

Analysis of Service Quality and Facilities Towards Airport user Satisfaction at Presidente Nicolau Labato Airport, Timor Leste

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Abstract : Activities taking place at Presidente Nicolau Lobato International Airport, Dili, Timor Leste related to the quality of service and facilities in the form of facilities and infrastructure are part of the determinants of passenger satisfaction. The object of this research is users of Presidente Nicolau Labato Airport, Timor Leste, totaling 70 respondents. The sampling technique for this research is non-probability purposive sampling. The results indicate that Service Quality (X_1) does not have a significant effect on User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste, is not proven, because t_{count} is smaller than t_{table} ($1.079 < 1.99547$), but Facilities (X_2) have a significant effect on User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste, proven because t_{count} is greater than t_{table} ($5.762 > 1.99547$).

Keywords: Service Quality, Facilities, Satisfaction.

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I. INTRODUCTION

Service quality is a dynamic relationship between users and service providers, whether services or humans. (Rorong, Sambiran, & Sumampow, 2022). Service quality is also used to measure the level of service provided, whether it is in accordance with what consumers expect or not. (Wijaya, 2011 and Nurgiansah, 2020 in [1]. Service quality is the level of excellence that customers expect and is a control for the level of excellence to meet customer expectations. (Tjiptono, 2011 in [1].

Facilities are anything that can help people in doing something. In addition, facilities are included in the category of means and infrastructure that are always needed to facilitate the implementation of an activity. Facilities are a physical form that has a function to increase the value of a product or service provided (Andari, 2017 in [2]. Facilities are also one form of measuring tool for a service that influences customer satisfaction. This is because facilities help customers in their activities and feel comfortable. (Srijani, 2017 in [2].

Satisfaction is a feeling that people feel that arises because as a user, they compare the performance that they perceive or expect to get. (Kotler, 2000 in [3]. If the performance does not meet the expectations, customers will

be dissatisfied. However, if the performance meets the expectations, customers will be satisfied; likewise, customers will be very satisfied or happy if the performance exceeds the expectations [3]. Therefore, companies create and manage a system to create satisfaction and retain their customers.

Presidente Nicolau Lobato International Airport Dili is the gateway to Dili by air and is one of the international airports in Timor Leste today. Flight activity at this airport is recorded as the busiest compared to other airports in Timor Leste (Daniel T.P.B. https://library.itats.ac.id/index.php?p=show_detail&id=5003&keywords=). The activity that takes place at Presidente Nicolau Lobato International Airport, Dili, Timor Leste, which are related to the quality of service and facilities in the form of infrastructure and facilities, is part of the determinant of passenger satisfaction. The provision of facilities and services for each airport user is a form of product produced to be given to consumers which will create reciprocity that has an impact on airport income. This should also encourage President Nicolau Lobato International Airport, Dili, Timor Leste to strive to provide the best quality of service and facilities to ensure user satisfaction. However, there is research that shows that the facilities provided and services provided at Presidente Nicolau Lobato International Airport, Dili, Timor Leste are considered still lacking, users and facility managers do not maintain and care for airport facilities. This affects the level

of satisfaction felt by airport service users. This encourages the need for analysis to be carried out to determine passenger satisfaction with the level of service provided by the airport to passengers / service users (Faba Bernardo, 2017 <https://e-journal.uajy.ac.id/11449/2/TS144381.pdf>). The results of this study are also supported by research conducted by Pedro Dacosta Freitas and Makhdum Priyatno (2016) which states that the quality of service and facilities at the airport is still considered lacking (https://lib.stialan.ac.id/index.php?p=show_detail&id=11719&keywords=). Therefore, both studies state that it is necessary to conduct an analysis to determine passenger satisfaction with the level of service and facilities obtained from the airport to passengers/service users.

II. LITERATURE REVIEW

➤ Service Quality

Service Quality is an achievement related to consumer expectations and needs related to the level of consumer satisfaction [4]. Therefore, companies must be able to provide value and satisfaction to consumers by delivering quality products at competitive prices. Companies must also understand consumer needs so that consumers get optimal satisfaction. (Tjiptono (2007) in [3].

Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988) in [1] explains the 5 (five) dimensions that are often used to measure service quality:

- Reliability, namely the ability to perform the required actions quickly, accurately and satisfactorily to meet customer expectations, including being on time, friendly, and more sensitive to consumers.
- Responsiveness, namely the company's capability in providing a quick and accurate response to consumers through the delivery of clear information because if consumers are made to wait without clarity, it will create a less good perception of the quality of service provided.
- Assurance, namely the knowledge, politeness and ability of employees in fostering customer trust in the company's service personnel. Assurance includes (1) Communication, (2) Credibility, (3) Security, (4) Competence, and (5) Courtesy.
- Empathy, namely the company's sincere and individual attention to customers through efforts to understand their specific needs and have an organizing time that provides comfort for customers.
- Tangibles, namely the company's capability to show its existence to parties outside the company. The appearance and capability of the company's physical facilities and infrastructure, as well as the condition of the surrounding environment are real evidence of the services provided by the company.

Airport is as one of the service companies. The first thing that must get the attention of airport managers is the quality of service provided to passengers who use the services at the airport. It is because in providing services, there is interaction between airport officers and passengers directly so that the quality of service provided must be adjusted to

passenger expectations, including friendliness, reliability, responsiveness, and so on. [1].

➤ Facility

Facilities are one of the important factors in the service business world, especially airports. Facilities are the condition of the facilities, interior and exterior design and cleanliness that must be considered factors, especially those related to what consumers feel directly [5]. Regulation of the Director General of Air Transportation number SKKP/77/VI/2005 about Technical Requirements for the Operation of Airport Engineering Facilities explains that passenger terminal facilities are buildings provided by the airport to serve all activities carried out by passengers from departure to arrival. The passenger terminal is divided into 3 parts, namely:

• Departure Facilities, Namely:

- ✓ Check-in Counter
- ✓ Check-in Area
- ✓ Airport Terminal Signs or Markings
- ✓ Custom Immigration Quarantine (CIQ)
- ✓ Airport Hall

• Arrival Facilities, Namely:

- ✓ Arrival Hall
- ✓ Baggage conveyor belt (BCB)
- ✓ Custom immigration quarantine (CIQ) Fasilitas Peralatan Penunjang Bandar Udara

• Article 4 Paragraph 1 of PM 178 of 2015 concerning Standards of Service for Airport Service Users explains that the facilities used in the departure and arrival areas are:

- ✓ Passenger and Baggage Inspection
- ✓ Check-in Service
- ✓ Departure Immigration
- ✓ Arrival Immigration
- ✓ Customs Service
- ✓ Departure Waiting Room
- ✓ Baggage Service

• Article 4 Paragraph 2 of PM 178 of 2015 concerning Standards of Service for Airport Service Users, facilities that provide comfort are :

- ✓ Temperature Conditioning
- ✓ Light Conditioning
- ✓ Ease of Baggage Transport
- ✓ Cleanliness
- ✓ Information Services
- ✓ Toilets
- ✓ Parking Lots
- ✓ Facilities for Passengers with Special Needs

• *Article 4 Paragraph 3 of PM 178 of 2015 concerning Standards of Service for Airport Service Users, facilities that provide added value are :*

- ✓ Prayer room
- ✓ Nursery
- ✓ Shopping facilities
- ✓ Restaurant
- ✓ Smoking room
- ✓ Children's playroom
- ✓ ATM
- ✓ Internet or wifi
- ✓ Ticket purchase facilities
- ✓ Charging station
- ✓ Drinking water facilities
- ✓ Executive lounge

➤ *Satisfaction*

Satisfaction is a consumer's feeling of pleasure or disappointment that comes from the results of comparing his impression of the performance or results of a product with his expectations (Kotler (2012) in [6]. The satisfaction felt by consumers arises from the experience of transacting with the company and provides a positive impression for the consumer which will have an impact on the company's sustainability in the long term. (Ermawati, Sudiro dan Khusniyah, 2016 in [7].

If consumers feel satisfied with the quality of products or services provided by the company, the company's image will increase and can be a big advantage for the company because if customers feel satisfied with what they feel from a company, they will most likely return or even recommend it to others. [1].

Satisfaction formation indicators (Hawkins dan Lonney dalam [1] are :

• *Conformity to expectations, namely the quality of products and services provided by the company must meet customer expectations, which include::*

- ✓ Product quality must match or even exceed customer expectations.
- ✓ Service quality must match or even exceed customer expectations.
- ✓ Facilities must match or even exceed consumer expectations.

