

# ANALYSIS OF TERMINAL AREA FACILITIES IN IMPROVING THE LEVEL OF SERVICE BASED ON PM 41 OF 2023 CONCERNING AIRPORT SERVICES AT AIRPORTS RADIN INTEN II LAMPUNG

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## ABSTRACT

The airport terminal area is one of the important areas used by passengers before departure. Existing facilities in the terminal area must be adequate and in accordance with the rules stated in PM No. 41 of 2023. The aims of this research is to determine the existing condition of the terminal area facilities at Radin Inten II Lampung Airport and to find out how to improve the level of service (LOS) from the terminal area at Radin Inten II Lampung Airport. This research method is qualitative with an evaluation approach. Data collection was carried out by means of observation and documentation in the terminal area of Radin Inten II Lampung Airport. Data processing is carried out quantitatively with representation using data tables and explained descriptively from the results of observations and data. Based on results showed level of service value in departure and arrival facilities is 113, that's predicate is A. LOS value is 4.83, the category from LOS is D and IAP4 value is 2.04. That is about the terminal area can be develop. Optimizing level of service in Radin Inten II Lampung Airport with repair some operator chair, conveyor and yellow line.

**Keywords :** terminal, land side facilities, level of service, airport

## 1. INTRODUCTION

An airport is an area with specific boundaries and serves the primary function of being a place for aircraft to land and take off. The airport plays a role as a hub in the air network, a main gateway to develop economic activities for the sake of equitable development and economic stability, promotes national and international trade activities, opens up regional isolation, and serves as infrastructure that strengthens the concept of the archipelago. The functions of an airport include the supervision of aviation activities, customs, immigration, and quarantine (Ministry of Transportation of the Republic of Indonesia, 2024).

Based on the type of travel, airports are divided into two categories: domestic airports and international airports. Domestic airports only serve domestic routes, while international airports serve flight routes to several countries. Domestic and international airports have some differences in facilities. Domestic airports generally have two terminals, while international airports have three to four terminals. One different terminal facility is the quarantine terminal, used to ensure that passengers,

animals, and plants comply with standards (Ministry of Transportation of the Republic of Indonesia, 2024).

One of the airports classified as an international airport is Radin Inten II Airport in Lampung. Radin Inten II Airport in Lampung has been managed by PT. Angkasa Pura II since October 14, 2019. The expansion of this airport was carried out in 2016, 2019, and 2020. Currently, the passenger terminal at Radin Inten II Airport in Lampung covers an area of 9,000 m<sup>2</sup>, equipped with a runway measuring 3,000 x 45 m, and an apron area of 59,950 m<sup>2</sup> used for parking in eight areas with a capacity of up to 1,000 vehicles (Angkasa Pura, 2019).

The number of passengers at Radin Inten II Airport in Lampung over the past year can be seen in Table 1.1. Based on the table, it shows that the number of passengers exceeds 70,000 people each month, and in certain months, it reaches over 80,000 people. This indicates that at certain times, a higher level of service is needed. The main factors that can influence the comfort level and service requirements are the facilities and the standard of quality at Radin Inten II Airport in Lampung.

Table 1. Number of Passengers at Radin Inten II Airport in Lampung (February 2023 – January 2024)

Month	Year	Number of Passengers (People)
Februari	2023	55.847
Mret		60.612
April		65.732
Mei		83.820
Juni		78.195
Juli		85.069
Agustus		79.375
September		79.392
Oktober		80.711
November		84.741
Desember		87.155
Januari		2024

Source: Radin Inten II Airport Data, Lampung, 2024 The

quality of service facilities is an important dimension that involves several facilities related to passengers from the moment they arrive at the airport until they pass through various inspection processes and departure. This includes activities that passengers can do while waiting for their flight, such as resting, eating, going to the bathroom, and other activities (Mainardes et al., 2021). Providing comfortable facilities and friendly service is one of the things that can attract the use of facilities available at the airport. Furthermore, this can also increase passenger satisfaction while at the airport (Halpern & Mwesiumo, 2021).

