ANALYSIS OF SERVICE LEVEL OF CHECK-IN OFFICERS COUNTERAGAINST PASSENGERS FLOWNESS AT EL TARI KUPANG INTERNATIONAL AIRPORT

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ABSTRACT
From 2021 to 2023, the number of passengers at this airport will increase by 30%, causing long queues at the check-in counters during peak hours. This research aims to evaluate the performance of check-in staff in ensuring the smoothness and satisfaction of passengers at El Tari Kupang International Airport. Data collection was conducted through direct observation and questionnaires. The study population consistedof 100 Wings Air passengers, with a sample of 50 individuals selected using Probability Sampling techniques.The research results show that the service of check-in staff affects passenger smoothness by 65.9%, while theremaining 34.1% is influenced by other factors not studied.

Keywords: Officers service performance, Check-in counter, Passangers,Smoothness, Satisfaction

1. INTRODUCTION

In the modern era, many people seek to carry out activities in a practical and effective manner. One of these activities is the choice of air transportation for traveling from one place to another in a short amount of time. Air transportation facilitates long-distance travel, requiring only a few hours. It is the most modern and fastest mode of transportation, using aircraft as the vehicle and the sky as the route, with the aircraft equipped with advanced navigation and telecommunication tools.

It can be stated in Law No. 1, Article 115 of 2009, that an airport is a hub for aviation operations. Therefore, to support the efficiency of transportation modes from year to year, several airports have been built in various regions. One of these is El Tari Kupang International Airport. According to the Wikipedia website, El Tari Kupang International Airport (IATA: KOE, ICAO: WATT) is the only airport in Kupang City. It is located in Penfui Village, Maulafa District. With the airport's development, the terminal of El Tari Airport covers an area of 16,064 square meters. The passenger capacity can accommodate up to 2.2 million passengers per year. The apron area is 56,917 square meters, which can accommodate 17 parking stands. Based on data from the Central Statistics Agency of East Nusa Tenggara Province, there has been an increase in passengers arriving through El Tari Airport. In 2021, the number of passengers at El Tari Airport was 499,770 people. Meanwhile, in 2022, there were 623,774 passengers, and in 2023, the number reached 847,778.

The continuous increase in passengers has resulted in congestion at the airport. One of the impacts of congestion at almost all airports is the effect on passenger service levels at the airport check-in counters, especially during peak hours. Before boarding the aircraft, passengers must go through various procedures, one of which is the ticket check-in process.

Check-in is the process where passengers confirm their presence for a booked flight and receive a boarding pass as proof that they have a seat on the plane. Passengers are required to check in a few hours before the flight departure. Some passengers are aware that theycan check in online. However, there are still some passengers who may not be familiar with the onlinecheck-in process. On the other hand, offline check-in must be done at the airport and involves several stages that require time. At some airports, passengers still opt for offline check-in.

The impact of passenger accumulation during the pre-departure process is that a passenger will have to queue for check-in services. This often happens during peak hours, such as in the morning and afternoon. The close departure schedules at El Tari International Airport

during these busy times lead to passenger queues at the check-in counters. The calculation and analysis of passenger service use queuing theory to understand the flow of human traffic at the departure terminal check-in counter at El Tari Kupang International Airport. Therefore, in this study, the researcher aims to investigate the service level of check-in counter staff on passenger smoothness. The national regulation discussing the check-in process is the Minister of Transportation Regulation No. 30 of 2021 concerning Minimum Service Standards for Air Transportation Passengers. This regulation outlines the scope and standards of service before a flight.

According to Minister of Transportation Regulation No. 30, Article 1 of 2021, Service Standards are benchmarks used as guidelines for the provision of services by commercial air transportation companies to prospective and economy class passengers in the interest of providing quality, fast, and easy services.

Based on the background explained by the author, it can be concluded that the offline check-in process requires a considerable amount of time and lacks flexibility. Considering the standards that must be applied at El Tari Airport to improve the efficiency of check-in counter staff in serving passengers who check in both online and offline, the author intends to undertake a final project titled: "Analysis of Check-In Counter Service Level on Passenger Smoothness at El Tari International Airport, Kupang."

