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THE EFFECT OF SELF CHECK-IN FACILITIES ON PASSENGER SATISFACTION AT SENTANI INTERNATIONAL AIRPORT

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Abstract

Purpose - This research aims to measure the influence of self check-in facilities on passenger satisfaction at Sentani International Airport. Methodology - A quantitative approach was employed using survey methodology through data collection using questionnaires distributed to 100 respondents. Research Findings - The results demonstrate that self check-in facilities exert a significantly positive influence on passenger satisfaction, contributing 62.7% to overall satisfaction levels. Validity and reliability testing yielded satisfactory results, and regression analysis revealed that each 1% improvement in self check-in facilities increased passenger satisfaction by 0.794 units. Originality - This research provides new insights regarding the importance of self check-in facilities in enhancing passenger experience, which can serve as a foundation for service improvements at airports, particularly from the perspective of airport user satisfaction and customer service delivery. The research contributes to the broader understanding of how digital transformation in airport operations directly impacts customer experience metrics and operational efficiency.

Keywords: self-check-in, Air Port, Statisfaction, Facilities, Passangers.

INTRODUCTION

The aviation industry continues to grow rapidly. To improve service and efficiency, Sentani International Airport (DJJ/WAJJ), a key airport in eastern Indonesia, is innovating. With the increasing number of passengers, airport management is focusing on check-in facilities that simplify and save time. Sentani Airport, like several other airports in Indonesia, now has a self-check-in facility, recognized as an added value by Minister of Transportation Regulation No. 41 of 2023. Rahmawati et al. stated that self-check-in significantly contributes to flight safety by minimizing human error, speeding up processing times, securing data, and enabling rapid response to threats. The integration of AI, biometrics, and IoT has the potential to further enhance safety, making the flying experience safer.

At Sentani International Airport, operated by PT Angkasa Pura Indonesia (In Journey), three self-check-in kiosks are available for passengers with a maximum of 7 kg of cabin baggage, expected to reduce queues. This facility is only available to passengers of Batik Air, Lion Air, Citilink, Wings Air, and Super Air Jet. However, the author found that many passengers (more than 7 people per day) still choose to queue at the counters for convenience and trust reasons, rather than using self-check-in. Direct interaction with staff at the counter provides a sense of security and reassurance, especially for those with questions or issues related to tickets, baggage, or small children (infants). Technical errors, such as prolonged monitor loading, can be confusing and trigger panic among passengers. The author also found passengers who were directed directly by airline officers to do self check-in but were not yet familiar with technology and did not know how to use the self check-in facility and there were no officers specifically to supervise and resolve problems with the self check-in facility.

Research consistently shows that the availability of self-check-in facilities significantly impacts passenger satisfaction. For example, a study by Tatrasandi et al. (2022) revealed that greater knowledge of self-check-in at Adisucipto Airport correlated with higher levels of passenger satisfaction at Citilink. Similarly, Suoth (2020) found a significant correlation between self-check-in facilities and passenger satisfaction at I Gusti Ngurah Rai International Airport in Bali (PT. Gapura Angkasa), with a contribution of 24.7%. Generally, customers who experience relative satisfaction have a positive experience, which can increase their loyalty to the airline and airport.

Previous studies have shown that self-check-in significantly impacts passenger satisfaction at other airports. While efficient and shortening queues, passengers sometimes still require assistance from staff. The success of this facility depends on ease of use, technological reliability, and staff support. Therefore, further research into the impact of self-check-in on passenger satisfaction at other airports is urgently needed. This study focuses on analyzing the impact of this facility at Sentani International Airport, evaluating ease of use, speed, and perceived service quality. The goal is to help airport management improve service and reputation, while also supporting flight safety by enhancing security and operational performance. Based on the above explanation, the author formulated the research question: does the self-check-in facility influence passenger satisfaction at Sentani International Airport?

LITERATURE REVIEW

1. Airport

Law No. 1 of 2009 Article 1 Paragraph 33 states that an airport is a land/water area for the landing/takeoff of aircraft, loading or unloading of goods, disembarking or embarking of passengers, loading or unloading of goods, and transportation transfers, supported by facilities. Meanwhile, ICAO Annex 14 defines an airport as a land/water area (including its infrastructure) dedicated to the arrival, departure, arrival, and ground movement of aircraft.

