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## The Effect of Using Flight Information Display System, Boarding Lounge Facilities, and Service Quality in Increasing Passenger Satisfaction at Terminal 2 of Soekarno Hatta Airport

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**Abstract:** This study aims to investigate the effect of FIDS (X1), boarding lounge facilities (X2), and service quality (X3) on the level of passenger satisfaction (Y) at Terminal 2 of Soekarno-Hatta Airport. The research method used is quantitative. Data was collected through a survey method with the distribution of questionnaires, as many as 105 respondents who were airport passengers were the subjects of the study. Data analysis using multiple statistical techniques, reliability tests, validity tests, normality tests, determination tests, t and F tests with SmartPLS software. The results of this data processing showed that X1, X2, X3 were able to predict the variability of construct Y by 74.9%, and the remaining 25.1% was explained by other constructs outside those studied in this study, with overall passengers feeling quite satisfied with the relationship between variables at Soekarno-Hatta airport.

**Keyword:** Flight Information Display System, Facilities, Boarding Lounge, Service Quality, Terminal 2.

### INTRODUCTION

Soekarno-Hatta Airport is one of the largest and busiest airports in Indonesia. In recent years, the number of passengers using Soekarno-Hatta Airport has continued to increase. This research will focus on Terminal 2 of Soekarno-Hatta Airport, which is one of the busiest terminals at the airport. Statistical data shows that the number of passengers using Terminal 2 of Soekarno-Hatta Airport during the period April to September 2023 reached 11.975.878 people (source: Angkasa Pura II). This data was obtained from PT. Angkasa Pura II, the authority body that manages Soekarno-Hatta Airport. The number of passengers, which reached 12 million in six months, showed a significant increase. This increasing phenomenon is a major concern, considering the importance of providing good and safe service for passengers at this airport. With the increase in the number of passengers at Terminal 2 of Soekarno-Hatta Airport during the period April to September 2023. In this context, it is

important to identify whether the facilities and services in Terminal 2 have sufficient capacity to accommodate this increased number of passengers. A substantial increase in passengers can impact on service quality, waiting times, and the overall passenger experience. Therefore, this study will explore whether the quality of services and facilities in Terminal 2 is able to accommodate the number of passengers recorded in the data. Thus, this research will provide valuable insights to improve the efficiency and quality of service at Soekarno-Hatta Airport, which is the main gateway for international and domestic passengers in Indonesia.

Flight Information Display System (FIDS) is a television screen or an information board located in the airport terminal to notify information such as flight arrivals and departures, and the location of the FIDS in or near the airport terminal. FIDS is also often used to direct passengers on air travel. In its use, FIDS is often late in displaying timely and actual data so that its use needs to be further investigated in affecting passenger satisfaction.

A boarding lounge is an area at the airport reserved for passengers waiting before boarding an aircraft for their flight. The lounge is designed to provide comfortable space and facilities for passengers before boarding the plane. Facilities in boarding lounges usually include chairs, tables, facilities for charging electronic devices, flight information services, and sometimes a place to purchase food and beverages. With the increasing number of passengers at terminal 2 of Soekarno-Hatta airport, further research is needed regarding the ability of boarding lounge facilities to increase passenger satisfaction.

Officer service quality refers to the extent to which officers or personnel of an organization provide services to their customers or clients to certain quality standards. The quality of service reflects the direct interaction between officers and customers and can be measured based on a variety of factors, including professionalism, responsiveness, communication skills, care, and customer satisfaction. With the increase in the number of passengers and the limited number of officers, whether service quality indicators are still met to support passenger satisfaction, further research is needed.

Environmental conditions or situations at Soekarno Hatta Airport may change from time to time, and this can affect passenger perceptions of the factors studied. Therefore, it is important to update existing research to describe more actual conditions.

## **Literature review**

### **1. Marketing**

Marketing is a societal process by which individuals and group obtain what they need and want through creating, offering, and freely exchanging products and 15 services of value with others (Kotler dan Keller 2016:5). In Kotler's view, understanding customer demands and wants in-depth is necessary for marketing, such the development of strategies and tactics to develop products or services that are appropriate to the target market, as well as delivering effective messages to consumers. Marketing also includes managing aspects such as pricing, distribution, and product promotion, focusing on creating added value for customers and achieving company goals. Research that uses Kotler's concept of marketing will help in a better understanding of how companies can achieve success in

### **2. Marketing Mix**

Marketing mix is a concept that refers to a combination of elements used by a company to influence customer purchasing decisions. The four 4Ps make up the marketing mix concept: product, pricing, venue, and promotion. However, in further developments, there was an extension introduced by Booms and Bitner that included integrated other components: people, process, also physical evidence. So known as 7P, namely:

- a. Product: It encompasses the products or services that the business provides to clients.
- b. Price: Relates to the pricing of products or services, pricing strategies, discounts, etc.

