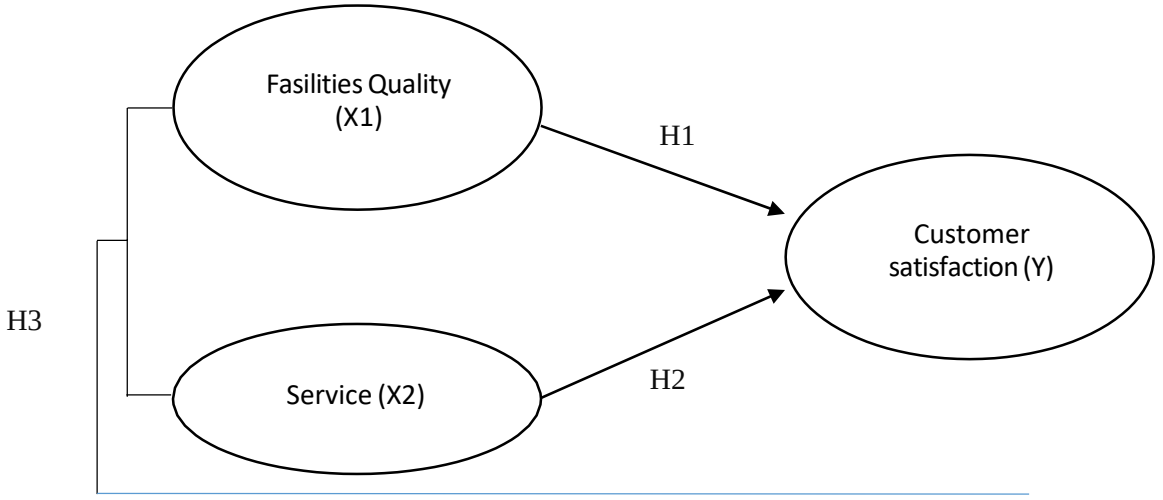
Picture 1.1 Conceptual Framework



Research Hypothesis

H1: Effect of Facilities on Customer Satisfaction
H2: Effect of Service on Customer Satisfaction
H3: Effect of Facilities and Services on Customer Satisfaction

Previous research results are more relevant
Measurement of Variables.

Variable	Operational Definition	Source
Pengaruh Fasilitas Ruang Tunggu Terhadap Kepuasan Pelanggan Di Hotel & Conference Center	Jadi pengaruh fasilitas terhadap kepuasan pelanggan Aston Madiun Hotel & Conference Center sebesar 79,9% sedangkan sisanya sebesar 20,1% dipengaruhi oleh faktor lain. Jadi dapat disimpulkan bahwa fasilitas mempunyai pengaruh terhadap kepuasan pelanggan. Perhitungan uji t diperoleh 19,810 sedangkan ttabel sebesar 1,937.	Achmad Sukma Hidayat (2017)

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3. Research Methods

This research uses a quantitative approach, which means that the research starts with theory and develops into a way of obtaining numerical data in the field. One important component of a quantitative approach is how the research is conducted. Quantitative research methods are combined with positivism methods.

According to (Iii & Research, 2021) stated "Quantitative research is a research method based on positivism that is used to research certain populations or samples. The sampling technique is usually carried out randomly, data collection and analysis uses research instruments, and data analysis is carried out quantitatively/statistically to test predetermined hypotheses. "

This quantitative approach is used to obtain measurement data obtained from validated devices. The survey research method is a quantitative research method used to obtain information about events that have occurred in the past or present.

Quantitative research examines beliefs, opinions, characteristics, behavior and variable relationships and tests hypotheses about the relationships between sociological and psychological variables in a specific population sample. The common data collection method is closed-ended questionnaires, and research findings are largely generalizable (Sugiyono, 2019).

Population and Sample

1. Population

Population is the number of individuals or non-individuals who meet certain requirements related to the research problem and can be used as a sampling source (Iii & Sample, 2017).

