

## The Impact of Accessibility and Integrated Facilities Effectiveness on User Satisfaction of Halim Perdanakusuma Airport

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**Abstract:** This research aims to determine whether there is an effect of accessibility and facilities on user satisfaction through effectiveness at Halim Perdanakusuma Airport. This research uses a quantitative approach with Structural Equation Modeling (SEM) data analysis with partial least squares (PLS) variants using SmartPLS 4.0 software. Data was collected by distributing questionnaires via Google form to 100 respondents. The research population is all the service users who board or disembark at Halim Perdana Kusuma Airport and come from the Jabodetabek area. The results of this study indicate that accessibility and facilities significantly influence service user satisfaction, with effectiveness as a mediating variable.

**Keywords:** *facilities, accessibility, effectiveness, user satisfaction*

### Introduction

In the context of advanced globalization, the transportation industry has undergone significant expansion. This is because customers are increasingly demanding higher quality and more efficient services (Krishnamurti et al., 2023). As a result, the quality of the transportation industry has become more developed in various aspects (Mitior & Susena, 2015). Service quality, accessibility, and good integration of facilities are key factors that affect the satisfaction of airport service users. Therefore, companies need to recognize the factors that influence service user satisfaction to maintain and continuously improve the quality of their services.

Connectivity is also an indicator of the success of integrated transportation development (Kuswati & Herawati, 2017). The ability to switch modes of transportation smoothly is an important aspect to ensure a smooth journey for those who use flight services at Halim Perdanakusuma Airport. The ease of travelling between locations can have a significant impact on various aspects, including the experience and satisfaction of those who use the service. Users tend to prefer travel options that offer convenient accessibility, as this can improve the effectiveness of their trip. Airports that provide easy and efficient access can help reduce the stress and discomfort that users often experience. Accessibility includes the ease of transportation options to and from the airport, as well as the clarity of navigation aids within the airport area (Reza & Sari, 2022). The role of adequate and well-maintained facilities in creating a positive experience for users is also important because facilities can increase user comfort and satisfaction while at the airport. The integration of accessibility and facilities is expected to create a comfortable and efficient environment for all users of Halim Perdanakusuma International Airport services.

Halim Perdanakusuma Airport, located in Jakarta, is the second airport in the capital city and has been operating as a commercial airport since January 10, 2014. Its existence is vital in managing the flow of passengers and goods, especially to divert some flights from Soekarno-Hatta International Airport which has experienced high density. Within ten years of operation, the airport is committed to improving the quality of services, accessibility, and facilities to maintain competitiveness and customer satisfaction.

However, amid these developments, Halim Perdanakusuma Airport still faces challenges in terms of connectivity. Currently, access for travellers from the Greater Jakarta area to this airport, and vice versa, is still limited. This is an important issue that needs to be

addressed so that passenger mobility can be smoother. Therefore, to understand this phenomenon better, more in-depth research is needed. This research should include a comprehensive analysis of the underlying issues and factors that contribute to the existing connectivity problems. By conducting a detailed analysis, we can identify how various factors interact and influence the problems at hand, so that appropriate solutions can be formulated to improve connectivity and services at Halim Perdanakusuma Airport.

The purpose of this study is to analyze the impact of access and facilities on customer satisfaction, with a particular focus on the effectiveness of service user satisfaction at Halim Perdana Kusuma International Airport. By identifying the factors that affect customer satisfaction, airport managers can implement strategic measures to improve overall service quality, which further leads to increased customer satisfaction.

## **Literature Review**

### **Accessibility**

Accessibility can be understood as an area that is traversed or easily accessible utilizing public transportation (Tjiptono, 2014). This definition is in line with the concept by (Soehardi et al., 2021), which views accessibility as a multifaceted concept that includes safety, security, comfort, and convenience for visitors at every stage of their journey. The key point is that transportation accessibility involves more than just convenient public transportation access to an area. Accessibility also involves elements such as safety, security, comfort, and convenience during travel, making it a complex concept.

### **Facilities**

Facilities are defined as resources and infrastructure that facilitate and accelerate the execution of business operations (Kusuma, 2015). Facilities is all the physical equipment provided by the service provider to increase consumer comfort (Kotler et al., 2018). Facilities are resources and infrastructure that support business operations and physical equipment provided by service providers to improve consumer convenience.