- c. Place: Touches aspects of distribution, including distribution channels, sales locations, and product availability.
- d. Promotion: Involves all promotional and communication activities to market the product, including advertising, sales promotion, and branding strategies.
- e. People: Refers to the people involved in the marketing process, such as sales and customer service staff, and how they interact with customers.
- f. Process: Refers to the internal and external processes used to achieve marketing objectives, including operational efficiency and customer experience.
- g. Physical Evidence: Touches on physical elements that support sales, such as store design, product packaging, and other tangible evidence.

Marketing strategy is a construct that lies at the conceptual heart of the field of strategic marketing and is central to the practice of marketing. (Morgan & Chari 2019)

### **3. FIDS (Flight Information Display System)**

In Transportation Regulation No. KM 7 of 2008 dated February 12, 2008. This regulation states that the Information Unit is in the field of work of the Aviation Security and Safety Section, Terminal and Information Unit, which has a very important role in supporting the speed of airport operational activities, because this unit deals directly with airport service users. And there are several information service units at the airport, one of which is FIDS (Flight Information Display System) or monitor screen to control the status of flight information that will display passenger arrival and departure information.

Flight Information Display System abbreviated as FIDS or in Indonesian flight information display system which is an information system that exists at each airport that helps in managing passengers both domestic and international departures, transits or arrivals. This system works by utilizing computer network facilities at the airport to coordinate between one part and another part of the FIDS (Radhian, F, R, n.d.). The FIDS system functions by utilizing network facilities at the airport and will be used to inform airport visitors with operating flight data so that the data displayed will provide information in the form of airline flight numbers, departure and arrival schedules, flight origin and destination, information containing such as (estimated time, boarding or delay).

The Flight Information Display System (FIDS) system is a board or television screen that will display passenger departure and arrival data with different time data in each area to be visited so that FIDS will display the sequence of flight schedules that operate every day. The FIDS display that will be displayed on the monitor screen in general can be seen such as airline name, flight number, departure and arrival times, and information provided by the airport to visitors in the airport terminal, so that the FIDS display system serves to direct visitors who are at the airport. FIDS also includes various easy-to-use features with available systems such as daily passenger flight schedules, which are automatically arranged and the information staff in charge of operating already knows the schedule on the day that has been set, with the daily flight management in the information unit must also manage flight schedules with flight status for departure, arrival, to enter the passenger lounge, The airport facilities are provided to passengers, so that the data that has been inputted must be in accordance with the IATA code so that the data is easily found at each airport (Meilani, 2022).

According to (Laudon, K.C & Laudon, J. P, 2016), the dimensions of information systems are divided into 10, namely:

- a. System Reliability: A measure of how often an information system experiences technical glitches or problems.
- b. System Responsiveness: The time taken by the system to respond to a user request.
- c. Quality of Information: The degree of accuracy, correctness, and usefulness of the information provided by the system.

- d. System Security: Availability of adequate access controls to protect critical information from unauthorized access.
- e. Ease of Use: The system's simplicity of use and its clear user interface.
- f. System Efficiency: Efficient use of resources, including the use of time, labor, and hardware.
- g. System Scalability: The ability of the system to be scaled up or down according to the needs of the organization.
- h. System Flexibility: The system's capacity to adjust to shifting business demands.
- i. System Integration: The system's capacity for integration with other already-existing systems inside the organization.
- j. System Innovation: The ability of a system to accommodate evolving technological innovations and changes.

#### **4. Facilities Lounges**

Facilities are anything that can facilitate efforts and speed up work in order to attain a goal, according to (Zakiah Daradjat, 2012). Facilities are infrastructure or vehicles to do or facilitate something. Facilities can also be considered as a tool. Facilities are usually connected in the fulfillment of a public infrastructure contained in a company or organization (Putra et al., 2020). Facilities are anything that may help and help the execution of a business in the form of things and money, according to (Suryo Subroto, 2010). Additionally, facilities might take any shape that makes it simpler for customers to receive pleasure.