2. Service standards

Article 1 of the Indonesian Minister of Transportation Regulation No. 41 of 2023 states that service standards are guidelines and references for service quality that must be implemented by service providers to ensure high-quality, fast, easy, affordable, and measurable service. These standards cover: terminal capacity during peak hours, comfortable facilities, services in the departure and arrival areas, and value-added facilities.

3. Facility

Facilities are physical equipment that supports customer comfort and must be present before services are offered. These facilities are crucial in marketing because they are often vital to the delivery of services to customers. (Maulidiah, Survival, & Budiantono, 2023), and Tjiptono (2014) define facilities as anything provided to facilitate activities (equipment, space, services). For check-in, passengers can use self-check-in, mobile check-in, or a regular counter.

4. Self Check-In

Self-check-in provides a machine-based (without baggage drop) method for completing departure procedures. This system is simple: passengers simply scan a barcode or enter their e-ticket, select their seat, and print their boarding pass. (Ardiansyah & Ahyudanari, 2022).

5. Satisfaction

Satisfaction, according to Kotler (2002), is a feeling that arises from comparing service performance with expectations. Umar (2002) adds that consumer satisfaction is the result of comparing expectations with product/service performance; if performance is below expectations, consumers are dissatisfied, but if it meets expectations, they will be very pleased.

6. Influence

Influence is a driving force that creates an impact. In short, influence is the force that shapes a person's character, beliefs, or actions, and produces an effect. To measure the influence between variables (one dependent and one independent), simple linear regression is used (Handayani, 2022). Muhartini et al. (2021) state that this regression assumes a linear relationship, where changes in X consistently affect Y. After data collection, the analysis stage includes testing validity, classical assumptions, reliability, and hypothesis testing.

RESEARCH METHODS

1. Methods Used

This study adopts a survey method (Priyatno in Nugrahai et al., 2024) for past or present data, collected via interviews or questionnaires, with results that can be generalized. Therefore, this research will employ a quantitative approach to gather information from self-check-in users at Sentani International Airport.

2. Data type

Sugiyono (2019) emphasized that data collection is the most crucial stage in research, considering that data is the primary objective. To ensure the validity of the information in this study, the data collection techniques used were observation, questionnaires, and documentation. Sugiyono (2022) explained that data analysis begins after the information is collected, which includes organizing, tabulating, and presenting data per variable. Furthermore, this analysis also includes calculations to answer the research questions and test the hypotheses.

3. Operational Variables

Sugiyono (2022) states that research variables are objects of study determined by researchers to obtain information and draw conclusions. This research employs two types of variables: independent and dependent. Variable X is an independent variable that influences or causes changes in other variables, where in this study the independent variable isis the self check-in facility. Variable Y is the dependent variable which is the result or impact of the independent variable and can be influenced by variations in other variables where in this study the dependent variable is passenger satisfaction.

RESULTS AND DISCUSSION

Research result

The determination of indicators for variables X (Self Check-in Facilities) and Y (Passenger Satisfaction) is based on PM 41 of 2023 and Priansa's Satisfaction Theory (2017). To test these indicators, this research used instrument testing before and after questionnaire distribution.

Respondent Characteristics

This research on participant characteristics aims to examine the age, gender, highest level of education, and airline used by respondents. The characteristics of the respondents in this study are:

a. Characteristics based on age

Respondents' Age Characteristics Table

Age Category	Frequency	Presentation
16 – 25 Years	31	31%
26 – 35 Years	38	38%
36 – 45 Years	13	13%
46 – 55 Years	8	8%
> 55 Years	10	10%
Total	100	100%

Source: Processed Primary Data, 2025

Based on table 4.1, it provides an overview of 100 samples divided into 5 age categories, 31% of all participants are in the 16 - 25 year age category, 38% of the total participants are in the 26 - 35 year age category, 13% of the total participants are in the 36 - 45 year age category, 8% of the total participants are in the 46 - 55 year age category, and 10% of all participants are in the 46 - 55 year age category. age over 55 years.