The regulation that addresses airport service facilities is the Regulation of the Minister of Transportation of the Republic of Indonesia Number 41 of 2023 on Airport Service Facilities. Based on this regulation, terminal facilities include passenger, cargo, and mail services. The operational area of the terminal should cover at least 70% (seventy percent) and the commercial area at most 30% (thirty percent) of the total passenger terminal area after deducting the area for utilities. The facilities described in this Ministerial Regulation mention that the terminal area must have a departure reporting desk, seating for reporting officers, computers, baggage tag printers, calibrated scales, passenger baggage conveyors, yellow lines for queuing, clear information available, security rails, availability of arrival immigration facilities, availability of customs service facilities, and seating capacity of 60% x peak-time passengers.

The landside facilities at Radin Inten II Airport in Lampung include a passenger terminal covering 9,650 m<sup>2</sup>, a cargo terminal, terminal parking, administration building, PKP-PK building, sub PKP-PK building,

generator building, LPPNPI tower building, workshop building, archive building, equipment building, waiting room, toilets, prayer room, ATM Center, playground, lift, escalator, smoking area, WIFI, and baggage.

Based on the background presented, it is clear how important it is to provide comfortable and adequate airport facilities. Thus, the researcher has chosen the topic of analyzing the terminal area facilities in improving the level of service based on Regulation of the Minister of Transportation Number 41 of 2023 on Airport Service Facilities at Radin Inten II Airport in Lampung.

## 2. METHOD

### 2.1 Type of Research

The type used in this research is qualitative with an evaluation approach. Weiss, as cited in Sugiyono (2018), states that evaluation research is research that uses systematic methods to determine the effectiveness of a program, action, policy, or other object being studied compared to the goals or standards applied.

Evaluation research is conducted with the aim of improving the effectiveness of a program, based on information obtained from individuals involved in the implementation of the program. The qualitative approach is used in this research. The data collected is presented in descriptive form according to the characteristics of the qualitative approach until a deep and more specific understanding is obtained. Qualitative research is necessary to uncover facts in the field objectively, making this approach suitable for evaluation research that requires objective and specific data.

### 2.2 Research Design

The research process begins with the design of the research, followed by field observation to identify problems. After identifying the issues, relevant theories are sought to support the research. Subsequently, questionnaires are distributed, and interviews are conducted to gather data. The collected data is then presented and analyzed. Finally, conclusions are drawn based on the analysis, which marks the end of the research process.

### 2.3 Research Object

The objects in this research are: (a) the facilities in the terminal area of Radin Inten II Airport in Lampung, which include the landside facilities, and (b) the passenger services at Radin Inten II Airport in Lampung, which encompass all services provided by the Terminal Inspection Service unit.

### 2.4 Research Variables

The variables in this research are as follows: (a) the independent variable is the terminal facilities at Radin Inten II Airport in Lampung, and (b) the dependent variable is the level of service.

### 2.5 Data Collection Method

The research employs a multi-faceted approach to data collection, incorporating observation, documentation, questionnaires, and interviews to ensure a comprehensive understanding of the subject matter.

Observation is conducted systematically, with the researcher engaging in active participation at the study site to observe and record phenomena as they occur, providing an accurate reflection of real-world conditions. This method allows for the collection of detailed, context-rich data that is essential for understanding the complexities of the research object. In parallel, documentation is utilized to supplement the observational data by gathering information from existing records, such as notes, books, transcripts, newspapers, and other relevant documents. This method enriches the research by offering historical and contextual insights that might not be immediately apparent through observation alone.

Questionnaires are another crucial tool in this research, designed to capture the perceptions and opinions of respondents regarding the topic under investigation. Using a Likert scale, the questionnaires gauge the level of agreement or disagreement with various statements, providing quantifiable data that reflects the attitudes and beliefs of the research subjects. This approach ensures that the subjective experiences of participants are systematically captured and analyzed. Additionally, interviews are conducted to delve deeper into specific aspects of the research topic, allowing the researcher to gather in-depth information from key informants who possess specialized knowledge or firsthand experience. The interviews complement the data obtained from other methods, offering nuanced insights that can clarify and expand upon the findings.