The research problem formulated in this study is as follows: First, how satisfied are passengers with the check-in counter service at El Tari International Airport, Kupang? Second, have the check-in counter staff at the airport performed their duties in accordance with the applicable Standard Operating Procedures (SOP)? Third, how significant is the impact of check-in counter service on the smoothness of passenger flow at El Tari International Airport, Kupang?

2. METHOD

2.1 Research Design

Research design refers to the overall processrequired in planning and conducting research, as stated by Jumantara (2021). The steps taken by the researcher, including determining the research design, must be based on the research problem and objectives. This study utilizes quantitative data collection.

Quantitative data is a research method grounded in positivism (concrete data), where the research data consists of numerical figures that will be measured using statistics as a tool for analysis, related to the problem being studied to produce a conclusion, according to Sugiyono (2014).

2.2 Research Variables

Research variables are anything established by the researcher to be studied in order to obtain information and draw conclusions, as stated by Jumantara (2021). Theoretically, a research variable is defined as an object, property, attribute, or value of a person or activity that has variations between one another, and is determined to be studied and concluded. In this research, the author uses an independent variable (Variable X) and a dependent variable (Variable Y), as illustrated in Figure 3.2.

The independent variable (Variable X) is thevariable whose value influences other variables. In this study, Variable X is the service provided by the check-incounter staff. Meanwhile, the dependent variable (Variable Y) is the variable whose value depends on other variables. Variable Y in this research is passenger smoothness. The points contained in Variables X and Y will serve as the main basis in the process of creating a questionnaire consisting of statements that will be given to respondents to obtain the necessary information to draw conclusions.

The author then developed indicators for each variable to facilitate the creation of questionnaire statements. For Variable X, which is the service of the check-in counter staff, the indicators used include: SOP (questions number 1-2), service time efficiency (questions number 3-4), supporting facilities (questions number 5-6), information (questions number 7-8), and coordination (questions number 9-10). Meanwhile, for Variable Y, which is passenger smoothness, the indicators include: SOP (questions number 1-2), service time efficiency (questions number 3-4), communication (questions number 5-6), service satisfaction (questions number 7-8), and knowledge (questions number 9-10). These indicators form the primary basis for the development of the questionnaire for this research.

2.3 Population, Sample, and Research Object

The population refers to the entire set of research objects or subjects, while the sample is a portion or representative that possesses characteristics reflective of the population. To determine or select an appropriate sample, a researcher must have a good understanding, both in determining the size and in selecting the sample. Errors in defining the population can lead to inaccurate data collection, resulting in research findings that lack quality, are unrepresentative, and have poor generalizability. Therefore, researchers must understand that population and sample are essential aspects of research, as they are crucial in the data collection process, as noted by Fadilah Amin (2023).

The population in this study consists of 100 individuals, comprising 50 check-in counter staff and 50 passengers who will depart from El Tari International Airport, Kupang.

The sample, as a part of the population, is used to obtain information or data on the research problem. According to Fadilah & Abunawas (2023), "The sample is simply defined as a part of the population that serves as the actual data source in a study. In other words, the sample is a portion of the population that represents the entire population." When the population is large and it is not feasible for the researcher to study all members of the

population, the researcher may use a sample taken from that population. The sampling technique in this study employs probability sampling, which is chosen because the population has a large number of members. To determine the sample size, the author uses the Taro Yamane formula, as explained by Hertanto (2017), with the following formula:

n=N/1+N(d2)N

Where n is the sample size, N is the population size, and d is the desired precision value, which is 10%. Based on this formula, the sample size for this study is calculated as follows, with a precision value of 10% (0.1):

$$n = \frac{N}{N.d^2\$1}$$
$$= \frac{\&00}{\&00.(\ d^2)\$\&}$$
$$= \frac{\&00}{\&00.(0,0\&\ )\$\&}$$
$$= \frac{\&00}{2} = 50\ Responden$$

Thus, according to the calculation results, the sample in this study consists of 50 individuals, comprising 25 check-in counter staff and 25 passengers who will depart from El Tari International Airport, Kupang. Zainal Arifin (2014) also states that there are no absolute rules in sampling, but the following guidelines may be followed: If the population size is up to 50, it is recommended to use the entire population as the sample, often referred to as a total sample, meaning all population members are used as research objects. If the population size is between 51 and 100, the sample can be 50-60% or the entire population. If the population size is between 101 and 500, the sample can be 30-40%. If the population size is between 501 and 1000, the sample can be 20-25%.