b. Characteristics based on gender

Respondent Gender Characteristics Table

Gender	Frequency	Presentation
Man	58	58%
Woman	42	42%
Total	100	100%

Source: Processed Primary Data, 2025

Based on table 4.2, it can be seen that of the total 100 respondents, 42% of the participants were female and 58% were male.

c. Characteristics based on last education

Respondents' Educational Characteristics Table

Education Category	Frequency	Presentation
SENIOR HIGH SCHOOL	19	19%
D-III	14	14%
S1	45	45%
S2	22	22%
Total	100	100%

Source: Processed Primary Data, 2025

In table 4.3, it can be seen that the majority of participants have a bachelor's degree (45%), 22% of participants have a master's degree, 19% of participants have a high school education, and 14% of respondents have a diploma (D-III) education.

d. Characteristics by airline

Airline Characteristics Table

Airlines	Frequency	Presentation
Citilink	15	15%
Water batik	33	33%
sea lion	32	32%
Super Air Jet	20	32%
Total	100	100%

Source: Processed Primary Data, 2025

According to table 4.4, 15% of participants used Citilink airline, 33% of respondents used Batik Air airline, 32% of respondents used Lion Air airline, and 20% of respondents used Super Air Jet airline.

Data analysis

a. Validity Test Results

The method used to assess the validity of the questionnaire in this study was the product-moment correlation or Pearson's variate correlation. The validity of the self-check-in facility questionnaire obtained using IBM SPSS series 25 is as follows:

Self Check-in Facility Validity Test Results Table

		Self Check In Facility
X01.01	Pearson Correlation	,767**
	Sig. (2-tailed)	,000
	N	100
X01.02	Pearson Correlation	,811**
	Sig. (2-tailed)	,000
	N	100
X01.03	Pearson Correlation	,758**
	Sig. (2-tailed)	,000
	N	100
X01.04	Pearson Correlation	,809**
	Sig. (2-tailed)	,000
	N	100
X01.05	Pearson Correlation	,839**
	Sig. (2-tailed)	,000
	N	100
Self Check In Facility	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

Source: Primary Data Analysis, 2025

The calculated r value for X1 is 0.767, which means it is greater than the table r value of 0.196. Similarly, the calculated r values for X2, X3, X4, and X5 are greater than the table r value of 0.196. Based on the test results, all points regarding the self-check-in facility are declared valid. The results of the validity of the passenger satisfaction questionnaire with IBM SPSS series 25 are:

Passenger Satisfaction Validity Test Results Table

		Passenger Satisfaction
Y01.01	Pears on Correlation	,814**
	Sig. (2-tailed)	,000
	N	100
Y01.02	Pearson Correlation	,847**
	Sig. (2-tailed)	,000
	N	100
Y01.03	Pearson Correlation	,830**
	Sig. (2-tailed)	,000
	N	100
Y01.04	Pearson Correlation	,848**
	Sig. (2-tailed)	,000
	N	100
Y01.05	Pearson Correlation	,733**
	Sig. (2-tailed)	,000
	N	100
Passenger Satisfaction	Pearson Correlation	1
	Sig. (2-tailed)	
	N	100

Source: Primary Data Analysis, 2025

The calculated r value for Y1 is 0.814, which means it is greater than the r table value of 0.196. Similarly, the calculated r values for Y2, Y3, Y4, and Y5 are greater than the r table value of 0.196. Based on the test results, all points in the passenger satisfaction statement are declared valid.

b. Reliability Test Results

The results of the reliability of the self-check-in facility with IBM SPSS series 25 are:

Self Check-in Facility Reliability Test Results Table

Reliability Statistics	
Cronbach's Alpha	N of Items
,857	5

Source: Primary Data Analysis, 2025

Based on Table 4.7, the Cronbach's alpha value is 0.857, which is greater than 0.60. The number of statements regarding self-check-in facilities is 5, making it reliable. The results of passenger satisfaction reliability using IBM SPSS series 25 are as follows:

Passenger Satisfaction Reliability Test Results Table

Reliability Statistics	
Cronbach's Alpha	N of Items
,874	5

Source: Primary Data Analysis, 2025

Based on table 4.8, the Cronbach's alpha value is 0.874, which is > 0.60, with the number of passenger satisfaction statements being 5, making it reliable.