According to (Muchlisin Riadi, 2020) Population is a collection, totality or generalization of units, individuals, objects or subjects with certain numbers and characteristics that need to be studied. Populations can be people, objects, organizations, events, etc. can be used to collect or provide information (data) for research, which can then be used to draw conclusions.

The population in this study is the people of Jakarta, with an age range of <20 - >35 years. Taking into account examples of customer satisfaction with the airport's facilities and services, these are individuals aged <20 - >35 years.

From the definition above, it shows that the population is not only humans but can also be objects or subject matter being studied such as documents which can be considered as research objects.

In this research, the population is Soekarno Hatta Airport Train users in September 2023.

The population this month was recorded as 139,636 Airport Train users.

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2. Sample

Sample definition according to (Nuraisah & Research, 2021) "part of the number and characteristics possessed by the population". Likewise according to(Material Admin, 2023)In research, a sample or example is part of the population being studied. The results of this study are considered representative of the original population, but not the population itself. Determining this sample is very important because it represents the research population.

To determine the number of samples selected, it is based on Daniel's formula (Daniel, 2023). Determining the sample size for this research was carried out by determining the population at 139,636, and determining the sample size at 100 airport train users.

Data collection technique

Sugiyono in (III, 2022) that data can be collected in different situations, from different sources, and in different ways. Data collection techniques are the most strategic step in research. Without knowledge of data collection techniques, researchers cannot obtain data thatmeets predetermined data standards. Data collection techniques used by researchers include:

1. A questionnaire is a process of obtaining information in which a list of questions is filled in for respondents. The technology for processing data from survey sharing results uses the Rikert scale method, where the alternative positive score is 5-1.
2. Interviews are a method of collecting information through one-sided questions and answers, which are carried out systematically and based on research objectives. Interviews were conducted using instructions from appropriate sources and direct research materials

Data analysis technique

This research uses quantitative analysis methods. Quantitative analysis can be considered as an analytical method that describes the relationship between variables using statistics. Quantitative analysis methods were used in this research. Quantitative analysis can be considered as an analytical method that describes the relationship between variables using statistics

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a. Observation

Observation methods must receive the same attention because they are very important. Observation provides a systematic description of events and behavior. Using correct observation methods in field operations as needed is very useful for obtaining accurate, precise and responsible information.

Observations are explained (III, 2022) states that "through observation, the researcher learns about behavior and the meaning attached to those behavior" through observation the researcher learns about behavior, and the meaning of that behavior. (Amalia Yunia Rahmawati, 2020) also stated that observation is the basis of all science. Data collected with the help of various tools makes the focus of the research clear.

b. Documentation

The data collection technique used in this research takes data sources from various documents. (Amalia Yunia Rahmawati, 2020) suggests that "documents can be in the form of writing, drawings, or monumental works by someone."

In the docs (Amalia Yunia Rahmawati, 2020) states "in most traditions of qualitative research, the phrase personal document is used broadly to refer to any first person narrative produced by an individual which describes his or her own actions, experience and beliefs."

4. Results and discussion

Validity test

Sugiyono in (Rosita et al., 2021) explains that a validity test is a test used to check the accuracy and precision of a measuring instrument when measuring something you want to measure. Validity refers to the degree to which a researcher measures something that is supposed to be measured. The first calculation carried out was checking validityusing the SPSS version 26 application. Validity is used to show the accuracy of the stretcher in carrying out its function as a measuring tool.

a) Facility Quality Validity Test

In this test the value *Indicator* contained in the Cronbach's Alpha column if item deleted when compared with Cronbach Alpha then:

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Table 4.1 Comparison of Variable Validity Test Results *Facility Quality with Cronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Quality Facilities 1	,860	,846	VALID
Quality Facilities 2	,860	,827	VALID
Quality Facilities 3	,860	,818	VALID
Quality Facilities 4	,860	,790	VALID
Quality Facilities 5	,860	,866	VALID

Source: data processed by using SPSS 26.00

Intesting The validity for the variables in the table above shows the value of Cronbach's Alpha > Cronbach's Alpha if the item is Deleted, it can be concluded that all statements contained in the facility variable can be declared valid.

