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Analysis of Customer Satisfaction Level on International Departure Terminal Waiting Room Facilities at Sultan Syarif Kasim II International Airport

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ABSTRACT

The waiting room facilities service is very important to increase comfort and increase customer satisfaction. Improving services in terms of waiting room facilities needs to be done from time to time because the dynamic nature of customers and because of any customer tendency that wants to get something more and different. The research objective that wants to be achieved in this study is to find out the international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport influence on the customer satisfaction level. In this study, the population of the research is the users of the Sultan Syarif Kasim II International Airport flight services, especially the international departure terminal. The obtained research result has shown that the formulated hypothesis in proven that the international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have a positive and significant influence on the customer satisfaction level.

Keywords: Customer Satisfaction, Waiting Room Facilities

1. Introduction

Many products and services require companies to have the best competitive strategy in order to maintain the company's good image and obtain the expected profits. The company is expected to focus its strategy on improving services. It is able to foster a sense of trust so as to create satisfaction to customers.

Customers can experience one of three general levels of satisfaction, namely if the performance is below expectations, customers will feel disappointed but if the performance is in line with the expectations, customers will feel satisfied and then if the performance can exceed expectations, customers will feel very satisfied, (Sunyoto, 2013). People in the modern era are increasingly critical in assessing the quality of service. This is due to the increasing level of awareness and desire to obtain the best service. The desire and awareness is very high in the scope of air transportation services, because it is a leading transportation with middle and upper class consumers.

Arionasti (2018) explain that the development of science and technology, especially in the field of aerospace is developing rapidly. This is influenced by several factors, including the factor of the need for aviation services that continues to increase along with changing times globally. Increasing demand for aviation services is demanded to improve services to users of transportation services. In this case, there are not a few roles of PT Angkasa Pura II (Persero) which is one of the State-Owned Enterprises under the Ministry of BUMN which is engaged in airport services in Indonesia.

Development of the transportation sector must be supported by all aspects both in terms of development, maintenance, and provision of air transportation service facilities. The Existing of facilities at the airport include runway facilities for aircraft landing and flight, perent / substation facilities, Terminal facilities, electrical facilities, apron facilities, and building facilities.

One of the main supporting factors in the success of airport management is the safety and security factor. Activities related to this matter are airport waiting rooms. The airport waiting room is a

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room that is used to wait before entering a plane. As a place to wait, passengers are given services that prioritize comfort.

The waiting room especially the terminal waiting room is divided into the Domestic terminal waiting room and International terminal waiting room. International terminal waiting room facilities is a facility used by international route flight service users. To meet the demands and needs of consumers while waiting for flights, the waiting room facilities also have supporting facilities that can be enjoyed and used by consumers so they do not feel bored while waiting.

As for the supporting facilities in the international departure terminal waiting room at Sultan Syarif Kasim II International Airport can be seen in Table 1.1 as follows:

Table 1. Supporting facilities in the international departure terminal waiting room

Supporting Facilities	Frequency
Chair	50
Air Conditioner	12
Rest Room	16
Worship Place	1
Food Outlets	3
Charging Mobile Phone	19
Entertainment	6
Reading Materials	10
Children's Playground	1
Lactation Room	1

Source: Civil Service and Public Relation of PT Angkasa Pura II Pekanbaru Branch

Provision of facilities is expected to provide comfort, safety, and convenience that can create satisfaction from consumers. In fact, there are still many airports in Indonesia that still do not pay attention to this. The limited number of seats and limited space are a classic problem that is mostly found in airports, especially in Indonesia.

From the explanation above, the international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport is one of the interesting things to discuss because it is directly related to the desires and fulfillment of needs by consumers of aviation service users. Due to the author was intested to do reaserch related with the matter above then the author decided to take the title of research on the "Analysis of Customer Satisfaction Level on International Departure Terminal Waiting Room Facilities at Sultan Syarif Kasim II International Airport".