### **Effectiveness**

Effectiveness can be defined as a condition that shows the degree of achievement of predetermined goals, including goals related to quality, quantity, and time (Syam, 2020). As defined by (Siagan in Ambia, 2018) Effectiveness is the utilization of resources, facilities, and infrastructure in a predetermined amount to produce goods or services from the activities carried out. The more goals achieved, the more effective the activity will be. Effectiveness is the level of achievement of predetermined goals. It includes quality, quantity, and time, as well as optimal utilization of resources to produce goods or services. The more objectives are achieved, the more effective an activity is.

### **User Satisfaction**

As defined by (Tjiptono in Vanessa & Prabantari, 2020) Consumer satisfaction is a state of mind where consumers feel that their needs and desires have been met adequately and following their expectations. Consumer satisfaction can be interpreted as an evaluation of the results obtained from certain purchasing decisions and experiences in utilizing or consuming goods or services (Sianturi & Kusumantoro, 2020). Based on this explanation, consumer satisfaction is a mental state in which consumers feel their needs and desires are met according to expectations and is an evaluation of the results of purchasing decisions and experiences using goods or services.

## Conceptual Framework

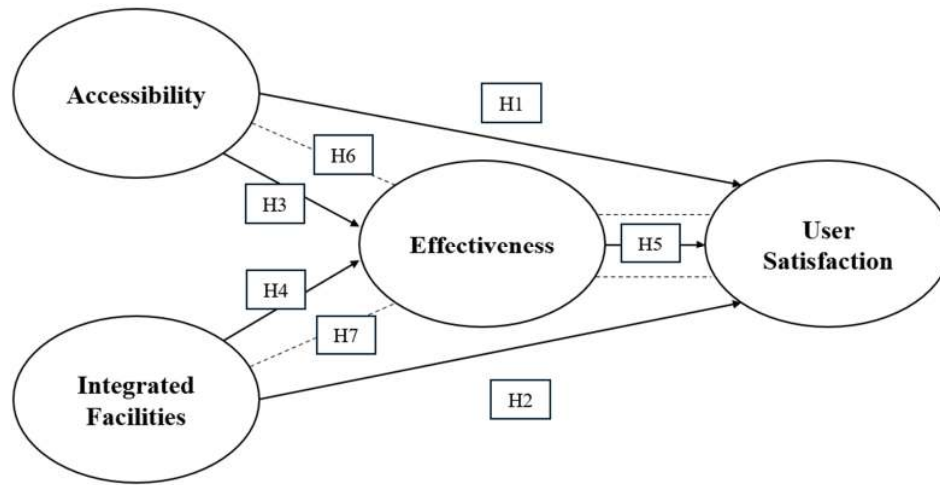


Figure 1. Conceptual Framework

## Hypothesis

1. H1: It is hypothesized that accessibility affects the satisfaction of Halim Perdanakusuma Airport users.
2. H2: It is hypothesized that integrated facilities affect the satisfaction of Halim Perdanakusuma Airport users.
3. H3: It is hypothesized that accessibility affects the effectiveness of Halim Perdanakusuma Airport users.
4. H4: It is hypothesized that integrated facilities affect the effectiveness of Halim Perdanakusuma Airport users.
5. H5: It is hypothesized that Effectiveness affects the satisfaction of Halim Perdanakusuma Airport users.
6. H6: It is hypothesized that there is an effect of accessibility through effectiveness on the satisfaction of Halim Perdanakusuma Airport users.
7. H7: It is hypothesized that there is an effect of integrated facilities through effectiveness on the satisfaction of Halim Perdanakusuma Airport users.

## Research Method

This research utilizes a quantitative methodology. SEM-PLS is used for descriptive data collection based on questionnaire analysis, data analysis, and multiple linear regression modelling, where the population is the research subject. As defined by (Margono in Hardani et al., 2020), population is the entire object of research, including individuals, objects, plants, symptoms, test results, and events, as well as data sources whose characteristics are distinctive in the research context. The subjects of this research are people who have travelled via Halim Perdanakusuma Airport services. Sample is part of the population from which data is taken for a study (Sugiyono, 2021). Conversely, the population includes all the characteristics possessed by the sample. As defined by (Sugiyono, 2021), sampling is the process of selecting a portion of the population to be studied.