The waiting room from Ministerial Decree Number 20 dated May 4, 2005, is a facility that functions as a waiting area for passengers before boarding the aircraft. As a place to wait, passengers are given services that prioritize comfort and adequate facilities will make passengers feel satisfied when in the waiting room. If the support facilities are inadequate, it can cause passenger comfort and satisfaction to decrease. These supporting facilities are in the form of chargers, free internet, toilets, and air conditioners (air conditioners), places of worship (Setya & Novrita, 2020). According to Tjiptono (2011) Facility indicators are divided into 6, are:

- a. Spatial considerations/ planning

To elicit an intellectual or emotional reaction from the wearer or spectator, factors like proportion, texture, color, etc. are taken into consideration, integrated, and produced.

- b. Space planning

The arrangement of furniture and other fixtures in the space, the design of the room's circulation, and other interior and architectural planning are all included in this part. The arrangement of furniture or other equipment must be taken into account in addition to the waiting room's capacity, much as the waiting room's location must be considered.

- c. Fixtures/furniture

Means of comfort, a means of exhibition, or a way of facilitating the usage of customer items. What exactly is intended by the intersection in this study, including the presence of power, tables, seats, internet hot spots, locations for reading or drawing, stationery, and others.

- d. Lighting and color layout

According to the intended ambiance and the sort of activities taking place in space, the layout in question is the color of the type of room coloring and lighting settings. Color may be utilized to boost productivity, convey a carefree vibe, and lower accident rates. The emotional consequences of the color choices made for service facilities' interiors must be considered.

- e. The messages are conveyed graphically.

The visual appeal, positioning, physical form, color, lighting, and facial shape of the symbol or sign employed for certain purposes are all significant and connected features of

this element. Examples include pictures, colored images, posters, cautionary signs, or information boards (which are posted in public spaces for customers).

f. Supporting elements

Without other supporting facilities, such as houses of worship, restrooms, parking lots, eateries and bars where people may consume alcoholic beverages or watch television or listen to music, the presence of primary facilities would be incomplete.

## 5. Quality of Service

One of the key components in a company's success is the quality of its services, and a company's performance can be gauged by how consistently it and its employees are able to satisfy consumers' requirements and wishes. Service quality is a form of consumer assessment of the level of service received with the expected level of service (Ika Utami Yulihapsari et al., 2023)

As defined by (Lesmana, 2019) Service quality is a notion that accurately captures the essence of how well a service is performed, namely a customer comparison of excellence (reliability) and sales counters. As a result, the level of service depends greatly on how well the business, and its employees are able to satisfy customers. Service quality plays a very important role in determining passenger satisfaction as a service user (Komarrudin et al., 2023).

(Parasuraman, A., Zeithaml, V. A., & Berry, L. L., 1985). indicates that the 10 aspects of service quality may be distilled into five main categories, including:

- a. **Tangibles:** This dimension pertains to tangible proof of the services rendered, including personnel appearance, physical facilities, tools, and advertising materials employed. Customers evaluate tangibles as an indicator of trust in service.
- b. **Reliability:** Reliability reflects capacity of company in providing consistent, reliable, and true service promises. This includes time reliability, consistency, and the company's ability to deliver on promises to customers.
- c. **Responsiveness:** Responsiveness refers to a company's ability to provide services quickly and responsively to customer requests. This involves the business's readiness and capacity to address customer complaints, inquiries, or requests in a timely manner.
- d. **Assurance:** The assurance dimension emphasizes customer trust and confidence from the staff and company to deliver competent capability. This involves aspects of staff expertise, ethics, and effective communication.
- e. **Empathy:** Empathy refers to a company's ability to understand, feel, and respond to customer needs and feelings. This involves staff sensitivity to customers' feelings and needs as well as the ability to provide personalized attention.

## 6. Passenger Satisfaction

Passenger satisfaction as a person's emotion of happiness or dissatisfaction develops after evaluating the results of the product's performance (results) versus the performance anticipated (Kotler and Keller, 2016). Customer satisfaction is a person's pleasure or disappointment after equating the performance of a product or service or the reality experienced with what is desired (Triono et al., 2022).

An optimal level of customer satisfaction will encourage customer loyalty. Satisfaction is measured by how much customer satisfaction is met (Ruminda Sitorus et al., 2023). Passengers will not choose a means of transportation if security when using the service is very minimal because it concerns the safety of passengers themselves. Passengers are those who get services from a person or organization. Therefore, they are able to assess their own quality and communicate their demands.