2. Related Study and Literature Review

The author use previous research that has relevance to this study as a benchmark and reference in its completion. Some previous studies that fit the topic of discussion with this research include research conducted by Yuliana (2017) with the title "The Effect of Facilities, Services and Information Accessibility on Passenger Satisfaction Levels at Husein Sastranegara Airport, Bandung". The purpose of this study was to determine the effect of facilities, services and accessibility information on airport service performance based on the level of passenger satisfaction. The research objective that wants to be achieved in this study is to find out the international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport influence on the customer satisfaction level. The method of analysis in this study uses the method of performance analysis and path analysis. For sampling with non-probability sampling through judgment sampling method obtained 102 respondents in the country and 100 passengers abroad. The results of research conducted by Dina Yuliana show that facilities, service quality, and accessibility information combined affect the satisfaction level of domestic air transport passengers at 60.3% and on the satisfaction level of foreign air transport passengers at 51.2%. The airport service performance index value based on the satisfaction of domestic air transport passengers is 77.73% (good category) and foreign air transportation is 71.67% (good category).

In addition, previous research that has a connection with this research is research conducted by Wilman (2017) with the title "The Effect of Service Quality on Terminal 3 Consumer Satisfaction at Soekarno-Hatta Airport". This research uses quantitative associative methods. The population in this study is Terminal 3 consumers in a day is 39,000 people, with a total sample of 203 people. Data collection is done by observation and questionnaire distribution. The sampling technique uses probability sampling technique with cluster type proportional sampling. Data analysis was performed using simple linear regression calculations. based on the scores obtained from the results of the study indicate that there is a significant influence between service quality on customer satisfaction of Terminal 3 of Soekarno-Hatta Airport, with a correlation coefficient of 0.692 which is included in the strong category with an error level of 5%. thus, service quality affects the level of customer satisfaction of Terminal 3 of Soekarno-Hatta Airport by 47.9% and the remaining 52.1% is influenced by other factors.

The previous research in an international journal is a study conducted by Chumakova (2017) with the title "Customer satisfaction on facility services in Terminal 2 of Tampere Airport". This particular case was conducted with quantitative research method. Online questionnaire was used for data collecting. Statistical information was processed with MS Excel software and analyzed using

SERVQUAL technique and theory which is related to airport Terminal characteristics and technical requirements. The level of customer satisfaction on Terminal facilities was poor.

Results of the urvey ascertained that facilities' size, level of comfort in premises and obsolescence of interior were parameters that customers were mostly displeased with. There were also some not that acute problems related to cleanness of facilities, its safety and signage that allow passengers to easily oriental between zones of Terminal. Suggetions that were provided at the final part of the thesis concentrate on adapting Terminal facilities to the needs of passengers. The list of recommendations covers all aspects that caused passengers' dissatisfaction on facility services. Special attention wa paid to size of premises and interior refreshment.

2.1 Waiting Room Facilities

Tjiptono (2012) defines facilities as physical resources that must exist before a service can be offered to customers. Facilities can also be anything that makes it easy for customers to get satisfaction. Because a form of service cannot be seen and cannot be touched, the aspect of physical form becomes important as a measure of service. Customers who want to find comfort during the process of waiting for the implementation of services will be more comfortable if the facilities used by customers are made comfortable and attractive.

The waiting rooms at the airport are divided into two, namely the domestic terminal waiting room and the International Departure Waiting Room. The waiting room there are usually facilities that can be enjoyed by customers both physical facilities and supporting facilities because they are provided to meet customer needs so that customer satisfaction is created.

Waiting room facility is a facility provided by the airport to customers as a form of servicing service in order to get the feedback expected by the company. According to Arionasti (2018), each waiting room facility in the passenger terminal is designed according to the needs, both passengers and goods. This is so that primarily the passengers get an adequate level or quality of air transportation services.

2.2 Customer Satisfaction

Tjiptono (2014: 353) argues that satisfaction comes from the Latin "Satis" which means good enough, adequate and "Facio" which means to do or make. In simple satisfaction can be interpreted as an effort to fulfill something or make something adequate.

According to Tjiptono and Chandra (2016) defines customer satisfaction is someone's feeling of pleasure or disappointment arising from comparing the performance of perceived products (or results) against their expectations. If performance fails to meet expectations, consumers will feel dissatisfied. If performance is in line with expectations, consumers will be satisfied.