By combining these methods—observation, documentation, questionnaires, and interviews—the research achieves a robust and multi-dimensional understanding of the topic. This integrative approach not only ensures the validity and reliability of the data but also provides a rich, detailed picture of the research subject, enabling a thorough and insightful analysis that can inform the study's conclusions and recommendations.

## 2.6 Data Analysis Techniques

The data analysis technique employed in this study is twofold, encompassing both qualitative and descriptive approaches.

Firstly, qualitative data analysis is utilized to process data derived from observations and interviews. This method involves a set of procedures aimed at providing a detailed description of the observed situation. The qualitative analysis in this study specifically focuses on the assessment data collected based on Ministerial Regulation No. 41 of 2023. The aim is to capture a comprehensive understanding of the circumstances under study, with a detailed examination of the conditions and context that influence the research findings.

Secondly, descriptive data analysis is employed as a technique to summarize and describe the data succinctly. The primary goal of descriptive analysis is to provide an initial understanding of the basic characteristics of the data, such as the mean, median, mode, and data distribution. This approach is also instrumental in

identifying correlations between variables, making predictions, and comparing sample data averages.

For instance, in evaluating passenger service facilities used during the departure and arrival processes, the analysis involves various indicators such as the availability and condition of check-in counter desks, seating for check-in staff, computer facilities, baggage tag printers, calibrated weighing scales, and conveyor belts for baggage. Each of these indicators is assessed based on specific benchmarks set forth in the Ministerial Regulation. For example, the availability of check-in desks is evaluated according to whether the number of desks meets the stipulated requirements, with a perfect score being assigned if all criteria are met. Similarly, the condition of these facilities, such as the check-in desks and seating, is rated on a scale, with scores awarded based on their conformity to established standards and their operational status.

Additionally, the assessment includes the evaluation of facilities like the conveyor belt system, information displays for baggage collection, and security rails for the conveyor belts, with each facility's availability and condition being meticulously recorded. The cleanliness and routine maintenance of departure reporting areas, as well as the waiting times for passenger and baggage inspection, are also critical aspects of the analysis, providing insights into the efficiency and quality of service provided.

The study further utilizes a scoring scale based on the total score derived from the evaluation of these service facilities. According to Ministerial Regulation No. 41 of 2023, a scale ranging from 0 to 120 points is used to categorize the service quality, with ratings from A to F assigned based on the total score. A rating of 'A' corresponds to a score range of 100-120, indicating excellent service, while lower scores correspond to decreasing levels of service quality, with 'F' representing a score range of 0-20.

This comprehensive approach to data analysis ensures a detailed and systematic assessment of the facilities and services provided to passengers, with both qualitative and descriptive techniques complementing each other to provide a thorough understanding of the research findings.

## 2.7 Research Tools and Materials

The tools used in this study include a notebook, pen, clipboard, and a mobile phone for recording and documenting during observations. The materials needed are the key indicator points required for the research analysis.

## 2.8 Research Location and Time

This study was conducted at Radin Inten II Airport in Lampung. The research took place from December 2023 to August 2024.

## 3. RESULT AND DISCUSSION

### Detailed Analysis of Existing Conditions of Terminal Area Facilities at Radin Inten II Airport, Lampung

The evaluation of the existing facilities within the terminal area of Radin Inten II Airport Lampung provides a comprehensive understanding of the current state of services offered to passengers, from check-in procedures to the overall circulation within the terminal. This assessment is conducted in accordance with the standards set forth by the Indonesian Ministry of Transportation in PM 41 of 2023, which governs airport services related to passenger departures and arrivals.