In this study, to obtain a sample that represents all populations and is more certain or close to the existing population, it is determined through the application of the Slovin Formula.

The Slovin Formula is very useful when research is carried out with a large enough sample, but can produce a fairly small sample that will represent the total population.

Slovin's formula:

$$n = \frac{N}{1 + Ne^2}$$

$$n = \frac{3,660,750}{1 + 3,660,750 \times 10^2}$$

$$n = 99,99$$

Information:

n = Minimum number of samples

N = The total number of the sample population

e = Margin of error

Based on the data obtained, the average number of people who have travelled via Halim Perdanakusuma Airport services in 2023 is around 3,660,750 passengers. Therefore, input into the Slovin formula and using a standard error of 10%, a sample of 99.99 or rounded up to 100 samples is obtained as respondent data that can represent the total population.

## Result and Discussion

### Outer Model Evaluation Test

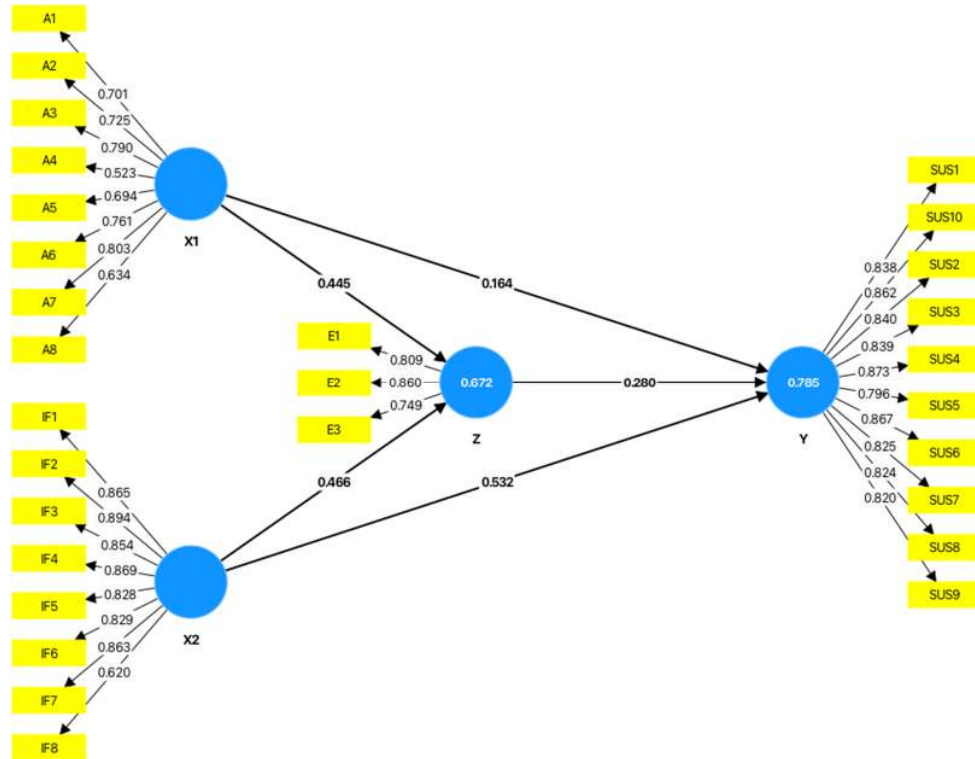
#### a) Convergent Validity Test

**Table 1**

Construct Validity Test Table

| Variable              | Average Variance Extracted (AVE) | Description |
|-----------------------|----------------------------------|-------------|
| Accessibility         | 0.503                            | Valid       |
| Effectiveness         | 0.652                            | Valid       |
| Integrated Facilities | 0.692                            | Valid       |
| User Satisfaction     | 0.703                            | Valid       |

As shown in Table 1, the Average Variance Extracted (AVE) values for all variable question items are > 0.5, which indicates that all items remain convergent and explain most of the variance observed in their indicators (Haryono, 2016). All these results indicate that the measurement model used is sufficiently strong and reliable for further analysis, despite the relatively small differences in the values reported. The reliability of a model is due to its ability to accurately describe the underlying structure and ensure that the relationships between variables are adequately represented. Figure 2 below visually represents the results obtained from the PLS algorithm.