• *Interest in revisiting. If consumers are satisfied with what they get, there is a big chance that they will revisit and use the service or product. Interest in revisiting will occur:*

- ✓ If the quality of service provided by the company meets consumer expectations.
- ✓ If the quality of the products sold has benefits and tastes that match consumer expectations.
- ✓ If the facilities provided by the company are adequate and make consumers comfortable.

• *Willingness to recommend. Consumers will provide recommendations to their colleagues, relatives, or family if they are satisfied with the quality of service and products provided. The supporting factors are :*

- ✓ Consumers will provide recommendations or even invite colleagues, relatives, or family to return to the company because the company provides services that meet their expectations.
- ✓ Consumers will provide recommendations or even invite colleagues, relatives, or family to return to the company because the facilities and atmosphere provided by the company make consumers feel comfortable and safe.
- ✓ Consumers will provide recommendations or even invite colleagues, relatives, or family to buy products sold by the company because they feel good benefits or good taste from the products sold by the company.

➤ *Presidente Nicolau Lobato International Airport Dili Timor Leste*

An airport is a defined area on land or water (including buildings, installations and equipment) designated in whole or in part for the arrival, departure and movement of aircraft (Annex 14 from ICAO (International Civil Aviation Organization in [8]. An airport is a facility where airplanes can take off and land. The simplest airport has at least one runway. However, large airports are usually equipped with various other facilities, both for flight service operators and for their users. (Permatasari & Hidayat, 2017 in [9].

Presidente Nicolau Lobato International Airport Dili Timor Leste is one of the international airports in Timor Leste currently with the most dense flight activity compared to other airports in Timor Leste. In order to anticipate the density of passengers and current activities, this airport is deemed necessary to be developed. The development of this airport is in the form of planning and designing a new passenger terminal for the airport. (Daniel T. P. B. https://library.itats.ac.id/index.php?p=show_detail&id=5003&keywords=).

When airports want to improve customer satisfaction, they should improve the facilities [10]. Complete and comfortable facilities will certainly provide satisfaction for airport service users, including at Presidente Nicolau Lobato International Airport, Dili, Timor Leste. The strategic plan for the placement of facilities or service facilities of the Office of the Presidente Nicolau Lobato International Airport, Dili, Timor Leste (2020-2024) was prepared with reference to the Renstra of the Directorate General of Air Transportation which is expected to be able to reach the substance of the duties and functions of the Presidente Nicolau Lobato UPBU, Dili, Timor Leste. The planning and design of the new Passenger Terminal of Presidente Nicolau Lobato International Airport, Dili, Timor Leste is a design proposal that tries to create an alternative architectural design planning for the passenger terminal with the aim of being able to facilitate the increasing number of passenger capacity which is increasingly growing and improving the quality of existing services because it is estimated that in the coming years, the capacity and activities of existing passengers will no longer

be accommodated. The activity also aims to improve the quality of existing services and to raise the image of Timor Leste's architecture. This is because one of the functions of this airport is as a gateway for Timor Leste to other countries in the world. Therefore, architecturally the theme of planning and design is Post-Modern Architecture with a Neo-Vernacular style which is expected to raise the characteristics and values of local culture. (Daniel T. P. B. https://library.itats.ac.id/index.php?p=show_detail&id=5003&keywords=)

III. RESEARCH METHODOLOGY

This study uses a survey that uses a personal approach using a questionnaire to collect information from respondents (Mc Millan and Schumacher in [11]). The sampling technique used in this study is non-probability sampling, namely that not all elements in the population have an equal or equal chance of being selected as a sample. (Sugiono in [12]). The non-probability sampling technique used is purposive sampling, which is a sampling determination technique based on certain considerations (Sugiono in [13]).

The main criteria used by researchers are respondents who use Presidente Nicolau Labato Airport in Timor Leste. The sample of this study with two independent variables is 70 respondents. The data source was obtained through the distribution of questionnaires. A questionnaire is a data collection by giving written questions or statements to be answered by respondents. (Sugiono in [14]). The independent variables in this study are service quality. (X_1) and facilities (X_2). The dependent variable of this study is satisfaction (Y) users of Timor Leste's Presidente Nicolau Labato Airport. In

this research, the Likert Scale for assessing questionnaires is scored 1 – 5.