c. Normality Test Results

Normality was tested using the Kolmogorov-Smirnov test. The results of the normality test using IBM SPSS series 25 were as follows:

Kolmogorov-Smirnov Normality Test Results Table

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		100
Normal Parametersa,b	Mean	.0000000
	Standard Deviation	2.30996608
Most Extreme Differences	Absolute	.058
	Positive	.056
	Negative	-.058
Test Statistics		.058
Asymptotic Significance (2-tailed)		.200c,d

Source: Primary Data Analysis, 2025

Based on table 4.9, the significance level is 0.200 > 0.05, so it can be concluded that the data is normally distributed.

d. Linearity Test Results

The results of the linearity test using IBM SPSS series 25 are as follows:

Linearity Test Results Table

ANOVA Table							
			Sum of Squares	df	Mean Square	F	Sig.
Passenger Satisfaction * Self Check In Facility	Between Groups	(Combined)	962,919	15	64,195	11,853	,000
		Linearity	889,582	1	889,582	164,259	,000
		Deviation from Linearity	73,338	14	5,238	,967	,493
	Within Groups		454,921	84	5,416		
	Total		1417,840	99			

Source: Primary Data Analysis, 2025

Based on table 4.10, the results of the linearity test show a significance level of 0.00 which is <0.05, so it can be concluded that there is a linear relationship between the influence of self-check-in facilities on passenger satisfaction at Sentani International Airport.

e. Heteroscedasticity Test Results

In this research, the Glejser test was used to test for heteroscedasticity. The results of the heteroscedasticity test using IBM SPSS series 25 are:

Heteroscedasticity Test Results Table

Coefficientsa						
		Unstandardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	2,173	,742		2,927	,004
	Self Check In Facility	-,021	,039	-,055	-,541	,590
a. Dependent Variable: ABS_RES_1						

Source: Primary Data Analysis, 2025

In table 4.11, the results of the heteroscedasticity test above can be concluded that the regression equation model does not find heteroscedasticity due to the significant magnitude of 0.590 > 0.05.

f. Regression Equation Test Results

To find out the regression coefficient value, here is a simple linear regression analysis table:

Simple Linear Regression Test Results Table

Coefficientsa								
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	4,249	1,175		3,618	,000		
	Self Check In Facility	,794	,062	,792	12,846	,000	1,000	1,000
a. Dependent Variable: Passenger Satisfaction								

Source: Primary Data Analysis, 2025

Based on table 4.12, it can be identified that the Constant (a) value is 4.249 while the value of the self-check-in facility (b or regression coefficient) is 0.794, so that the regression equation can be recorded as follows:

$$Y=a+bX$$

$$Y= 4.249 + 0.794X$$

Based on the equation, it can be interpreted that the consistent value of the passenger satisfaction variable is 4.249 and the regression coefficient X is 0.794, meaning that for every 1% increase in the number of self-check-in facilities, the passenger satisfaction number increases by 0.794. The regression coefficient has a positive value, so it can be concluded that the direction of the influence of the self-check-in facility variable (X) on the passenger satisfaction variable (Y) is positive.

g. T-Test Results

Based on table 4.12, it is identified that the Sig. value is 0.00 and <0.05 and the calculated t value is 12.846 which is > t table value of 1.984467. So it can be concluded that H0 is rejected and Ha is accepted, which means there is a significant influence of facilities.*self check-in*on passenger satisfaction at Sentani International Airport.

Discussion of Research Results

The impact of self-check-in facilities on passenger satisfaction at Sentani International Airport was measured using a questionnaire using Google Forms. As seen in Appendix B, the questionnaire consisted of 10 statements, divided into five about self-check-in facilities and five about passenger satisfaction. The respondents of this research consisted of 100 people, including consumers at Sentani International Airport. The study's respondent profile was divided into five categories: age (range 16-55 years), gender (differentiating between men and women), highest education level (range from high school to postgraduate), and airlines available at the self-check-in facility. This division of respondent profiles aims to determine the diversity and variation in the research sample, thus making it easier for the author to identify the characteristics of the respondents.