The research object, according to Sugiyono (2014), is defined as an attribute, characteristic, or value of a person, object, or activity that has certain variations that the researcher determines to study and draw conclusions from. In this study, the research object is the level of service provided by check-in counter staff in ensuring the smooth flow of passengers at El Tari International Airport, Kupang.

2.4 Data Collection Techniques and Research Instruments

In this study, data collection was carried out using multiple methods to ensure comprehensive data gathering relevant to the research objectives. According to Sugiyono (2014), data can be collected in various settings, utilizing different sources and approaches. These settings can range from natural environments (natural setting) to laboratories using experimental methods, or even in respondents' homes, during seminars, discussions, and other situations. For this particular study, the author focused on collecting data concerning the service level of check-in counter staff and its impact on passenger smoothness at El Tari International Airport in Kupang. To achieve this, the author used a questionnaire survey, developed from problem indicators identified during preliminary research.

Direct observation was one of the techniques employed. According to Khasanah (2020), observation involves directly monitoring an object within its environment, whether the activity is ongoing or in progress. This method includes various activities aimed at understanding the object through sensory perception, conducted deliberately and systematically. The purpose of the observation in this research was to collect data for the final project by directly observing the operations at El Tari International Airport in Kupang. These observations were conducted on-site from December 20, 2023, to February 29, 2024, during the author's On-the-Job Training (OJT) at the airport.

Interviews were another crucial data collection method used in this study. As suggested by Sugiyono (2014), interviews are effective when the researcher seeks to conduct a preliminary study to identify issues requiring investigation or when a deeper understanding of a small group of respondents is needed. The interview guide for this study contained systematically arranged questions posed directly to respondents selected as samples. The interviews aimed to gather direct information, influence specific situations or individuals, and complement the research. Interviews in this study were semi-structured, allowing the author to ask prepared questions while remaining open to additional questions based on the respondents' insights. The interviews focused on the check-in counter service, with intensive interviews conducted with a supervisor of the check-in counter staff at El Tari International Airport in Kupang.

In addition to observation and interviews, documentation was used as a data collection technique. As defined by Sugiyono (2014), documentation involves obtaining information and data in various forms, such as books, archives, documents, written records, and images, which provide supporting evidence for the research. In this study, documentation included taking photographs using a device, serving as data sources to address the research problem regarding the service of check-in counter staff at El Tari International Airport in Kupang.

Lastly, the study incorporated a literature review to support the research. A literature review, as described by Sugiyono (2014), is a critical step following the determination of the research topic, involving a theoretical study and reviewing references related to the research. The literature review conducted by the author involved examining regulations, requirements, and references relevant to the problem being investigated. This review helped in understanding the factors contributing to the issue and supported the research with theoretical and expert opinions drawn from various sources. The literature review was essential for addressing the issue of check-in counter service and its impact on passenger smoothness at El Tari International Airport in Kupang.

The research instruments used in this study were carefully selected to facilitate systematic data collection. According to the Indonesian Dictionary, an instrument is defined as a tool used for specific tasks or research activities, including equipment or sets of tests used to

collect data for analysis (Sugiyono, 2014). In this study, the main research instrument was a closed-ended questionnaire, where response options were predetermined, and respondents were not provided with alternative answers. The indicators for the variables were broken down into several statements, resulting in qualitative data that was later converted into quantitative form using manual statistical analysis and the SPSS application.

The questionnaire was specifically designed to gather data efficiently and effectively. As described by Sugiyono (2014), a questionnaire is a data collection technique involving a set of written questions or statements given to respondents to answer. This method is efficient when the researcher clearly understands the variables to be measured and knows what to expect from respondents. The questionnaire method in this study consisted of a series of statements about the research problem, aimed at gathering opinions from research subjects. The questionnaire used a Likert scale, with response options categorized as SS (strongly agree), S (agree), TS (disagree), and STS (strongly disagree).