To understand the demands of both internal and external customers, the entire organization must collaborate closely with both internal and external suppliers. Passenger satisfaction is one of the keys to the success of a business, this is because by satisfying

passengers, the company can increase revenue (profit) and gain a wider market share. Producing high-quality goods ensures passenger happiness. Customer satisfaction has implications for continual improvement. The quality must always be updated to keep customers satisfied and loyal. The degree to which a traveler feels satisfied after comparing what obtained to the expectations is a satisfaction from passenger (Meilani, 2022).

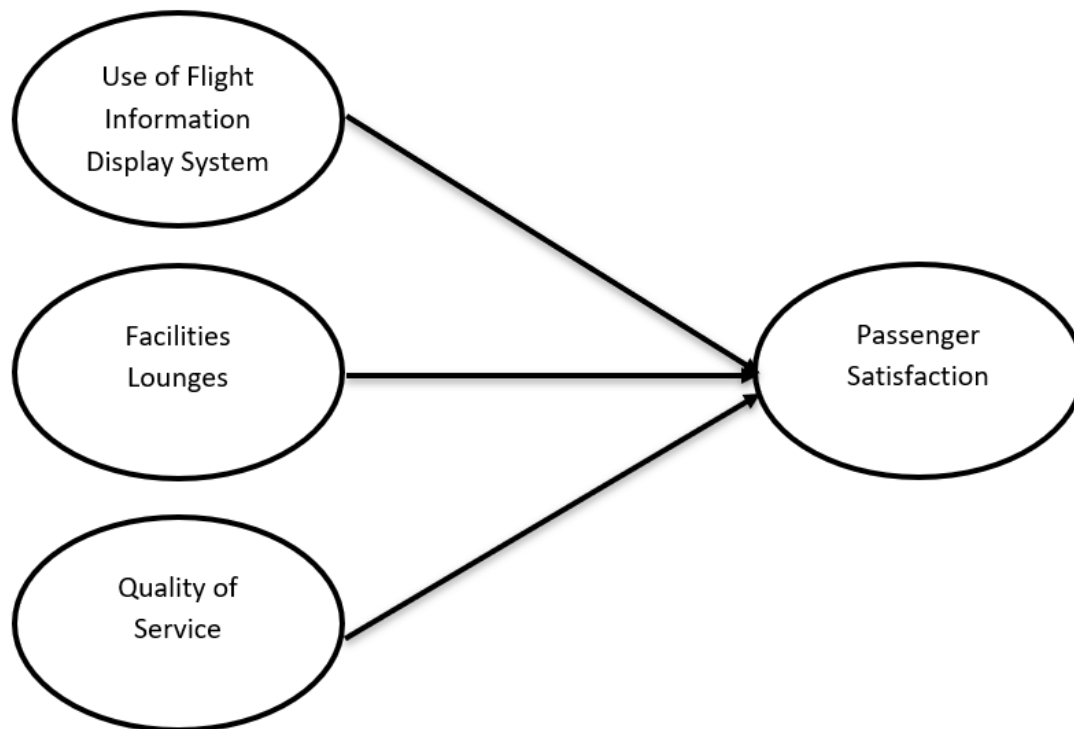


Figure 1. Conceptual Framework

**Hypothesis**

1. The effect of using the Flight Information Display System (X1) on Passenger Satisfaction (Y). It is suspected that the use of Flight Information Display System (X1) has a significant relationship with Increase Passenger Satisfaction (Y). (Hypothesis 1)
2. The effect of lounge facilities (X2) on passenger satisfaction (Y). It is suspected that the Waiting Room Facility (X2) has a significant relationship with Increasing Passenger Satisfaction (Y). (Hypothesis 2)
3. The effect of service quality (x3) on passenger satisfaction (Y). It is suspected that Service Quality (X3) has a significant relationship with Increase Passenger Satisfaction (Y). (Hypothesis 3)

**METHOD**

This research instrument uses quantitative / statistical data analysis, with the aim of testing hypotheticals that have been set. with SmartPLS data processing tool version 4. The population in this study is air transportation users who have flown through Terminal 2 Soekano-Hatta. The research sample consisted of 105 respondents selected through sampling techniques selected for respondents who had flown through terminal 2 of Soekarno-Hatta Airport. Data was collected through surveys using carefully designed questionnaires using an online Googleform. After the data is collected, quantitative statistical analysis will be performed using SmartPLS version 4.