Based on the understanding of experts it can be concluded that customer satisfaction is the evaluation of each consumer by comparing the existing conditions with the expected conditions. If the product or service provided by the company matches the customer's expectations, the customer will be satisfied.

2.3 Framework

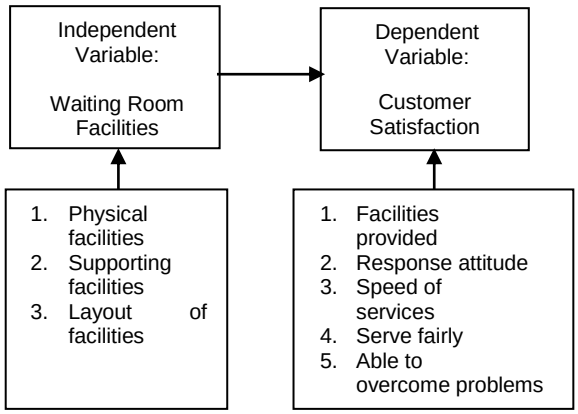

Figure 1. Framework
Source: Processed Data 2020

3. Method and Accomplishment Process

The type of study in this research is associative research with the form of causal relationships and with quantitative approaches (survey method). The survey method was chosen as the primary data source using a questionnaire. This method is used because the research costs are relatively low and can be done in a relatively short time. The object of this research is Customer Satisfaction Level related with International Departure Terminal Waiting Room Facilities at Sultan Syarif Kasim II International Airport.

The population in this study is all consumers who use the international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport with a sample of 100 respondents. the sampling technique used in this study are Non-probability Sampling with a snowball sampling type.

3.1 Measurement Scale

The measurement scale is an agreement that is used as a reference to determine the length of the interval in the measuring device. In this study the authors used the Likert scale. According to Sugiyono (2018: 93) the Likert scale is used to measure the attitudes, opinions, and perceptions of a person or group of people about social phenomena. In research, this social phenomenon has been specifically determined by the researcher, hereinafter referred to as the research variable.

With a Likert scale, the variables to be measured will be translated into indicator variables. Then the indicator is used as a starting point for developing instruments that can be questions or statements. In measuring of customer satisfaction level with international departure terminal facilities, a statement regarding the facilities offered by Sultan Syarif Kasim II International Airport using the Likert scale assessment as follows:

1. Strongly Agree (SS) given a score of 5
2. Agree (S) given a score of 4
3. Neutral (N) given a score of 3
4. Disagree (TS) given a score of 2
5. Strongly Disagree (STS) given a score of 1

According to Khadijah (2018: 223), the data is grouped into several categories of answers with the following formulation:

$$I = \frac{R}{K} = \frac{5-1}{5} = 0,8$$

Explanation:
I = Class interval
R = Highest – lowest score
K = Number of classes

Where the highest value is 5 and the lowest value is 1, the number of classes is 5 then the frequency distribution can be grouped (categorized) as shown in Table 2. the following:

Table 2. Likert scale regarding the facilities offered by Sultan Syarif Kasim II International Airport

No	Class scores	Class	Mean Score
1	5	Very high	4,21 - 5,00
2	4	High	3,41 – 4,20
3	3	Medium	2,62 – 3,40
4	2	Low	1,81 – 2, 60
5	1	Very Low	1,00 – 1,80

Source: Processed Data 2020

3.2 Test of Validity and Reliability

The validity test of the instrument has the aim of knowing the accuracy and accuracy of the measuring instrument in performing its measuring function. The validity test uses the Pearson Product Moment correlation coefficient statistical formula, while the Cronbach Alpha formula is used to test the reliability of the same instrument. This formula is used to test the extent to which a measurement result is relatively consistent if the measurement is repeated twice or more. (Ghozali, 2006 in Suryani, 2019).

From the results of the validity test, it can be seen that for the Service Quality variable, all questions are valid. Meanwhile, for the reliability test, the Cronbach Alpha coefficient was 0.833. The reliability coefficient value obtained looks high so that it shows reliability. From the results of the validity test, it can be seen that for the Consumer Satisfaction variable, all questions are valid. Meanwhile, for the reliability test, the Cronbach Alpha coefficient was 0.655. The reliability coefficient value obtained looks high enough so that it shows reliability.