#### Check-In Services

The check-in service at Radin Inten II Airport has been observed to function efficiently, contributing significantly to the overall passenger experience. The facility is equipped with 20 check-in counters, all of which are in excellent condition, allowing the check-in process to proceed without delay. The layout and design of the check-in area facilitate smooth passenger flow, minimizing congestion and ensuring that passengers do not experience long waiting times. The efficiency of the check-in process is further enhanced by the adequate staffing and the strategic placement of the counters, which are easily accessible to passengers upon arrival at the terminal. The promptness of service in this area is critical, as it sets the tone for the entire departure experience. The seamless operation observed here is a result of both the quality of the physical infrastructure and the effectiveness of the airport's operational procedures, which together ensure that passengers can complete their check-in process swiftly and proceed to the next steps of their journey.

#### Passenger and Baggage Screening

The inspection of passengers and their baggage is another crucial component of the airport's service offering. At Radin Inten II Airport, the inspection facilities are deemed sufficient to handle the volume of passengers efficiently. The inspection process itself is conducted promptly, with an average waiting time of only 1 minute, significantly lower than the maximum acceptable limit of 5 minutes as stipulated by PM 41 of 2023. This promptness not only enhances passenger satisfaction but also reflects positively on the airport's operational efficiency. The inspection area is well-organized, with clear signage and adequate space to accommodate passengers during peak times. The presence of modern scanning equipment and well-trained security personnel ensures that the inspection process is both thorough and quick, maintaining high standards of safety without causing unnecessary delays. The overall environment in this area is one of order and efficiency, with passengers moving through the inspection process in a timely and systematic manner.

#### Departure Waiting Area

The departure waiting room is a critical area where passengers spend a significant amount of time before boarding their flights. At Radin Inten II Airport, this area is designed to provide comfort and convenience to passengers. The waiting room is equipped with a

sufficient number of seats, meeting the requirement that at least 60% of the available seating should accommodate the number of passengers present. In this case, with a previous month's passenger load (PWS) of 450, the availability of 536 seats ensures that the seating capacity is more than adequate. Furthermore, the waiting room is enhanced by the availability of 36 charging stations, which cater to the modern traveler's need to stay connected and powered up. The provision of free Wi-Fi adds another layer of convenience, allowing passengers to stay connected while they wait. The layout of the waiting room is designed to provide a sense of space, even during peak hours, with careful attention paid to passenger comfort and accessibility. Observations indicate that the room remains well-maintained, clean, and orderly, contributing to a positive overall passenger experience.

#### Baggage Handling Services

The baggage handling system, particularly in the Baggage handling is a crucial service that directly impacts passenger satisfaction. At Radin Inten II Airport, the baggage service facilities in the departure terminal are found to be in excellent condition, supporting an efficient baggage handling process. The terminal is equipped with 5 conveyor belts, which facilitate the smooth transfer of baggage from check-in to the aircraft. Although two of the conveyor belts are currently under maintenance, the remaining three are fully operational, ensuring that the baggage handling process continues without significant disruption. According to the performance metrics outlined in PM 41 of 2023, the baggage service at this terminal scores a 10, indicating that all required facilities are available and functioning well. This high score reflects the airport's commitment to maintaining the quality of its baggage handling services, which is critical for ensuring that passengers' belongings are managed securely and efficiently throughout their journey.

#### Terminal Circulation Area

The circulation area within the terminal is a vital aspect of the airport's infrastructure, affecting both passenger movement and the overall air quality within the building. The circulation space at Radin Inten II Airport has been designed in accordance with the regulatory standards, which stipulate that for terminals with a capacity of between 10,000 and 5 million passengers per year, the minimum width of the circulation area should be 5 meters. Observations reveal that the circulation area at Radin Inten II Airport exceeds this requirement, with a width of 6 meters. This extra width not only facilitates smooth pedestrian movement, even during peak times, but also contributes to better air circulation within the terminal, creating a more comfortable environment for passengers. The design and maintenance of the circulation area are crucial for preventing congestion and ensuring that passengers can move easily between different parts of the terminal. The compliance with PM 41 of 2023 in this area underscores

the airport's commitment to providing a high standard of service.