The study's variables were associated with three problem indicators identified in the field, based on Ministerial Regulation No. 30 of 2021 on Minimum Service Standards for Air Passenger Services. This regulation outlines the scope and standards for pre-flight services. The author distributed the questionnaire, which included statements related to the research problem, to check-in counter staff at El Tari International Airport in Kupang.

2.5 Data Analysis Techniques

Data analysis techniques are the key to answering the research questions that have been identified. In this study, data analysis is conducted by adhering to scientific statistical principles. The data analysis process is carried out after all data has been collected, utilizing the statistical responses from all respondents selected as the research sample. To perform the data analysis, this study employs the Statistical Product and Service Solutions (SPSS) software as a tool for analysis.

After the data from field research has been collected, the method used in this study is a questionnaire with a Likert scale. According to Moonlight (2022), the Likert scale is a psychometric scale commonly used in survey research. In this scale, respondents determine their level of agreement with a statement or respond to a question by choosing from the available options. In this study, the Likert scale is used to measure attitudes, opinions, and perceptions of individuals or groups about social phenomena, as stated by Sugiyono (2014). Each answer choice on the Likert scale is assigned a score, and respondents are asked to describe and support their responses.

The responses obtained are then processed by multiplying each answer point by the predetermined weight according to the scoring table. For example, respondents who answered "Agree" (4) will have their score calculated as 4 x n = n, and so forth, until the total score is obtained. To interpret the results, the highest score (X) and the lowest score (Y) must first be determined using the formula X = Highest Likert score x number of respondents (maximum score 4) and Y = Lowest Likert score x number of respondents (minimum score 1). After the total score is determined, the next step is to interpret the respondents' assessments using the index % formula, which is total score / X x 100.

Based on the responses obtained, criteria for evaluating each statement item are then arranged according to percentage. The percentage is calculated from the cumulative value of each item divided by its frequency and multiplied by 100%. With the category for each percentage above, a continuum line is created to visualize the interpretation of the results.

Validity Testing is used to measure whether a questionnaire is valid. An instrument or questionnaire is considered valid if the questions in it are able to reveal what is being measured, as stated by Sugiyono (2014). Validity testing is conducted using the Pearson bivariate correlation formula with the assistance of IBM SPSS Statistics 26. A questionnaire item is considered valid if r_calculated > r_table at a significance level of 5% (0.279).

Reliability Testing, according to Sugiyono (2014), is a tool to measure the consistency of a questionnaire that serves as an indicator of a variable or construct. A questionnaire is considered reliable if a person's responses to the questions are consistent or stable over time. Reliability testing is used to measure the consistency of questionnaire results in repeated use. Respondents' answers to questions are considered reliable if each question is answered consistently or responses are not random. For reliability testing, the researcher uses IBM SPSS Statistics version 26 and calculates reliability using Cronbach's Alpha. According to Ghozali (2018), if the Cronbach's Alpha coefficient is greater than 0.70, the questions are considered reliable. Conversely, if the Cronbach's Alpha coefficient is less than 0.70, the questions are considered unreliable.

Normality Testing is used to determine whether the data population is normally distributed. According to Syofian Siregar (2014), if the data is normally distributed, parametric statistical tests can be used; otherwise, non-parametric statistical tests are employed. Interpretation of normality testing uses Sig. > 0.05, whichindicates that the data is normally distributed, and the test is performed using IBM SPSS Statistics 26.

Simple Linear Regression is used to examine the relationship between the independent variable (X) and the dependent variable (Y). According to Sugiyono (2014), simple linear regression is a tool used to measure the influence between an independent variable and a dependent variable and to predict the value of the dependent variable if the independent variable increases or decreases. The simple linear regression equation used is Y = a + bX, where Y is the subject in the dependent variable being predicted, a is the constant, b is the coefficient of variable X, and X is the independent variable.

2.6 Research Location and Time

The research for this Final Project was conducted at El Tari International Airport in Kupang. This location was selected due to the ease of access to the necessary data, which significantly aided in the completion of the final project. The availability of relevant data at this site made it an ideal setting for the research. The research activities were carried out during the author's On-the-Job Training (OJT), which took place from December 11, 2023, to February 29, 2024. This period allowed for a thorough and detailed collection and analysis of data, ensuring that the research objectives were met effectively.