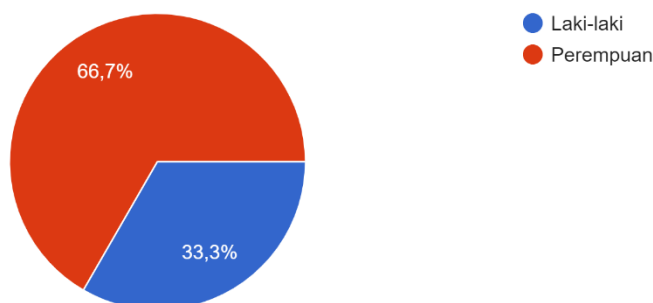
**Tabel 1. Measurement Of Variables**

Variable	Operational definition	Indicator	Source
Information System	An information system is a system consisting of people, equipment, procedures, documents, and data used in collecting, processing, and disseminating information needed to support decision making and control in an organization.	<ol style="list-style-type: none"> <li>Operational Efficiency</li> <li>Accuracy of Information</li> <li>Frequency of FIDS Use</li> <li>Speed in Finding Information</li> <li>Accuracy and Completeness of Information</li> </ol>	(Stair, R. M., & Reynolds, G. W, 2013)
Lounge Facilities	A waiting room facility is an area somewhere in a place, such as an airport, train station, hospital, or other public place, designed to provide a place for individuals or groups to sit and wait. These waiting rooms are usually equipped with chairs, tables, and other facilities for the comfort and basic needs of the users.	<ol style="list-style-type: none"> <li>Physical Comfort of the Waiting Room</li> <li>Availability of Additional Facilities and Services</li> <li>Waiting Room Cleanliness</li> <li>Waiting Room Density</li> <li>Waiting Room Security</li> </ol>	(Fjeld, M., & Voegtlin, C. 2003)
Quality of Service	Standard from excellence or satisfaction provided by a service or product to its customers. Also, qualified through aspects such as responsiveness, reliability, assurance, empathy, and physical evidence, all of which contribute to customer perceptions of the quality of services provided.	<ol style="list-style-type: none"> <li>Customer satisfaction</li> <li>Service Responsiveness</li> <li>Service Reliability</li> <li>Speed of Service</li> <li>Empathy</li> </ol>	(Parasuraman, A., Zeithaml, V. A., & Berry, L. L. 1985)
Passenger Satisfaction	Passenger satisfaction is a measure of a customer's level of satisfaction or satisfaction with their travel experience. This includes their perception of various aspects of service provided by transportation providers, including comfort, reliability, speed of service, quality of service, and ease of use.	<ol style="list-style-type: none"> <li>Realibility</li> <li>Responsiveness</li> <li>Insurance</li> <li>Empathy</li> <li>Tangible</li> </ol>	(Jeng, D. J. F., & Fesenmaier, D. R. 2002)

**RESULTS AND DISCUSSION**

This data analysis aims to determine the use of Flight Information Display System (X1), Boarding Lounge Facilities (X2), Service Quality (X3) to Passenger Satisfaction (Y) at Terminal 2 Soekarno-Hatta Airport. From the total number of respondents totaling 105 people, the percentage of sex amounted to 33% men and 67% women.

Jenis Kelamin  
105 jawaban



**Figure 2. Gender**

The percentage of age amounted to 17% 17-21 years, 28% 21-30 years, 55% >30 years.

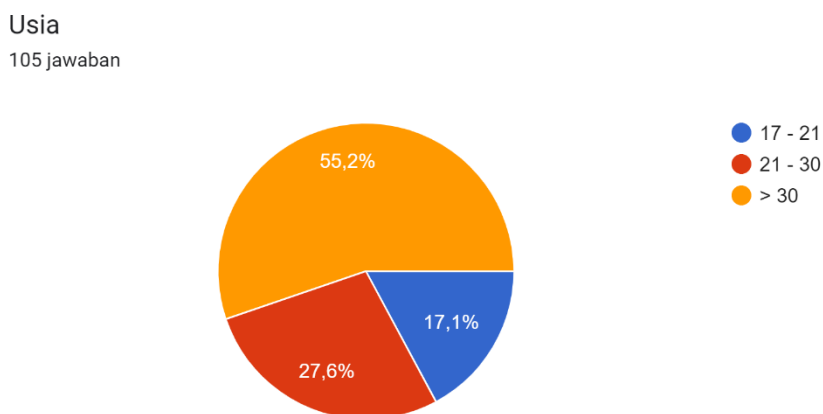


Figure 3. Age

The percentage of employment amounted to 33% students, 31% private employees, 20% civil servants, and 3% sharpeners, 13% others.