3.3 Normality Test

Normality test aims to test whether the continuous data is normally distributed or not. So if the continuous data has a normal distribution then it can proceed to the next stage.

To test whether the data is normal or not, the researchers used the P-P plot analysis method. The normality test results using the P-P plot analysis method can be seen in Figure 2. as follows:

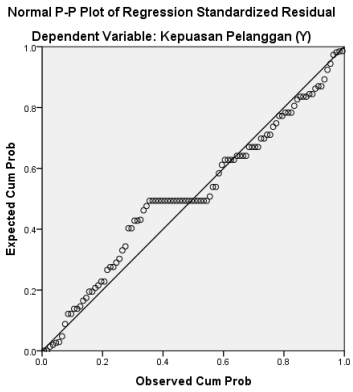

Figure 2. Normality Test Results
Source: Processed Data 2020

In the normality of data using the normal P-P plot test, the criteria for a variable are said to be normal if the distribution image with data points spread around a diagonal line and the distribution of data points in the direction following the diagonal line. Based on the picture above it is known that the points almost follow a straight line, it can be concluded that the residual value has followed the normal distribution.

3.4 Heteroscedasticity Test

Heteroscedasticity test aims to determine whether the model deviations occur because the variance of the gangguna varies from one observation to another. There are several ways that can be done to test heteroscedasticity, namely the plot graph test, the Spearman test, the park test, the glacier test, and the white test. In this heterosdasticity test, the method used is the spearman analysis method as contained in Table 3. as follows:

Table 3. Heteroscedasticity Test Results

Variable	T	Sig.
Waiting Room Facilitiy (X)	-0,158	0,116

Source: Processed Data 2020

From the above data, based on the results of the heteroskedaticity test with the Spearman analysis method it is known that the significance value of the independent variable is 0.116 > 0.05 so it can be concluded that for the regression model that is the effect of waiting room facilities on customer satisfaction heteroscedaticity problems do not occur.

3.5 Autocorrelation Test

A good regression model must meet several predetermined assumptions, one of which is free/may not occur autocorrelation. The autocorrelation test aims to test whether in the linear regression model there is a correlation between the fault error in the T period and the fault error in the previous T-1 period. The results of the autocorrelation test using the Durbin-Watson analysis method can be seen in table 4. as follows:

Table 4. Autocorrelation Test Results

N	Durbin-Watson	DL	DU	4 - DL	4 - DU
100	2,114	1,6540	1,6944	2,3460	2,3056

Source: Processed Data 2020

Based on the above table, the Durbin-Watson (DW) value of 2,114 is obtained. Because the DW value is greater than DU and smaller than 4-DU, it can be concluded that the use of the Durbin-Watson method in this study is free or does not occur autocorrelation.

3.4 Research Hypothesis

Based on the formulation of the problem, the hypotheses proposed in this study are:

H_1: The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level.

3.5 Research Model

In associative research there are at least two variables connected. The research model is a simple description of the influence between variables. In this study in accordance with the title taken "Analysis of Customer Satisfaction Level on Internastional Departure Terminal Waiting Room Facilities at Sultan Syarif Kasim II International Airport". Then the research model that can be described is as follows:

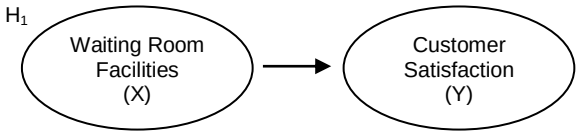

Figure 3. Research Model
Source: Processed Data 2020

3.6 Concept Definition

According to Arionasti (2018), waiting room facilities are physical facilities that have a role to make it easier for users and launch a business. Every waiting room facilities in the passenger terminal is designed according to the needs, both the needs of the passengers and the needs of the goods.

According to Tjiptono (2014), customer satisfaction is satisfaction or dissatisfaction as the customer's response to the evaluation of the perceived discrepancy between initial expectations before purchase (or other normal performance) and the actual performance of the product perceived after use or consumption of the product concerned. It can be concluded that customer satisfaction is a feeling of pleasure or disappointment someone appears after comparing the perceived product results with the expected outcome. If the results are below expectations, the customer is not satisfied. If the results meet expectations, the customer will be satisfied. If the results exceed expectations, the customer is very satisfied or happy.