**Figure. 2 PLS Algorithm**  
Source: Processed by Researchers (PLS 4.1.0.4), 2024

## b) Discriminant Validity Test

**Table 2.1**  
Discriminant Validity

|    | Accessibility | Integrated Facilities | Effectiveness | User Satisfaction |
|----|---------------|-----------------------|---------------|-------------------|
| A1 | 0.701         | 0.489                 | 0.240         | 0.363             |
| A2 | 0.725         | 0.492                 | 0.295         | 0.363             |
| A3 | 0.790         | 0.511                 | 0.402         | 0.515             |
| A4 | 0.523         | 0.342                 | 0.292         | 0.321             |
| A5 | 0.694         | 0.508                 | 0.567         | 0.563             |
| A6 | 0.761         | 0.648                 | 0.602         | 0.602             |
| A7 | 0.803         | 0.564                 | 0.474         | 0.516             |
| A8 | 0.634         | 0.527                 | 0.498         | 0.601             |

As shown in Table 2.1, the accessibility measurement items show stronger correlations. This means that the correlation between indicators and their constructs is greater than the correlation with other constructs (Haryono, 2016). These results indicate that the instruments for accessibility used in this study successfully met the necessary discriminant validity criteria. In other words, the constructs measured by the instruments differ significantly from each other to ensure that each variable captures a unique aspect of the data without significant overlap.

**Table 2.2**  
Discriminant Validity

|     | Accessibility | Integrated Facilities | Effectiveness | User Satisfaction |
|-----|---------------|-----------------------|---------------|-------------------|
| IF1 | 0.556         | 0.865                 | 0.652         | 0.761             |
| IF2 | 0.508         | 0.894                 | 0.656         | 0.736             |
| IF3 | 0.527         | 0.854                 | 0.602         | 0.702             |
| IF4 | 0.527         | 0.869                 | 0.616         | 0.685             |
| IF5 | 0.531         | 0.828                 | 0.622         | 0.736             |
| IF6 | 0.464         | 0.829                 | 0.611         | 0.692             |
| IF7 | 0.590         | 0.863                 | 0.663         | 0.735             |
| IF8 | 0.389         | 0.620                 | 0.494         | 0.522             |

As shown in Table 2.2, the facility item measurements show stronger correlations. This means that the correlation between indicators and their constructs is greater than the correlation with other constructs (Haryono, 2016). These results indicate that the instruments for integrated facilities used in this study successfully met the necessary discriminant validity criteria. In other words, the constructs measured by the instruments differ significantly from each other to ensure that each variable captures a unique aspect of the data without significant overlap.

**Table 2.3**  
Discriminant Validity

|    | Accessibility | Integrated Facilities | Effectiveness | User Satisfaction |
|----|---------------|-----------------------|---------------|-------------------|
| E1 | 0,570         | 0,640                 | 0,809         | 0,681             |
| E2 | 0,611         | 0,679                 | 0,860         | 0,710             |
| E3 | 0,603         | 0,453                 | 0,749         | 0,516             |

As shown in Table 2.3, the measurement of effectiveness items shows a stronger correlation. This means that the correlation between indicators and their constructs is greater than the correlation with other constructs (Haryono, 2016). These results indicate that the instruments for effectiveness used in this study successfully met the necessary discriminant validity criteria. In other words, the constructs measured by the instruments differ significantly from each other to ensure that each variable captures a unique aspect of the data without significant overlap.

**Table 2.4**  
Discriminant Validity

|      | Accessibility | Integrated Facilities | Effectiveness | User Satisfaction |
|------|---------------|-----------------------|---------------|-------------------|
| US1  | 0.580         | 0.722                 | 0.683         | 0.838             |
| US2  | 0.535         | 0.700                 | 0.697         | 0.840             |
| US3  | 0.585         | 0.703                 | 0.715         | 0.839             |
| US4  | 0.573         | 0.727                 | 0.778         | 0.873             |
| US5  | 0.464         | 0.546                 | 0.647         | 0.796             |
| US6  | 0.64          | 0.668                 | 0.709         | 0.867             |
| US7  | 0.567         | 0.614                 | 0.692         | 0.825             |
| US8  | 0.665         | 0.657                 | 0.633         | 0.824             |
| US9  | 0.634         | 0.668                 | 0.723         | 0.820             |
| US10 | 0.606         | 0.648                 | 0.766         | 0.862             |