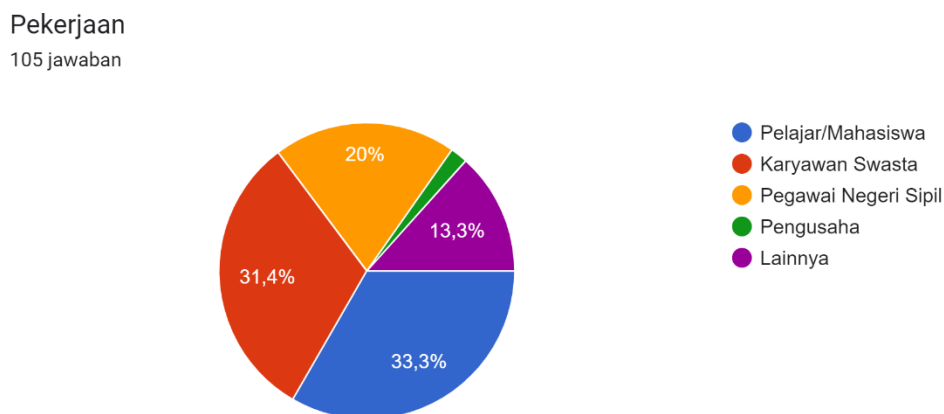


Figure 4. Work

The results of data analysis will be used to prove hypothesis one to hypothesis three using validity test methods, reliability tests, discriminant validity tests, inner model tests, determination tests, predictive and Q-Square tests, fit tests, structural model tests which include normality tests (kolomogrov-smirnov, multicollinearity), heteroscedacity tests (scatterplots), followed by multiple linear regression analysis, determination coefficient tests, and "t" tests (partial).

### Test Construct Reliability and Validity

By examining the reliability items (validity indicators) suggested by the loading factor value, convergent validity is determined. A loading factor is a figure that depicts the relationship between an item's score on a test and the construct indicator's score on the same test. The maximum loading factor applied in this investigation was 0.7. The results of the loading factor may be seen in Table 2 below:

**Table 2. Validity Table**

No	Variable	Indicators	Outer Loading	Information
1	Variable X1	X11	0,876	Valid
		X12	0,822	Valid
		X13	0,831	Valid
		X14	0,886	Valid
		X15	0,825	Valid
2	Variable X2	X21	0,881	Valid
		X22	0,805	Valid
		X23	0,890	Valid
		X24	0,874	Valid
		X25	0,897	Valid
3	Variable X3	X31	0,910	Valid
		X32	0,937	Valid
		X33	0,916	Valid
		X34	0,945	Valid
		X35	0,875	Valid
4	Variable Y	Y1	0,877	Valid
		Y2	0,881	Valid
		Y3	0,910	Valid
		Y4	0,921	Valid
		Y5	0,901	Valid

Source: Data Processing (2023)

The table above shows that the indicator of every variable has the loading factor that >0.70 which is valid, then all indicators of each variable can be used for further testing.

**Test in Scriminant Validity**

Construction validity will emphasize the validity of the role (interface) of a concept that is behind the emergence of a measurable response. Construction reliability in this study uses composite reliability (component method) and Cronbach Alpha values. The value of validity and reliability of research constructs from the results of data processing from the table:

**Table 3. Realibility Testing**

No	Variable	Cronbach Alpha	Composite Reliability (Rho A)	Composite Reliability (Rho C)	Average Variance Extracted
1	X1	0,903	0,907	0,928	0,720
2	X2	0,920	0,926	0,940	0,758
3	X3	0,952	0,953	0,963	0,841
4	Y	0,940	0,941	0,954	0,806

Source: Data processing (2023)

From the table above shows that all composite reliability when cut off value of 0.07 means the reliability of each construction is very high, thus the research instrument has high consistency so that it can be used to measure the construction values of X1, X2, X3 and Y in different locations. Likewise, the Average Variance Exiracted (AVE) value of all constructs meets the minimum cut off criteria of 0.50, meaning that the construction values of X1, X2, X3 and Y are able to measure the substance built and the phenomena that occur in Terminal 2 of Soekarno-Hatta Airport.