b) Service Quality Validity Test

In this test the value *Indicator* contained in the Cronbach's Alpha column if item deleted when compared with Cronbach Alpha then:

Table 4.2 Comparison of Variable Validity Test Results *Service Quality withCronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Quality of Service 1	,842	,795	VALID
Quality of Service 2	,842	,775	VALID
Quality of Service 3	,842	,803	VALID
Quality of Service 4	,842	,788	VALID
Quality of Service 5	,842	,877	VALID

Source: data processed by using SPSS 26.00

In validity testing for the variables in the table above, the Cronbach's Alpha value > Cronbach's Alpha is show if *items Deleted*, it can be concluded that all statements contained in the Service Quality variable can be declared valid.

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c) Test the Validity of Customer Satisfaction

In this test, the indicator value is in the Cronbach's Alpha column if item deleted if compared to with Cronbach Alpha then:

Table 4.3 Comparison of Validity Test Results for Accuracy Variables *Stockwith Cronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Customer Satisfaction 1	,731	,651	VALID
Customer Satisfaction 2	,731	,606	VALID
Customer Satisfaction 3	,731	,641	VALID
Customer Satisfaction 4	,731	,696	VALID
Customer Satisfaction 5	,731	,799	VALID

Source: data processed by using SPSS 26.00

In validity testing for the variables in the table above, the Cronbach's Alpha value > Cronbach's Alpha if item Deleted, it can be concluded that all statements contained in the Customer Satisfaction Accuracy variable can be declared valid.

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Reliability Test

Sugiyono (2017) shows that reliability testing is the extent to which measurement results using the same subject will produce the same data. Check its validity using the SPSS version 26 program.

a) Facility Quality Reliability Test

In this test the value *Indicator* contained in the Cronbach's Alpha column if item deleted when compared with Cronbach Alpha then:

Table 4.4 Comparison of Variable Reliability Test Results *Facility Quality withCronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Quality Facilities_1	,780	,818	VALID
Quality Facilities_2	,780	,726	VALID
Quality Facilities_3	,780	,823	VALID
Quality Facilities _4	,780	,707	VALID
Quality Facilities _5	,780	,859	VALID

Source: data processed by using SPSS 26.00

Intesting Reliability for the variables in the table above shows the value of Cronbach's Alpha > Cronbach's Alpha if the item is Deleted, it can be concluded that all statements contained in the facility variable can be declared valid.

b) Service Quality Reliability Test

In this test, the indicator value is in the Cronbach's Alpha column if item deleted if compared to with Cronbach Alpha then:

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Table 4.5 Comparison of Variable Reliability Test Results *Service Quality with Cronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Quality of Service 1	,682	,876	VALID
Quality of Service 2	,682	,809	VALID
Quality of Service 3	,682	,718	VALID
Quality of Service 4	,682	,792	VALID
Quality of Service 5	,682	,917	VALID

Source: data processed by using SPSS 26.00

In the reliability test for the variables in the table above, the Cronbach's Alpha value > Cronbach's Alpha is show if *items Deleted*, it can be concluded that all statements contained in the Service Quality variable can be declared valid

c) Customer Satisfaction Reliability Test

In this test, the indicator value is in the Cronbach's Alpha column if item deleted if compared to with Cronbach Alpha then:

Table 4.6 Comparison of Reliability Test Results for Accuracy Variables *Stock with Cronbach's Alpha*

Indicator	*Cronbach's Alpha*	*Cronbach's Alpha if item deleted*	Information
Customer Satisfaction_1	,815	,608	VALID
Customer Satisfaction_2	,815	,610	VALID
Customer Satisfaction_3	,815	,605	VALID
Customer Satisfaction_4	,815	,673	VALID
Customer Satisfaction_5	,815	,738	VALID

Source: data processed by using SPSS 26.00

In reliability testing for the variables in the table above, the Cronbach's Alpha value > Cronbach's Alpha if item Deleted, it can be concluded that all statements contained in the Customer Satisfaction Accuracy variable can be declared valid.