IV. IMPLEMENTATION AND RESULTS

➤ Instrument Test

The instrument tests conducted are a validity test and a reliability test using the SPSS for Windows version 24.0 program. The instrument tests conducted in this study involve 70 respondents with a significance level of 5% with a sample size of $n = 70$, $dk = n - 2$ or in the case of $dk = 70 - 2 = 68$ and $p = 0.05$, then in $r_{table} = 0.2352$. The results of the validity test using the Pearson Bivariate correlation method (Pearson Product Moment) in this study show that the correlation coefficient of all statement items had a calculated $r_{value} > r_{table}$ which is more than 0.2352 so that all statement instrument items related to Service Quality (X_1), Facilities (X_2) and Airport User Satisfaction (Y) can be declared valid and suitable for use in this study. The reliability test of this study is tested by calculating the Cronbach Alpha value and the results show that the Cronbach Alpha coefficient value for each variable has a value greater than 0.60 so that all statements from each variable are declared reliable and worthy of being tested in this study.

➤ Multiple Linear Regression Data Analysis

Multiple linear regression analysis is used if the independent variable (X) of a study is more than one. Multiple linear regression analysis is used to test the effect of more than one independent variable on the dependent variable. The results of this research test can be seen in the following table:

Table 1 Multiple Linear Regression Results

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.529	.218		2.429	.018
	X1	.145	.135	.145	1.079	.285
	X2	.729	.127	.774	5.762	.000

a. Dependent Variable: Y

Source: Primary Data Processed 2025

The results of the table above produce a multiple linear regression equation as follows:

$$Y = a + b_1X_1 + b_2X_2 + e$$

$$Y = 0,529 + 0,145X_1 + 0,729X_2 + e$$

From the results of the equation above, it can be interpreted as follows:

- The constant value of 0.529 shows that if the variables Service Quality (X_1), Facilities (X_2) are equal to zero (0), User Satisfaction (Y) increases by 0.529.
- The regression coefficient value of Service Quality (X_1) is 0.145. It means that if the Service Quality variable (X_1)

increases by one unit, User Satisfaction (Y) will increase by 0.145 assuming other variables are constant.

- The regression coefficient value of Facilities (X_2) is 0.729. It means that if the Facilities variable (X_2) is increased by one unit, User Satisfaction (Y) will increase by 0.729 assuming the variables are constant.

➤ Hypothesis Testing

• Partial Test (t-Test)

The t-test is used to determine whether each (partially) independent variable, namely Service Quality (X_1) and Facilities (X_2), has an effect on User Satisfaction (Y). The t-test is said to be significant (influential) if the significance level is less than or equal to 0.05.

Table 2 Partial Test Results (t-Test)

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.529	.218		2.429	.018
	X1	.145	.135	.145	1.079	.285
	X2	.729	.127	.774	5.762	.000

a. Dependent Variable: Y

Source: Primary Data Processed 2025

Testing the Influence of X1 on Y shows that Service Quality (X₁) does not have a significant effect on User Satisfaction (Y) because $t_{count} 1.079 < t_{table} 1.99547$ and $sig 0.285 > 0.05$. The testing on the influence of X₂ on Y shows that Facilities (X₂) have a significant effect on User Satisfaction (Y) because $t_{count} 5.762 > 1.99547 t_{table}$ and $sig 0.000 < 0.05$.

• *Model Test (F test)*

The F test is used to determine whether this research model is suitable for use in research.

Table 3 F Test Results (Model Test)

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.365	2	6.683	161.186	.000 ^b
	Residual	2.778	67	.041		
	Total	16.143	69			

a. Dependent Variable: Y

b. Predictors: (Constant), X2, X1

Source: Primary Data Processed 2025

The table above in the ANOVA model shows a significant value of 0.000 with an F count of 161.786 using a significant level (a = 5%) where k = 2 (Number of independent variables) and 70 (number of samples). Degrees of freedom (df) = (n - k - 1) = (70 - 2 - 1) = 67 (2; 67) so that the F table value is 3.13. These results show $F_{count} 161.786 > F_{table} 3.13$ with a significance of $0.000 < the error rate (a = 0.05)$ so that it can be concluded that the regression model used in this study is stated as significant so that it can be ascertained that the model is good and able to explain the

influence of independent variables together on the dependent variable.