**Discriminant Validity Test**

By contrasting the square root of AVE with the correlation between the constructs, the discriminant validity test is conducted. Based on correlation table between constellations and square roots, AverageVariance Exiracted (AVE) shows that each latent construct (X1, X2, Z

and Y) has strong discriminant validity, as evidenced by the square root values of every latent construct higher than their correlation values.

In the table below can be seen the results of the Fornell-Larcker discriminant validity test.

**Table 4. Discriminat Validity**

Variable	X1	X2	X3	Y
X1				
X2	0,824			
X3	0,781	0,841		
Y	0,689	0,841	0,887	

Source: Data Processing (2023)

### Inner Model Testing

Testing the inner model (structural model) is done after the outside model has been tested and shown to be accurate. Examining the importance of coefficient determination, predictive relevance, and the Goodness of Fit Index (GoF) may be used to test the internal model.

### Determination Test

Determine the degree of the independent variable's effect on the dependent variable using a variation analysis (R<sup>2</sup>) or determination test. According to Ghozali (2006), a structural model is considered to be "leinah" if the R-square (R<sup>2</sup>) value is above 0.19, "moderate" if the R-square (R<sup>2</sup>) value is above 0.33, and "good" if the R-square (R<sup>2</sup>) value is above 0.67. Table 4 displays the R-square value (R<sup>2</sup>) of each dependent construct used in the model estimate:

**Table 5. R-Square**

Variable	R Square	R Square Adjust
Y	0,749	0,741

Source: Data Processing (2023)

The structural model (innermodel) in this study is categorized as "moderate" based on the output of R-square (R<sup>2</sup>) in the table above. The constructs X 1, X 2, and X 3 are able to predict the variability of construct Y by 74.9%, according to the interpretation of the output R-square (R<sup>2</sup>) dependent construct Y produced by 0.749, and the remaining 25.1% is explained by other constructs other than those explored in this research.

### Predictive Relevance or Q-Square Test

Predictive relevance testing or O-square for structural models that aims to find out how good the observation value produced by the model and the estimation of its parameters. The value of O-Square may be calculated using the formula, and it is known that if the value is > 0, the model has predictive relevance:

$$Q_2 = 1 - (1 - R_1^2) \dots (1 - R_2^2)$$

Based on the R-Square value, the Q-Square value in this study is:

$$\begin{aligned} Q_2 &= 1 - (1 - 0.749) \\ &= 1 - (0.251) \\ &= 0.749 \end{aligned}$$

It resulted, the value of Q<sub>2</sub> is 0.749 > 0 and the closer the value of 1, it can be said that the structural model is fit or this research model has crucial on prediction.

### Goodness of Fit Test

From the R-square test explanation, the goodness of fit test below can be obtained a match between the saturated model and the estimated model, there is no difference in numbers that are too far between the saturated model and the estimated model, this indicates that there is a match between  $H_a$  and  $H_o$ . Standardized root mean residual square (SRMR) is the standardized mean residual index between the observed correlation matrix and the hypothesis matrix. A model that meets the fit criteria if the SRMR value is less than 0.08 (Hu and Bentler, 1999).

The Squared Euclidean Distance ( $d_{ULS}$ ) also Geodesic Distance ( $d_G$ ) as the representation in calculating discrepancy. The bootstrap routine gives jitorvil confidence of discrepancy values. The  $d_G$  criteria are built on the calculation of eigenvalue PLS SEM. Providing confidence about diversity in the Bootstrap routine. the PLS SEM value is the process of calculating the d-G criterion. Where the model fits if the empirical correlation matrix is smaller due to the wrong sample, declared pure. Thus, the empirical correlation matrix implied correlation matrix is not significant ( $P > 0.05$ ), the chi-square probability is not significant.

The Normed Fit Index (NFI) represents additional fit measurement, the NFI number by Bentler and Bonetts (1980) as an alternative to determining the fit model. The NFI values are 0 to 1 and are derived from comparisons between hypothesized and independent models. A model is said to be fit if it has an NFI value greater than 0.9 (Bentler, 1992)

Root Mean Square (RMS) Theta is residual model's mean square root's residual covariance matrix (Lohmiller, 1989). Because the residuals of external models for formative measurement models are nonsensical, this fit measure is only helpful for evaluating reflecting indicator models. RMS Theta evaluates the degree of residual outward model correlation. For a successful model fit, the size must be almost zero, which means that the correlation between the outer model residues must be negligibly tiny (or close to zero). According to several sources, the high level is 0.08 regarded to be acceptable (Hu and Bentler, 1999).