4. Result and Discussion

4.1 Characteristics Respondent

This research was conducted on air transport service users, especially international departure terminal to further study the satisfaction that customers expect with the reality received through the variables that influence it, the waiting room facilities. To clarify the understanding of the research results of the variables studied, excavations and data collection were carried out about the characteristics of respondents. In this study 100 respondents were collected as a source of information in accordance with the questionnaire prepared for this study. Characteristics of respondents required in this study are gender, age, occupation, and citizenship status. Profile of respondents based on gender characteristics as shown in Table 5. as follows:

Table 5. Profile of Respondents in Research Based on Gender

Gender	Frequency	(%)
Male	57	57
Female	43	43
Total	**100**	**100**

Source: Processed Data 2020

Based on Table 5, it can be seen that the number of male respondents is greater at 43% compared to 57% of female respondents. This comparison reflects conditions where men tend to dominate overseas travel activities such as personal or business activities. So it is hoped that the data collected can reflect responses that fit the general conditions between the two different groups. In addition, the age frequency of respondents is presented in Table 6. as follows:

Table 6. Profile of Respondents in Research Based on Age

Age	Frequency	(%)
17-29 years old	15	15
30-39 years old	26	26
40-49 years old	25	25
50-60 years old	34	34
Total	**100**	**100**

Source: Processed Data 2020

According to the data above, it can be seen that the number of people aged 50-60 years is more than 34% compared to respondents aged 17-29 years by 15%, ages 30-39 years by 26%, and 40-49 years by 25%. The most frequency is included in the elderly category where they need facilities according to the needs that can create comfort and satisfaction. The comparison is expected to show an appropriate response to the conditions of the required and expected facilities with the reality received by the customer. Next, Table 7. presents respondents' profiles based on job characteristics:

Table 7. Profile of Respondents in Research Based on Occupation

Occupation	Frequency	(%)
Student	8	8
Pegawai Negeri Sipil/PNS	25	25
Self-employed	16	16
General employed	23	23
Housewife	14	14
Others	14	14
Total	**100**	**100**

Source: Processed Data 2020

From the data above, it can be seen that most of the respondents' jobs are Civil Servants (PNS) as much as 25% of the total. Then 23% of private employees, 16% of entrepreneurs, 14% of housewives, 8% of students / students, and 14% of respondents who have other jobs. This means that the income / salary they get vary so that this situation affects the frequency of traveling abroad. In addition, Table 8. presents the profile of respondents based on the characteristics of citizenship status:

Table 8. Profile of Respondents in Research Based on citizenship

Citizenship Status	Frequency	(%)
Indonesian Citizens	100	100
Philippines Citizens	2	2
Others	0	0
Total	**100**	**100**

Source: Processed Data 2020

Based on Table 8. it can be seen that Indonesian citizens constitute the most respondents compared to Foreign Citizens at 98% of the total. When associated wuth satisfaction with the facilities they get, there is clearly a difference between Indonesian citizens and Foreign Citizens. Becaise every international airport is different, especially in term of quality. The comparison is able to cause positive and negative responses from respondents depending on how much they grow expectations.

4.1 Correlation Analysis Test

Simple correlation analysis (Bivariate Correlation) is used to determine the closeness of the relationship between two variables and to determine the direction of the relationship that occurs. Correlation analysis is measured by a coefficient (r) that identifies how many relationships are between the two variables. The possible areas of value are +1.00 to -1.00 with 1.00 expressing a very close relationship, while -1.00 expressing a close negative relationship. The correlation test uses product moment Pearson's method to test the hypothesis:

H_1: The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level.

The correlation test results using the product moment Pearson`s method are listed in table 9. as follows:

Table 9. Correlation Analysis Test Results

Variable	Pearson Correlation	Sig.
Waiting Room Facility (X)	0,527	0,000
Customer Satisfaction (Y)	0,527	0,000

Source: Processed Data 2020

From the above data, based on the results of a simple correlation test using the Pearson product moment method it is known that the significance value of the independent variable and the dependent variable is 0,000 < 0.05 so it can be concluded that the two variables in this study have a relationship or correlation. In addition, Pearson correlation of independent variables and the dependent variable has a value of 0.527 so it can be concluded that the independent variable on the dependent variable has a correlation with the degree of relationship that is moderate correlation and has a positive relationship.