In this research, the information obtained from the participants' responses in Appendix G is made in a table form as in Appendix I to be analyzed thoroughly using IBM SPSS series 25 software. As a first step in the research, the instrument to be used in the study must have been said to be valid and reliable, therefore validity and reliability testing is carried out. The value of r table used in this research is 0.196 and can be seen in Appendix H. Based on the research findings that can be reviewed in Appendix J.1, all statements have a calculated r value > r table, so all statement items are valid.

The questionnaire is declared reliable if the Cronbach's alpha value is > 0.6. The reliability test results, which can be reviewed in Appendix J.2, show that the Cronbach's alpha value in variable X is 0.857 > 0.60, meaning the statement item related to self-check-in facilities is reliable. The Cronbach's alpha value in variable Y is 0.874 > 0.60, meaning the statement item related to passenger satisfaction is reliable. After passing the instrument testing, a classical assumption test was conducted, the results of which can be seen in Appendix J. The classical assumption tests in this study include normality tests, linearity tests, and heteroscedasticity tests. Normality testing is carried out to identify whether information from each variable is normally distributed or not.

The normality test in this study uses a significance level of 0.05. From the results of the normality test, which can be reviewed in Appendix J.3, a significance value of 0.200 was obtained and exceeds the significance level of 0.05, meaning the information used in the study is normally distributed. The linearity test, which can be reviewed in Appendix J.4, obtained a significance value of 0.00. This significance value will be compared with 0.05 to make decisions. In the linearity test with the ANOVA test, the results obtained were sig. 0.00, which means <0.05, so it can be concluded that the test variables have a linear relationship. After conducting the linearity test, a heteroscedasticity test is carried out, which is useful in identifying whether or not there is the same variance of the residual magnitude for all observations in the regression model. A good regression model is characterized by the absence of signs of heteroscedasticity. From the results of the heteroscedasticity test in Appendix J.5 using the Glejser test, a sig. value of 0.590 is obtained, which means > 0.05, so it can be concluded that the data does not experience signs of heteroscedasticity.

Data that has passed instrument testing and classical assumption testing will be tested using simple regression. The general regression equation is:$Y=a+bX$and if you look at Appendix J.6, the regression equation can be written as$Y$= 4.249 + 0.794$X$with an R square value of 0.627 which contains the definition that the influence of the self-check-in facility variable on the passenger satisfaction variable is 62.7% and 37.3% is influenced by other variables. Referring to the equation, it can be interpreted that the consistent value of the passenger satisfaction variable is 4.249 and the regression coefficient X is 0.794, meaning that for every 1% increase in the self-check-in facility, the passenger satisfaction figure increases by 0.794. The regression coefficient has a positive value, so it can be concluded that the direction of the influence of the self-check-in facility variable (X) on the passenger satisfaction variable (Y) is positive.

After obtaining the regression equation, the hypothesis is tested through the T test. From the results of the T test in Appendix J.6, the significance level is 0.00 < 0.05, so it can be concluded that H0 is rejected and the alternative hypothesis is accepted, which means that there is an influence of self-check-in facilities on passenger satisfaction at Sentani International Airport. The regression analysis results, which show that self-check-in infrastructure significantly impacts customer satisfaction, provide important insights for Sentani International Airport. Leveraging this data, the airport can design better development strategies, increase operational efficiency, and provide an enhanced passenger experience, thereby enhancing passenger satisfaction. Testing this impact is crucial to ensure that every investment and effort positively impacts passenger satisfaction and the airport's overall competitiveness. Through a data-driven approach, the airport can become more adaptive to changing industry trends and enhance its position as a modern, customer-friendly airport.

CLOSING

Conclusion

Research shows that self-check-in facilities have a positive impact on passenger satisfaction at Sentani International Airport. This means that improving the quality of self-check-in facilities significantly improves passenger satisfaction. Specifically, self-check-in facilities contribute 62.7% to passenger satisfaction, while other factors contribute the remaining 37.3%.

Suggestion

This study suggests several improvements for self-check-in facilities, namely providing officers who are ready to help, offering video tutorials or short guides and clear signage so that they are easy to find and understand, improving machine maintenance to reduce technical disruptions, and increasing passengers' feelings of security over data and privacy during the check-in process. For further researchers, they can examine other variables or factors that influence passenger satisfaction, such as security, comfort, and other variables.

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