• *Coefficient of Determination (R²)*

The Coefficient of Determination is carried out to determine how much contribution the influence of variable X (independent variable) has on variable Y (dependent variable).

Table 4 Coefficient of Determination

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.910 ^a	.828	.823	.20361

a. Predictors: (Constant), X2, X1

Source: Primary Data Processed 2025

The table above shows that the value of the determination coefficient (Adjusted R Square) is 0.823. So, the contribution of the influence of the variables of Work Service Quality (X₁) and Facilities (X₂) has an effect on User Satisfaction (Y) of 82.3%, while the remaining 17.7% of User Satisfaction (Y) is influenced by other variables not examined in this study that affect user satisfaction, for example product quality, price and convenience as conveyed by [3].

V. DISCUSSION

➤ *The Influence of Work Service Quality (X₁) on user Satisfaction (Y)*

In this study, it is known that the Service Quality variable (X₁) does not have a significant effect on User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste. It is because the results of the multiple linear regression test show a t_{count} of $1.079 < t_{table} 1.99547$ and a significance level of $0.285 > 0.05$ so that the hypothesis in this study is not proven, which means that Service Quality (X₁) does not have a significant effect on User Satisfaction (Y). The results of this study support previous research by Faba Bernardo (2017) (<https://e-journal.uajy.ac.id/11449/2/TS144381.pdf>) and by

Pedro Dacosta Freitas and Makhдум Priyatno (2016) (https://lib.stialan.ac.id/index.php?p=show_detail&id=11719&keywords=) which state that the quality of service at the airport is still considered lacking.

➤ *The Influence of Facilities (X₂) on user Satisfaction (Y)*

The test results obtained the results that the Facilities variable (X₂) has a significant effect on User Satisfaction (Y) of Presidente Nicolau Labato Airport, Timor Leste. It is because $t_{count} 5.762 > t_{table} 1.99547$ with a significance level of $0.000 < 0.05$ so that the hypothesis in this study is proven, which means that Facilities (X₂) has a significant effect on User Satisfaction (Y). This study does not support previous research by [5] entitled *Pengaruh Fasilitas dan Pelayanan terhadap Kepuasan Penumpang Maskapai Batik Air di Bandar Udara Abdulrachman Saleh Malang* (The Influence of Facilities and Services on Batik Air Passenger Satisfaction at Abdulrachman Saleh Airport, Malang) which shows that facilities do not have a significant effect on passenger satisfaction. However, the results of this study support previous research by [2] entitled *Kualitas Pelayanan dan Fasilitas Mempengaruhi Kepuasan Kosumen di Bandara Udara Notohadi Negoro Jember* (Quality of Service and Facilities Affects Consumer Satisfaction at Notohadi Negoro Jember Airport) which shows that facilities have a significant positive effect on consumer satisfaction.

VI. CONCLUSION

The conclusion of the research results on the analysis of Service Quality and Facilities Analysis on Airport User Satisfaction at Presidente Nicolau Labato Airport, Timor Leste is as follows:

- The hypothesis stating that there is a significant influence of Service Quality (X₁) on Airport User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste is not proven, because t_{count} is smaller than t_{table} (1.079 < 1.99547).
- The hypothesis stating that there is a significant influence between Facilities (X₂) on Airport User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste is proven because t_{count} is greater than t_{table} (5.762 > 1.99547).

VII. SUGGESTIONS

Some suggestions that can be given from the results of the study on the Analysis of Service Quality and Facilities on Airport User Satisfaction at Presidente Nicolau Labato Airport, Timor Leste are as follows:

- Service Quality (X₁): it is known that Service Quality (X₁) does not have a significant influence on Airport User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste, so that the management of Presidente Nicolau Labato Airport, Timor Leste needs to improve the quality of employee service to airport users.
- Facilities (X₂): it is known that Facilities (X₂) have a significant influence on Airport User Satisfaction (Y) at Presidente Nicolau Labato Airport, Timor Leste, so that

Presidente Nicolau Labato Airport, Timor Leste needs to maintain airport facilities and it would be even better if Presidente Nicolau Labato Airport, Timor Leste improves these facilities again, both in terms of condition and number of facilities.

- Suggestions for further research are to develop research using other variables that are not studied in this study that may influence the user satisfaction, for example product quality, price and convenience as stated by [3].

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