4.2 Simple Linear Regression Analysis Test

Regression analysis is used to find out how the dependent variable can be predicted through independent variables or individual predictors. In a simple linear regression done to test the hypothesis:

H_1: The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level.

The results of the simple regression analysis test can be seen in Table 10. as follows:

Table 10. Simple Linear Regression Test Result

Unstandardized Coefficients			Standardized Coefficients	
Model	**B**	**Std Error**	**T**	**Sig.**
Constant	14,033	2,151	6,523	0,000
Independent Variable (X)	0,221	0,036	6,134	0,000
R Square		0,277		

Source: Processed Data 2020

Based on Table 10. a significance value of 0.000 < 0.05 then H1: (The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level) is accepted. The obtained value of Constant (a) is 14.033 while the value of the regression coefficient (b) is 0.221 so that a simple linear regression equation can be written as follows:

$$Y = a + bX$$
$$Y = 14{,}033 + 0{,}221X$$

From this equation the results of the calculation of the coefficient in the regression equation obtained a constant of 14,033 which means that if there is no waiting room facility (X) then the value of customer satisfaction (Y) is 14,033. From these results, this can be illustrated in figure 4. as follows:

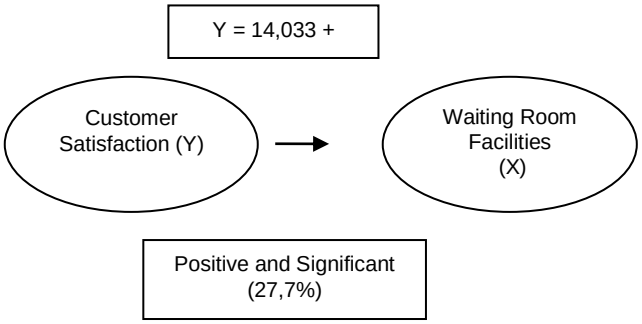

Figure 4. Results of Research Model
Source: Processed Data 2020

Based on Table 10. the obtained a coefficient of determination (R square) of 0.277. This means that the influence of the independent variable (waiting room facilities) on the dependent variable (customer satisfaction) is 27.7%. In addition, obtained a regression coefficient X of 0.221 which means it shows a positive direction, so it can be said the direction of the influence of variable X on Y is positive. The obtained a regression coefficient X value of 0.221, which means that every 1% increase in the value of the waiting room facility, the value of customer satisfaction increases by 0.221.

4.3 Discussion

Based on descriptive statistics, customer satisfaction can be known based on indicators on the variables examined in this study. Indicator of supporting facilities in the waiting room facility variable which is the seat is the highest category compared to other indicators and has been perceived as very good or very high at 4.28. This shows that, if the seat facilities provided by Sultan Syarif Kasim II International Airport meet good quality criteria such as adequate quantities and are comfortable to use, they are able to influence customer satisfaction or in other words the seat facilities have the highest level of influence on customer satisfaction.

Based on the simple correlation test results in table 4.13 using the product moment Pearson method it is known that the significance value of the independent variable and the dependent variable is 0,000 < 0.05 and the correlation value is 0.527 so it can be concluded that the two variables in this study have a positive and significant correlation between the facility variables waiting room (X) and customer satisfaction (Y). Then the statement for the hypothesis H_1: (The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level) is accepted. A positive relationship means that the higher quality of waiting room facilities, the higher level of customer satisfaction and if the lower quality of waiting room facilities, the lower level of customer satisfaction.

In addition, this research was found and proven to have a positive direction from the waiting room facility on customer satisfaction. This is reinforced by the results of a simple linear regression analysis Obtained a coefficient of determination (R square) from a simple correlation test of 0.227. This means that the influence of the independent variable (waiting room facilities) on the dependent variable (customer satisfaction) is 22.7%. Obtained regression coefficient X value of 0.221 which means it shows a positive direction, so it can be said the direction of the influence of variable X on Y is positive. Then the statement H_1: (The international departure terminal waiting room facilities at Sultan Syarif Kasim II International Airport have significant and positive influence on the customer satisfaction level) is accepted.