#### Overall Assessment of Terminal Facilities

In summary, the existing facilities at Radin Inten II Airport Lampung, as assessed across various operational areas, indicate that the airport is operating at a high standard. Each aspect of the terminal, from the check-in counters to the circulation spaces, meets or exceeds the regulatory requirements, providing passengers with a smooth, efficient, and comfortable travel experience. The overall rating for the terminal's facilities is an 'A', which signifies that the airport's services are exceptional and in full compliance with the standards set by PM 41 of 2023. Additionally, the terminal's occupancy rate of 95.29% demonstrates that the airport is effectively managing its capacity, even during periods of high passenger volume. This high level of operational efficiency is a testament to the careful planning and ongoing investment in infrastructure at Radin Inten II Airport, ensuring that it remains a reliable and comfortable gateway for travelers in Lampung and beyond.

#### Evaluation of Departure and Arrival Facilities Based on SKEP 77 of 2005 on Technical Requirements for Airport Facility Operations

The assessment of departure and arrival facilities at Radin Inten II Airport, Lampung, is based on the guidelines set forth in SKEP 77 of 2005 concerning the Technical Requirements for Operating Airport Technical Facilities, as well as Ministerial Regulation (PM) 41 of 2023. This assessment covers various aspects of the facilities, ranging from the departure hall to the terminal circulation area, to ensure compliance with the established standards.

Firstly, the departure hall facility was assessed using a specific formula:  $(A = 0.75 \times \{450(1 + 2) + 90\} + 10\%)$ . Based on this calculation, the departure hall at Radin Inten II Airport measures 1,188 m<sup>2</sup>. This area is categorized as medium-sized according to the established standards. This assessment is crucial to ensure that the departure hall has sufficient capacity to accommodate arriving and departing passengers, providing comfort and efficiency in the departure process.

Next, the waiting area was assessed using the formula  $(A = C - ((u \times i + v \times k) / 30) + 10\%)$ , resulting in a waiting area size of 493 m<sup>2</sup>. This area is also classified as medium-sized, indicating that the waiting area can accommodate a sufficient number of passengers during peak times. This facility is vital for passenger comfort while waiting for their departure schedule.

The check-in area was also assessed. Using the formula  $(A = 0.25 \times (450 + 90) + 10\%)$ , the check-in area was determined to be 149 m<sup>2</sup>. The medium-sized classification indicates that the check-in facilities at Radin Inten II Airport are adequate to handle the number of passengers present. Additionally, the number of check-in counters was calculated using the formula  $(N =$

$((450+90)/60) \times 2 + 10\%$ ), resulting in 20 counters. This number is also categorized as medium, ensuring that the check-in process can be carried out quickly and efficiently, without excessive queues.

The baggage weighing facility was assessed with a tolerance of  $20 \pm 2.5\%$ . This assessment is important to ensure that the baggage weighing facility operates accurately and meets the set standards. Additionally, the seating facilities in the departure area were calculated using the formula  $(N = 1/3 \times 450)$ , yielding 150 seats. This number is classified as large, indicating that the seating facilities at Radin Inten II Airport are sufficient to accommodate passengers while waiting for the departure process.

Moreover, the baggage claim device for Narrow Body Aircraft was assessed using the formula  $(N = (c \times r) / 300)$ , with the assessment results showing that this device is not used for this type of aircraft. This suggests that the airport may more frequently serve aircraft with different configurations or devices.

Further assessments were conducted on various service forms within the terminal area. One aspect assessed was the passenger departure reporting service (check-in). The availability of check-in counter facilities was assessed according to the applicable regulations, with the number of counters meeting the requirements, thereby earning a maximum score of 5. The condition of the check-in counters was also assessed as being in good condition, earning a maximum score of 5. This indicates that the check-in facilities at Radin Inten II Airport function well and meet the established standards.