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Classic Assumption Test Results

To produce good research results, the regression method requires a classical assumption test to determine whether there are deviations from the classical assumptions. The classical assumption test consists of the multicollinearity test, heteroscedasticity test, and normality test (Iv & Descriptive, 2017).

Multicollinearity Test

From table 4.7, it shows that the VIF value for the facility quality and service quality variables is <10 and the tolerance value is >0.1. So it can be concluded that there is no multicollinearity between variables.

Table 4.7 Multicollinearity Test Results

Coefficients

Model		Collinearity Statistics	
	Model	Model	Model
	X1	,937	1,068
	X2	,937	1,068

a. Dependent Variabel: Y

Heteroscedasticity Test

From Figure 4.1 below, you can see that the dots are spread out and do not form a clear pattern. So it can be concluded that heteroscedasticity does not occur in the regression model.

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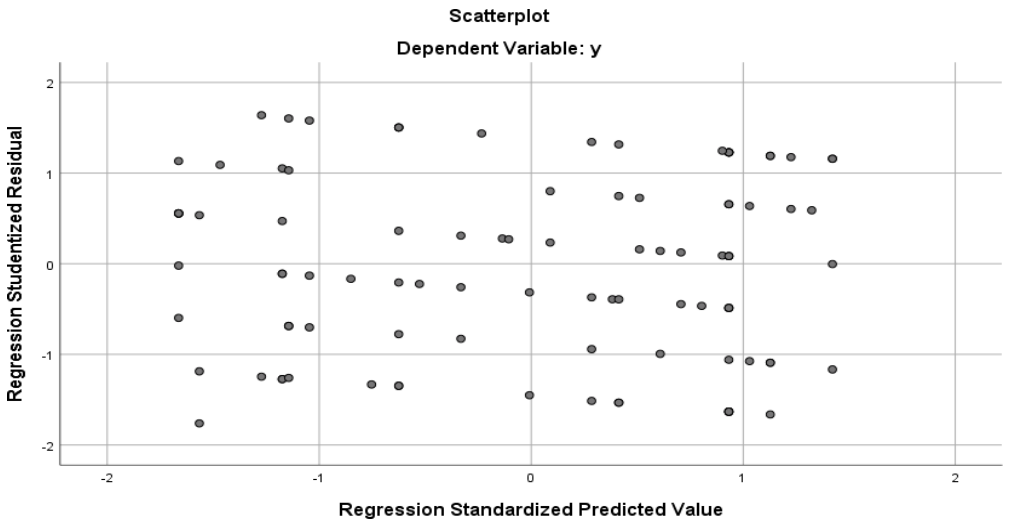
Figure 4.1 Heteroscedasticity Test Scatterplot



Source: data processed by using SPSS 26.00

Table 4.8 Heteroscedasticity Test Results

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	Q	Sig.
1	(Constant)	,177	1,459		.121	,904
	x1	,050	,048	.107	1,053	,295
	x2	,022	,047	,048	,477	,635

a. Dependent Variable: ABS_RES

Source: data processed by using SPSS 26.00

This can also be strengthened by the Spearman Rho correlation test between the independent variables and the residual values. Table 4.2 shows that the significant Spearman Rho correlation values of the independent variables are all >0.05. From this it can be concluded that heteroscedasticity does not occur.

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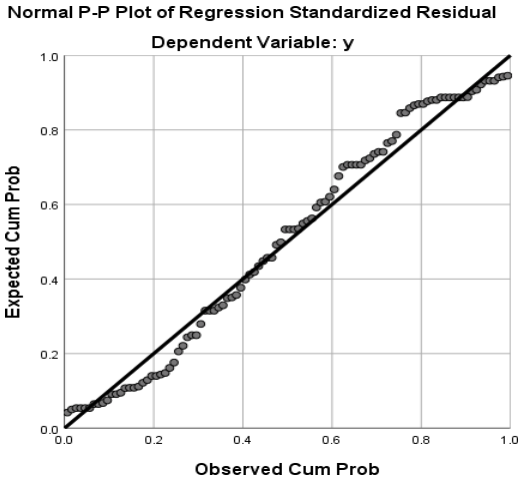
Normality test

The Normality Test in this research was carried out using the Normal Probability Plot and then strengthened with the Kolmogorow Sminov Test.