It was on the table below:

**Table 6. Goodness of Fit Test**

	Saturated models	Estimated model
SRMR	0,061	0,061
d ULS	0,769	0,769
d G	0,726	0,726
Chi-square	389,190	389,190
NFI	0,835	0,835

Source: Data Processing (2023)

From the table, the value of SRMS is 0.061 smaller than 0.08 so that it can (Hu and Bentler, 1999). Withdiscrepancy numbers represented by d-ULS and  $d_G$ , as well as significant chi-square probabilities. Seuntil model is fit.

### Hypothesis Testing

Hypothesis testing is carried out based on the results of Jnner Model testing (structural model) which includes r-square output, parameter coefficient and t-statistics. To see whether a hypothesis can be accepted or rejected including by paying attention to the significance value between contracts, statistics and p-values. These values can be seen from the results of bootstrapping. The rules of thumb used in this study are statistical  $> t_{table}$  with a significance level of p-value  $< 0.05$  (5%) and a positive beta coefficient, the results of this research model can be seen in the figure below.

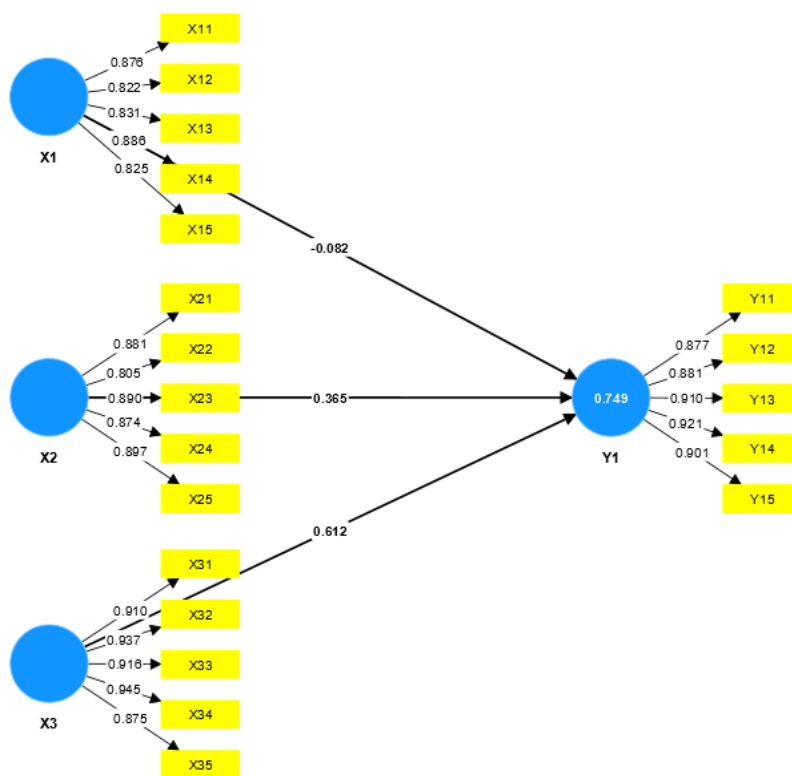


Figure 5. Bootstrapping

Table 7. Bootstrap Process

	Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics ((O/STDEV))	P Values
X1 -> Y1	-0,082	-0,084	0,094	0,871	0,384
X2 -> Y1	0,365	0,367	0,121	3,029	0,002
X3 -> Y1	0,612	0,613	0,115	5,304	0,000

Source: Data Processing (2023)

### CONCLUSION

Based on the results and discussion of the Effect of Using Flight Information Display System, Boarding Lounge Facilities, and Service Quality in Increasing Passenger Satisfaction at Terminal 2 of Soekarno Hatta Airport, it can be concluded as follows:

1. Based on the results of research and discussions that have been carried out with testing, it can be concluded that it is proven that the use of FIDS has a negative and insignificant effect on Passenger Satisfaction at Terminal 2 of Soekarno-Hatta Airport.
2. Based on the results of research and discussions that have been carried out with testing, it can be concluded that the Boarding Lounge Facility has a positive and significant effect on Passenger Satisfaction at Terminal 2 of Soekarno-Hatta Airport.
3. Based on the results of research and discussions that have been carried out with testing, it can be concluded that it is proven that Service Quality has a positive and significant effect on Passenger Satisfaction at Terminal 2 of Soekarno-Hatta Airport.

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