3. RESULT AND DISCUSSION

Observation (Direct Observation)

The observation was conducted by the author from January 10 to February 20, 2024. The author carried out field observations related to the performance of check-in counter personnel in ensuring the smooth flow of passengers while undergoing On the Job Training (OJT) at the check-in counter unit at El Tari International Airport, Kupang. Below is an example of the duty schedule for Timur Nusa Dirgantara (TND) check-in counter staff for January and February, as sourced from the check-in counter Supervisor at El Tari Airport, Kupang.

In each shift, there are 8 staff members on duty. The author observed the performance of the check-in counter staff during rush hour. Rush hour was chosen because it is a time when there is often a surge in passenger queues at the check-in area. When the check-in counter staff are providing service, several key aspects need to be observed, including being friendly and responsive, serving passengers within a maximum of 2 minutes and 30 seconds, opening the check-in counter 2 hours before departure, and closing it 30 minutes before the scheduled departure. Additionally, staff must prioritize check-in for passengers already in the queue, especially when it is 15 minutes before the check-in counter closes.

During the observation, the author noted several conditions in the field compared to the Standard Operating Procedures (SOP) of Scheduled Commercial Air Transport Services. First, although friendliness and responsiveness are expected, some staff members were less responsive in assisting passengers who were confused about the online check-in process. Second, while priority should be given to passengers already in the queue, there was an instance where a passenger receiving a final call from the airline was not prioritized by the check-in counter staff. Third, although staff should direct passengers who have already paid for checked baggage to proceed directly to the check-in counter without rejoining the queue, some passengers still queued after paying for their baggage. Lastly, although El Tari Airport has self-check-in facilities, they are not available every day, and there is a lack of awareness about self-check-in among passengers.

The results of this observation are expected to demonstrate that the performance of check-in counter staff significantly impacts the smooth flow of passengers. Moving forward, it is hoped that the number of personnel in the check-in counter service unit can be increased so that performance can be carried out in accordance with existing standards, ensuring the comfort, safety, and smooth experience of passengers at El Tari International Airport, Kupang.

Interview

An interview is an interaction process between the interviewer and the source of information or the person being interviewed through direct communication or direct questioning regarding the object being studied, as stated by Yusuf (2016:372). In this research, the author conducted an interview with Mr. Kunto Andi Cahyono, the Supervisor of the check-in counter at El Tari International Airport, Kupang. The purpose of this interview was to gather information from the informant about the performance of the check-in counter staff, the facilities at the check-in counter, and other information related to the research.

During the interview, Mr. Kunto stated that the service provided by the check-in counter staff significantly impacts the smoothness of the passenger check-in process. Slow service can cause long queues, leading to passenger complaints. There is important information that must be conveyed by the check-in counter staff to passengers, such as boarding time, gate number, and rules regarding items that can be brought into the cabin.

Regarding the check-in counter facilities at El Tari International Airport, Mr. Kunto explained that the current facilities are adequate, although there are some issues, such as the conveyor sometimes malfunctioning and the baggage scales not working properly. On average, it takes about 1 minute and 30 seconds to serve each passenger, especially if they do not have checked baggage.

Despite the challenges with the facilities, Mr. Kunto emphasized that the service continues to run smoothly, thanks to the implementation of the 5S principles (Smile, Greet, Salute, Courteous, and Polite). The check-in counter service at El Tari International Airport is also considered well-handled by the staff, even though there are some passenger queues.

However, only about 50% of passengers are aware of the self check-in facility, and not all airlines offer this service. Therefore, Mr. Kunto suggested that the airport management and airlines should further socialize the use of the self check-in facility to increase its usage. Additionally, although passengers without baggage can check-in online or independently, the airport

staff may not be aware of whether these passengers have baggage or not.

Mr. Kunto also emphasized that while there is no special treatment based on age or personal interest, passengers who require special assistance will be served according to the applicable SOP. In his final opinion, he mentioned that although there are passengers without baggage who still join the check-in counter queue, this is not mandatory, especially for those who have already checked in online or independently.