Compared to previous research conducted by Dina Yuliana at Bandung Husein Sastra Negara Airport, it is known that the facility has a partial effect on the performance of airport services at Husein Sastranegara Airport based on the level of satisfaction of domestic air transport passengers. For facilities, service quality, accessibility information for passengers going abroad combined also affect the performance of airport services at Bandung's Husein Sastranegara Airport. This shows that facilities play an important role as a measurement tool to determine the level of passenger satisfaction regardless of other factors not examined in this study.

4.4 Limitation of the Study

This study has been attempted and carried out in accordance with scientific procedures, however there are some limitations that limit this research, including:

1. This study uses an online questionnaire so that the lack of caring and seriousness in answering all the statements that exist. Sometimes the answers given by respondents do not show the real situation and tend to be less precise. The subjectivity problem of the respondents may result in the results of this study being vulnerable to the bias of respondents' answers.
2. This study only measures the effect of waiting room facilities on the level of customer satisfaction while other factors are not examined, so the results of this study cannot really describe the level of customer satisfaction at Sultan Syarif Kasim II International Airport.
3. This study involved a limited number of research subjects, namely 100 respondents, so the results could not be generalized to a large group of subjects.

5. Conclusion and Suggestion

5.1 Conclusions

Based on the results of the discussion described in the previous chapters, the following conclusions can be drawn:

1. Partially, the results of the study indicate that the waiting room facility variable has a positive and significant relationship on customer satisfaction. A positive relationship means that the higher quality of waiting room facilities, the higher level of customer satisfaction and if the lower quality of waiting room facilities, the lower level of customer satisfaction.
2. The significance level produced by the waiting room facilities variable at the international departure terminal shows that H1 is accepted, it is means that there is a significant simultaneous effect of the waiting room facility on customer satisfaction.
3. From the international departure terminal waiting room facilities provided by Sultan Syarif Kasim II International Airport, the amount of influence between waiting room facilities and customer satisfaction had a value of 22.7%. The rest is influenced by variables or other factors not examined in this study.
4. Based on a simple linear regression analysis, if the waiting room facility increases by 1%, customer satisfaction will increase by 0.221. If the Sultan Syarif Kasim II international airport pays attention to the completeness and comfort of the waiting room facilities, it will indirectly create customer satisfaction.
5. Based on a statistical analysis of the description that the waiting room facilities of the international departure terminal are included in the quite good category. These results illustrate that the company has provided waiting room facilities in accordance with what customers expect. Customer satisfaction can be obtained by always increasing the dimensions of facilities, especially waiting room facilities. Customers who get satisfaction when using the services provided, then these customers will feel that the waiting room facilities obtained are in line with expectations.

5.2 Suggestions

In this chapter also provided some input in the form of suggestions that are useful for companies so that the achievement of goals can run well and in accordance with the wishes:

1. Based on the results of the study indicate that the waiting room facilities have a strong and positive influence. Therefore, if the company wants to increase customer satisfaction, the thing that needs to be done in relation to the waiting room facility is to review aspects of the facility that should receive special attention such as toilet, cleanliness, security, service, and others. In addition, the airport must also increase inventory of magazines and children's games, as well as provide additional mobile charging facilities in each seat.

2. The company is expected to always innovate in providing a variety of waiting room facilities that support the needs as well as those expected by customers using international departure terminal flight services. Although the waiting room facilities that are included in the category are quite good, the average value based on this research is not too large, meaning that there are still customers who are not fully satisfied with the waiting facilities of the international departure terminal of Sultan Syarif Kasim II International Airport.
3. Sultan Syarif Kasim II International Airport is expected to continue to maintain existing conditions and be able to continue to provide professional services, friendliness, and comfortable conditions in accordance with the company's vision and mission as a place of transportation that is respected with the middle to upper class. Moreover, Sultan Syarif Kasim II International Airport is the only one in Riau Province and has international standards.

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