Figure 4.2 Normality Test with Normal Probability Plot



Source: data processed by using SPSS 26.00

Figure 4.2 shows that the points are collected around a straight line. Furthermore, the results of the Kolmogorov Smirnov test show a significance value of > 0.05 (α=5%), namely 0.20. So it can be concluded that the residuals of the regression model are normally distributed.

Table 4.8 Normality Test with Kolmogorov Smirnov Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residuals
N		30
Normal Parameters, b	Mean	.0000000
	Std. Deviation	1.75477040
Most Extreme Differences	Absolute	,097
	Positive	,085
	Negative	-.097
Statistical Tests		,097
Asymp. Sig. (2-tailed)		.020c

a. Test distribution is Normal.

b. Calculated from data.

c. Lilliefors Significance Correction.

Source: data processed by using SPSS 26.00

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F test

From the F test results table below, a significance value of <0.5 is obtained, so it can be concluded that H0 is rejected and H1 is accepted, meaning that all independent variables (facility quality, service quality together have a significant influence on the dependent variable (customer satisfaction).

Table 4.9 F Test Results

ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	15,746	2	7,873	1,813	,000b
	Residual	117.221	27	4,342		
	Total	132,967	29			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Source: data processed by using SPSS 26.00

T test

The T test was carried out to partially test the influence of the independent variables, namely facility quality (X1) and service quality (X2) on the dependent variable, namely customer satisfaction (Y).

Table 4.10 T Test Results

Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
		B	Std. Error	Beta	T	Sig.	Tolerance	VIF
1	(Constant)	5,786	,894		6,751	,000		
	x1	.805	,096	.845	15,231	,000	,988	1,012
	x2	,734	,092	,723	11,265	,000	,988	1,012

a. Dependent Variable: y

Source: data processed by using SPSS 26.00

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Coefficient of Multiple Determination (R2)

From table 4.11 below, it shows that the coefficient of determination (R2) is 0.176, which means that the independent variable (facility quality, service quality is able to explain the value of the dependent variable, namely (customer satisfaction) by 17.6%.

Table 4.11 Coefficient of Multiple Determination

Model Summary b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.176a	.031	.011	1.77277

a. Predictors: (Constant), x2, x1

b. Dependent Variable: y

Source: data processed by using SPSS 26.00

5. Conclusion

Airport train facilities and services have a significant influence on customer satisfaction. With these results it can be concluded that the better thequality of the facilities and the quality of service, the better the customer satisfaction on the Manggarai - Soekarno Hatta Airport Train. Apart from that, improving customer service performance can also have a significant influence on passenger satisfaction. Based on the results of hypothesis testing The influence of service quality and airport train facilities has a positive effect on customer satisfaction because the significance value is 0.000 ≤ 0.1, so H0 is rejected and H1 is accepted, meaning that the perceived values X1 and X2 have a positive andsignificant effect. influence on repurchase intentions. Facilities have an indirect influence on customer satisfaction for KRL users. Users can feel this by the condition of the facilities, finishing, interior design and exterior design. This means that there is a positive and significant influence between facilities and customer satisfaction. Overall, this research shows that airport train facilities and services play an important role in attracting and retaining customers in a competitive market. Therefore, it is important for airport rail services to focus on improving thequality of their facilities and services to increase customer satisfaction.

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6. Implications

Research on facilities and services on customer satisfaction can be applied to the airport rail industry in several ways. Improving Facilities and Services For example, airport train services can use the findings of this research to identify areas that need improvement and make changes to improve the quality of airport train facilities and services to attract new customers.

7. Research limitations

Researchers realize that this writing has weaknesses and limitations. The researcher would like to thank everyone who has helped and supported the preparation of this GrostLog until completion. As a human being, the writer is aware that this final work is still far from perfect, so the writer hopes for useful criticism and suggestions. Hopefully this GrostLog will be useful for many parties.

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