Questionnaire

A questionnaire, as defined by Sujarweni (2020:94), is a data collection instrument used by providing a series of written statements or questions to respondents for them to answer. A questionnaire typically consists of a list of questions related to a specific issue or field of study, aiming to gather data in the form of opinions from research subjects, which are then documented in a survey to obtain evaluable results. The questionnaire used in this study consists of statements regarding the analysis of the level of service provided by check-in counter staff at El Tari International Airport, Kupang, and its impact on passenger flow.

This study identified three problem indicators for each of the two variables examined, based on field observations. These indicators refer to the Ministry of Transportation Regulation No. 30 of 2021, which outlines the Minimum Service Standards for Air Transport Passengers. Consequently, the researcher developed two questionnaires as instruments: one focused on the service provided by check-in counter staff, and the other on passenger satisfaction. Each questionnaire comprises 10 statements, including both positive (favorable) and negative (unfavorable) statements.

The questionnaires were distributed on February 22-23, 2024, and were subsequently completed by the respondents. The respondents in this study were Wings Air passengers. Each respondent was only allowed to provide one response to each statement by marking a check (√) in the indicator column that they felt was most appropriate. The questionnaires were distributed directly to respondents in paper form. The researcher was careful to select passengers who were not in a hurry or who had ample free time, ensuring that they could concentrate and respond thoroughly.

The questions in the questionnaire were accompanied by response options measured using a Likert scale ranging from 1 to 4. According to Sugiyono (2019:146), the Likert scale is used to measure attitudes, perceptions, and opinions of individuals or groups regarding social phenomena. The survey utilized an attitude scale test based on Likert scale parameters. The response options were categorized as Strongly Agree (SS), Agree (S), Disagree (TS), and Strongly Disagree (STS).

In the discussion of the research results, the Likert scale measurement was utilized. The Likert scale, as described by Kinnear in Husein Umar (2019), is associated with statements regarding an individual's attitude toward something, such as agree-disagree, like-dislike, and good-bad. This study used a modified Likert scale with intervals from 1 to 4. The modification of the Likert scale was intended to eliminate the weaknesses inherent in the five-point scale. The removal of the middle category was based on three reasons: (1) the middle category often has ambiguous meanings, typically interpreted as indecisive, neutral, neither agreeing nor disagreeing, or even hesitant; (2) the availability of a middle option tends to lead respondents to choose the middle category; (3) the categories SS-S- TS-STS were mainly designed to observe the trend of respondents' opinions, whether they leaned toward agreement or disagreement. In this modified Likert scale,a score of four represents Strongly Agree (SS), three for Agree (S), two for Disagree (TS), and one for Strongly Disagree (STS).

From the questionnaire on the service provided by check-in counter staff, the results can be interpreted as follows:

- For the statement "The check-in counter staff have performed their duties according to Standard Operating Procedures (SOP)," 26 respondents strongly agreed, 19 agreed, 5 disagreed, and none strongly disagreed, resulting in a score of 85.5%.
- Regarding the adequacy of the number of staff at the check-in counter according to the SOP, 18 respondents strongly agreed, 24 agreed, 8 disagreed, and none strongly disagreed, yielding a score of 80.0%.
- On whether the check-in counter staff could serve passengers quickly and efficiently, 19 respondents strongly agreed, 28 agreed, 3 disagreed, and none strongly disagreed, leading to a score of 83.0%.
- The influence of check-in counter staff on helping passengers with time efficiency resulted in 22 respondents strongly agreeing, 20 agreeing, 8 disagreeing, and none strongly disagreeing, with a score of 82.0%.
- The adequacy of the facilities provided to check-in counter staff to perform their duties effectively was agreed upon by 15 respondents who strongly agreed, 27 who agreed, 8 who disagreed, and none who strongly disagreed, leading to a score of 78.5%.
- The sufficiency of check-in counter facilities at El Tari International Airport in handling unexpected passenger queue surges resulted in 16 respondents strongly agreeing, 19 agreeing, 15 disagreeing, and none strongly disagreeing, with a score of 75.5%.
- On whether check-in counter staff could provide helpful information to passengers, 14 respondents strongly agreed, 26 agreed, 10 disagreed, and none strongly disagreed, leading to a score of 77.0%.
- For the statement "Check-in counter staff have informed passengers about self-check-in," 16 respondents strongly agreed, 21 agreed, 13 disagreed, and none strongly disagreed, resulting in a score of 76.5%.