As shown in Table 2.4, the user satisfaction measurement shows a stronger correlation with. This means that the correlation between indicators and their constructs is greater than the correlation with other constructs (Haryono, 2016). These results indicate that the instruments for user satisfaction used in this study successfully met the necessary discriminant validity criteria. In other words, the constructs measured by the instruments differ significantly from each other to ensure that each variable captures a unique aspect of the data without significant overlap.

c) Reliability Test

**Table 3**  
Reliability Indicator

|                            | Cronbach's Alpha | Composite Reliability | Description |
|----------------------------|------------------|-----------------------|-------------|
| Accessibility (X1)         | 0,856            | 0,889                 | Reliable    |
| Effectiveness (Z)          | 0,733            | 0,849                 | Reliable    |
| Integrated Facilities (X2) | 0,935            | 0,947                 | Reliable    |
| User Satisfaction (Y)      | 0,953            | 0,959                 | Reliable    |

As shown in Table 3, the Cronbach's Alpha and composite reliability values for each latent variable are  $>0.7$ , indicating a high internal consistency level. According to (Savitri et al., 2021), Cronbach's alpha and composite reliability values  $>0.7$  are acceptable and considered reliable. This means that all research variables have a strong correlation with their respective constructs, indicating that each variable is closely related to the theoretical framework it wants to express. This high correlation indicates that the instruments used in this study are reliable because they consistently measure what they are intended to measure.

**Structural Model Evaluation Results (Inner Model)**

a) R Square

**Table 4**  
R-square

|                   | R-square | R-square Adjusted |
|-------------------|----------|-------------------|
| Effectiveness     | 0.672    | 0.665             |
| User Satisfaction | 0.785    | 0.779             |

Based on Table 4, the R-Square value on the Effectiveness variable is 0.672. According to (Haryono, 2016), when the R-square value is 0.672 or greater, the R-Square can be considered strong. This means that the Accessibility (X1) and Integrated Facilities (X2) variables simultaneously influence the Effectiveness (Z) variable by 67%.

Furthermore, the R-Square value on the Service User Satisfaction variable is 0.785. This means that the variables of Accessibility (X1) and Integrated Facilities (X2) simultaneously have an influence on the User Satisfaction variable (Y) of 78% through the mediation of Effectiveness (Z).

## b) Effect Size

**Table 5**  
F-square Independent and Dependent Variable

|                       | Effectiveness | User Satisfaction |
|-----------------------|---------------|-------------------|
| Accessibility         | 0.373         | 0.056             |
| Integrated Facilities | 0.410         | 0.578             |
| Effectiveness         |               | 0.120             |

The explanations are as follows:

1. The effect of accessibility on effectiveness is 0.373, meaning that the effect of accessibility on effectiveness is considered strong.
2. The effect of accessibility on user satisfaction is 0.056, meaning that the effect of accessibility on user satisfaction is considered weak.
3. The effect of integrated facilities on effectiveness is 0.410, meaning that the effect of integrated facilities on effectiveness is considered strong.
4. The effect of integrated facilities on user satisfaction is 0.578, meaning that the effect of integrated facilities on user satisfaction is considered strong.
5. The effect of effectiveness on user satisfaction is 0.120, meaning that the effect of effectiveness on user satisfaction is considered weak.

## c) Hypothesis Test

**Table 6**  
Hypothesis Test

| Path                                                        | Path Coefficient | T Statistics | P Values | Description |
|-------------------------------------------------------------|------------------|--------------|----------|-------------|
| Accessibility -> Effectiveness                              | 0.445            | 5.811        | 0.000    | Significant |
| Accessibility -> User Satisfaction                          | 0.164            | 1.967        | 0.049    | Significant |
| Effectiveness -> User Satisfaction                          | 0.280            | 2.907        | 0.004    | Significant |
| Integrated Facilities -> Effectiveness                      | 0.466            | 5.684        | 0.000    | Significant |
| Integrated Facilities -> User Satisfaction                  | 0.532            | 6.130        | 0.000    | Significant |
| Accessibility -> Effectiveness -> User Satisfaction         | 0.125            | 2.561        | 0.010    | Significant |
| Integrated Facilities -> Effectiveness -> User Satisfaction | 0.131            | 2.521        | 0.012    | Significant |

The explanations are as follows:

1. Accessibility (X1) -> Effectiveness (Z) path has a p-value of 0.00 which is smaller than 0.1 and a t-statistic of 5.811 which is greater than 1.65 (10% significance level). This indicates that accessibility has a positive and significant impact on service user satisfaction.
2. Accessibility (X1) -> User Satisfaction (Y) path has a p-value of 0.049 which is smaller than 0.1 and a t-statistic of 1,967 which is greater than 1.65 (10% significance level). This indicates that accessibility has a positive and significant impact on user satisfaction.
3. Effectiveness (Z) -> User Satisfaction (Y) path has a p-value of 0.004 which is smaller than 0.1 and a t-statistic of 2.907 which is greater than 1.65 (10% significance level). This indicates that effectiveness has a positive and significant impact on user satisfaction.

- significance level). This indicates that effectiveness has a positive and significant impact on user satisfaction.
4. Integrated Facilities (X2) -> Effectiveness (Z) path has a p-value of 0.000 which is smaller than 0.1 and a t-statistic of 5.684 which is greater than 1.65 (10% significance level). This indicates that effectiveness has a positive and significant impact on user satisfaction.
  5. Integrated Facilities (X2) -> User Satisfaction (Y) path has a p-value of 0.000 which is smaller than 0.1 and a t-statistic of 6.130 which is greater than 1.65 (10% significance level). This indicates that effectiveness has a positive and significant impact on user satisfaction.
  6. Accessibility (X1) -> Effectiveness (Z) -> User Satisfaction (Y) path has a p-value of 0.010 which is less than 0.1 and a t-statistic of 2.651 which is greater than 1.65 (10% significance level). This indicates that accessibility has a positive and significant impact on user satisfaction through effectiveness.
  7. Integrated Facilities (X2) -> Effectiveness (Z) -> User Satisfaction (Y) path has a p-value of 0.012 which is less than 0.1 and a t-statistic of 2.521 which is greater than 1.65 (10% significance level). This indicates that integrated facilities positive and significant impact on user satisfaction through effectiveness.

#### d) Goodness of Fit

**Table 7**  
Goodness of Fit

| Variable              | Average Variance<br>Extracted (AVE) | R Square     |
|-----------------------|-------------------------------------|--------------|
| Accessibility         | 0,503                               |              |
| Effectiveness         | 0,652                               | 0,672        |
| Integrated Facilities | 0,692                               |              |
| User Satisfaction     | 0,703                               | 0,785        |
| Average               | <b>0,637</b>                        | <b>0,728</b> |

$$\text{GOF Value} = \sqrt{\text{average AVE} \times \text{average R Square}}$$

$$\text{GOF Value} = \sqrt{0,637 \times 0,728}$$

$$\text{GOF Value} = 0,681$$

The GOF value was calculated at 0.681. This indicates that the combined performance of the outer and inner models in this study falls within the large GOF category (Haryono, 2016). It means that the research model demonstrates an excellent degree of fit to the data, effectively encapsulating the inherent patterns and relationships within the observed data.

## Conclusion

This study effectively identifies the effect of airport accessibility and facilities on airport user satisfaction by considering the mediating role of effectiveness. The results obtained show that the quality of facilities at Halim Perdanakusuma Airport causes more improvement than accessibility on user satisfaction. The accessibility of Halim Perdanakusuma Airport can

also be further improved to increase service user satisfaction. From the results obtained, it can also be concluded that accessibility and facilities have a significant influence on service user satisfaction, with effectiveness as a mediating variable and it is also found that these variables can be said to be sustainable.

### Implication

The results of this study have significant consequences for policy and transportation planning processes. Policymakers can use these findings as a basis for creating regulations that support the development of more integrated and accessible airport facilities, such as extending bus lines or other forms of public transportation directly to passenger terminals. Therefore, airports can make improvements in terms of accessibility by considering the results of research and calculations of accessibility variables, which is a very small data set. It is also possible to prioritize investment in new technologies that can improve service effectiveness.

### Research Limitation

The researchers' primary limitation is the restricted research time, which constrains the depth of analysis and scope of data collection. The present study was conducted exclusively at Halim Perdanakusuma Airport. As a result, the findings cannot be generalized to other airports with different characteristics. Variations in infrastructure and services at other airports may result in findings that differ from those presented here.

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