In addition, the seating facilities for check-in staff were also assessed. Although some seats were in poor condition, the facility still received a score of 4 out of 5, indicating that most seats were still in good condition and usable. The computers used in the departure reporting process were also assessed as being in good condition, earning a full score of 5. This is important to ensure that the check-in process runs smoothly and efficiently without technical disruptions.

The baggage tag printer, used to print baggage labels, was also assessed as being in good condition and received a maximum score of 5. The baggage weighing facility, which had been calibrated, was assessed with a maximum score of 5, indicating that this facility operates accurately and meets standards. The baggage conveyor facility, although important, was assessed as insufficient, with a score of 2 out of 5. This suggests that this facility may require repairs or upgrades to ensure smooth baggage handling.

The queuing system, including yellow lines and queue lines, was also assessed. This facility is essential to ensure order in the check-in process and maintain passenger safety. Although this queuing system was assessed as insufficient, with a score of 2 out of 5, it indicates a need for improvement or maintenance of the queuing facilities to function optimally.

Information facilities, such as check-in desk numbers and display monitors, were assessed as being in good condition with a full score of 5. These facilities are

vital for providing clear and accurate information to passengers, ensuring they can easily locate the check-in area and monitor their flight status.

The safety rail for check-in counters was also assessed as available and serviceable, earning a maximum score of 5. This facility is important to ensure the security of the check-in counters and protect the equipment and documents within them. Additionally, the cleanliness of the departure reporting area was also assessed as being well-maintained, with the presence of cleaning staff routinely on duty. This earned a maximum score of 5, indicating that Radin Inten II Airport maintains a high standard of cleanliness.

The passenger and baggage screening service was also assessed based on the conformity of the facilities with the airport security program documents. These facilities were assessed as compliant with the set standards, earning a maximum score of 5. The waiting time in the screening process queue was also assessed as optimal, with a time of less than 5 minutes, earning a maximum score of 5. This indicates that the screening process at Radin Inten II Airport is efficient and does not cause significant delays for passengers.

The departure waiting area was also assessed based on the number of seats available. The standard used is 60% of the number of passengers during peak departure times, with seats in good condition. The number of seats available met this standard, earning a maximum score of 10. The good condition of the seats also earned a maximum score of 10, indicating that the waiting area facilities at Radin Inten II Airport are highly adequate.

Baggage services at the arrival terminal include an assessment of the conveyor belt facility. This facility was assessed as meeting the requirements and being serviceable, earning a maximum score of 10. Baggage claim information, including the conveyor belt number and monitor display, was also assessed as complete and serviceable, earning a full score of 5. The safety rail for the conveyor belt was also available in good and serviceable condition, earning a maximum score of 5. The Lost and Found facility, used for reporting lost or damaged baggage, was also available and received a maximum score of 5. This indicates that Radin Inten II Airport has a reliable baggage handling system.

The circulation area in the terminal was also assessed based on the width that complies with the applicable regulations. The circulation width was measured according to the terminal capacity, with a maximum score of 10 indicating that this circulation width meets the established standards. An adequate circulation area is crucial to ensure the smooth movement of passengers within the terminal and prevent congestion or long queues.

Overall, this assessment resulted in a total score of 113 for the facilities used in the domestic departure and arrival process at Radin Inten II Airport, Lampung. This score indicates that the existing facilities at this airport comply with the standards set out in SKEP 77 of 2005 and PM 41 of 2023. However, some aspects still

require improvement, particularly in terms of the queuing system and baggage conveyor facilities. Nonetheless, overall, the facilities at Radin Inten II Airport are adequate to support the departure and arrival processes of passengers, providing a comfortable and efficient experience for airport users.

### **Respondent Data and Questionnaire Results**

Respondent data were collected from passengers at Radin Inten II Airport in Lampung, focusing on gender and age distribution among those who completed the questionnaire. The results showed that the majority of respondents were female, with 24 women participating during normal times and 6 during peak times. In contrast, male respondents were fewer, with 16 participating during normal times and 4 during peak times. This demographic distribution highlights the significant representation of female passengers in the survey.

The age distribution of the respondents was categorized into three age ranges: 21-30 years, 31-40 years, and 41-50 years. Among male respondents, 6 were in the 21-30 age range, 3 in the 31-40 age range, and 11 in the 41-50 age range. For female respondents, 12 were in the 21-30 age range, 7 in the 31-40 age range, and 11 in the 41-50 age range. This age distribution provides a comprehensive overview of the age groups represented in the survey, with a notable presence of respondents in the 41-50 age bracket for both genders.

The analysis of the questionnaire results focused on the availability and condition of various facilities at Radin Inten II Airport. The respondents expressed a high level of agreement regarding the availability of most facilities, with the majority strongly agreeing that the facilities met their expectations. However, there were exceptions in the case of the baggage tag printer, baggage claim information, and trolley placement, where respondents generally agreed rather than strongly agreed, indicating some areas for potential improvement.

Regarding the condition of the facilities, respondents generally strongly agreed that the check-in counters, reporting desks, waiting areas, and restroom facilities were in good condition. However, there was slightly less agreement on the condition of the seating and air conditioning, with respondents agreeing rather than strongly agreeing on these aspects. This suggests that while the facilities are generally well-maintained, there is room for improvement in ensuring that all aspects of the airport environment fully meet passenger expectations.

In conclusion, the data collected from the respondents provides valuable insights into passenger perceptions of the availability and condition of facilities at Radin Inten II Airport. While the overall satisfaction levels are high, with most facilities meeting or exceeding expectations, specific areas such as the baggage tag printer, baggage claim information, trolley placement, seating, and air conditioning could benefit from targeted improvements to enhance the overall passenger experience.

### Efforts to Improve Level of Service (LOS)

To further enhance the level of service (LOS) at Radin Inten II Airport, several measures have been identified based on the observations and assessments. Specifically, the facilities in the check-in service area that require improvement include the replacement or repair of damaged staff chairs, conveyors, and yellow lines. If the damage is severe, it may be necessary to replace the old, damaged facilities with new ones to ensure that they continue to function effectively. Overall, the terminal area facilities, from check-in to the circulation area, are in good condition and meet the provisions of PM 41 of 2023. However, based on the evaluation from SKEP 77 of 2005, it is noted that the terminal area at Radin Inten II Airport is classified as medium, indicating that there is room for further development and enhancement to meet higher standards.

This detailed analysis underscores the importance of continuous maintenance and improvement of airport facilities to ensure that they meet the evolving needs of passengers and comply with regulatory standards. As the airport continues to grow and handle increasing passenger traffic, these efforts will be crucial in maintaining a high level of service and ensuring that Radin Inten II Airport remains a key transportation hub in the region.

### 4. CONCLUSION

Based on the research findings, it can be concluded that the condition of the departure and arrival facilities at Radin Inten II Airport in Lampung has been rated as excellent (Grade A) with a total score of 113, indicating that the availability and condition of the terminal facilities are ideal according to standards. The departure hall covers an area of 1,188 m<sup>2</sup>, the departure waiting room is 493 m<sup>2</sup>, the check-in area is 149 m<sup>2</sup>, and the arrival hall is 965 m<sup>2</sup>. The Level of Service (LOS) score obtained is 4.83, categorized as D, while the IP4 score is 2.03, indicating that the terminal capacity can still be developed further. To improve the level of service at Radin Inten II Airport in Lampung, repairs are needed for damaged facilities in the departure area, such as staff chairs, yellow lines, and the conveyor belt.

Based on these conclusions, the author suggests that Radin Inten II Airport in Lampung should continue to maintain the availability and condition of facilities that meet standards and improve the level of service through various efforts to repair facilities and enhance passenger comfort in the terminal area. Additionally, the author encourages further research to explore services in facilities that provide comfort and added value for passengers, as well as the terminal's capacity to accommodate passengers during peak times.

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