- Regarding the staff's ability to coordinate when there are issues with the service facilities, 18 respondents strongly agreed, 24 agreed, 8 disagreed, and none strongly disagreed, leading to a score of 76.0%.
- Finally, on whether the check-in counter staff could coordinate when faced with problems in serving passengers, 19 respondents strongly agreed, 28 agreed, 3 disagreed, and none strongly disagreed, yielding a score of 83.0%.

The results of the passenger satisfaction questionnaire also reflect high to very high scores. For instance:

- "The check-in counter staff can serve passengers courteously" received 28 strongly agree, 17 agree, 5 disagree, and no strongly disagree responses, with a score of 86.5%.
- "Check-in counter staff can provide information about flight schedules" received 27 strongly agree, 18 agree, 5 disagree, and no strongly disagree responses, with a score of 86.0%.
- "Check-in counter staff can serve quickly and efficiently" resulted in 25 strongly agree, 20 agree, 5 disagree, and no strongly disagree responses, yielding a score of 85.0%.
- The impact of check-in counter staff on helping passengers with time efficiency saw 26 strongly agree, 19 agree, 5 disagree, and no strongly disagree responses, leading to a score of 85.5%.
- The behavior and communication skills of check-in counter staff were rated with 23 strongly agree, 21 agree, 6 disagree, and no strongly disagree responses, resulting in a score of 83.5%.
- "Check-in counter staff use polite language when serving passengers" received 18 strongly agree, 26 agree, 6 disagree, and no strongly disagree responses, with a score of 81.0%.
- "The service provided by check-in counter staff has satisfied passengers" saw 22 strongly agree, 20 agree, 8 disagree, and no strongly disagree responses, yielding a score of 82.0%.
- "Passengers are satisfied with the service provided by check-in counter staff at El Tari International Airport" received 27 strongly agree, 18 agree, 5 disagree, and no strongly disagree responses, leading to a score of 86.0%.
- "Passengers are familiar with self-check-in procedures" resulted in 25 strongly agree, 20 agree, 5 disagree, and no strongly disagree responses, yielding a score of 85.0%.
- Finally, "Self-check-in is more efficient than service provided by check-in counter staff" saw 26 strongly agree, 19 agree, 5 disagree, and no strongly disagree responses, leading to a score of 85.5%.

Based on the calculation of the Likert scale from the questionnaire on the service provided by check-in counter staff, the results can be concluded that the percentage falls within the "High" and "Very High" score interpretation criteria. This indicates that passengers (respondents) either agree or strongly agree that the service provided by the check-in counter staff is satisfactory. Similarly, the calculation of the Likert scale from the passenger satisfaction questionnaire shows that the percentage falls within the "High" and "Very High" score interpretation criteria, indicating that passengers (respondents) are either satisfied or highly satisfied with the facilities and services offered by the check-in counter staff. Therefore, it can be concluded that the respondent's index results for the 20 statements distributed concerning the level of service provided by check-in counter staff towards passenger smoothness fall within the very high category.

Discussion of Validity Testing

Validity testing is used to measure whether a questionnaire is valid. An instrument or questionnaire is considered valid if the questions within it are able to reveal what the questionnaire is intended to measure (Ghozali, 2018:51). Validity testing is conducted using the Pearson bivariate correlation formula with the assistance of IBM SPSS Statistics 26. The questionnaire was distributed to 50 respondents, and the significance value of 5% or the r_table used is 0.2732. A questionnaire item is considered valid if r_calculated > r_table. Conversely, an item is considered invalid if r_calculated < r_table. The results of the validity test are shown in the following tables:

Table 1. Validity Test of Check-in Counter Staff Service Questionnaire

No Item	r_{hitung}	r_{tabel} 5% (50)	Keterangan
1	0,762	0,2732	**Valid**
2	0,802	0,2732	**Valid**
3	0,762	0,2732	**Valid**
4	0,774	0,2732	**Valid**
5	0,675	0,2732	**Valid**
6	0,772	0,2732	**Valid**
7	0,708	0,2732	**Valid**
8	0,743	0,2732	**Valid**
9	0,802	0,2732	**Valid**
10	0,762	0,2732	**Valid**

Table 2. Validity Test of Passenger Questionnaire

No Item	r_{hitung}	r_{tabel} 5% (50)	Keterangan
1	0,794	0,2732	**Valid**
2	0,795	0,2732	**Valid**
3	0,701	0,2732	**Valid**
4	0,554	0,2732	**Valid**
5	0,705	0,2732	**Valid**
6	0,740	0,2732	**Valid**
7	0,614	0,2732	**Valid**
8	0,795	0,2732	**Valid**
9	0,701	0,2732	**Valid**
10	0,544	0,2732	**Valid**

Reliability Testing

Reliability testing is conducted by calculating the Cronbach's Alpha value for each variable indicator. If the Cronbach's Alpha value is greater than 0.60, it is considered reliable. The calculation is done using IBM SPSS Statistics 26, with the results presented below:

1.) Reliability Test Results for Check-in Counter Staff Service Variable

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,915	0,917	10

2.) Reliability Test Results for Passenger Satisfaction Variable

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,879	0,880	10

The reliability test calculations above show that the Cronbach's Alpha value for the Check-in Counter Staff Service questionnaire is 0.915 and for the Passenger questionnaire is 0.879. This means that the indicators used in this study are reliable, and respondents have answered each questionnaire item consistently over time. Therefore, the questionnaire used in this study can be considered strong.

Normality Testing

Table 3. Normality Test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		50
Normal Parameters[a,b]	Mean	0,0000000
	Std. Deviation	2,74495331
Most Extreme Differences	Absolute	0,090
	Positive	0,043
	Negative	-0,090
Test Statistic		0,090
Asymp. Sig. (2-tailed)		.200[c,d]

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.
d. This is a lower bound of the true significance.

Normality testing is conducted to determine whether the data used is normally distributed. The Kolmogorov-Smirnov test is used in this study, utilizing IBM SPSS Statistics 26. If the Sig. value is greater than 0.005, it can be concluded that the data is normally distributed. The normality test results in the table above show that the significance value is 0.200 > 0.005. Therefore, it can be concluded that all variables in this data are normally distributed.

Simple Linear Regression Calculation

Simple Linear Regression Equation

The purpose of simple linear regression testing is to measure the strength of the influence of independent variables on the dependent variable. Based on the results of the simple linear regression test in the table above, the regression equation obtained is as follows:

Table 4. Simple Linear Regression Test

Coefficients[a]

Model		Unstandardized Coefficients B	Unstandardized Coefficients Std. Error	Standardized Coefficients Beta	t	Sig.
1	(Constant)	10,424	2,463		4,233	0,000
	Pelayanan	0,731	0,076	0,812	9,631	0,000

a. Dependent Variable: Kepuasan Penumpang

Regression Equation:

$$Y=10.424+0.731X$$

Conclusion from the Simple Linear Regression Equation:

a. The constant value (α) = 10.424. This means that if there is no influence from the personnel performance variable (X), the passenger satisfaction (Y) is 10.424 units.
b. The regression coefficient value from the personnel performance variable (X) is 0.731. This indicates that for every 1% increase in variable X, it will increase passenger satisfaction (Y) by 0.731.

Since the regression coefficient value is positive (+), it can be said that the Check-in Counter Staff Service (X) has a positive influence on Passenger Satisfaction (Y). Therefore, the regression equation is:

$$Y=10.424+0.731X$$

If the Sig. value < 0.005 or the t_calculated value > t_table (9.631 > 1.67591), it means that Check-in Counter Staff Service significantly influences Passenger Satisfaction at El Tari International Airport, Kupang.

Hypothesis Testing and F-Test

Table 5. ANOVA

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	713,516	1	713,516	92,764	.000[b]
	Residual	369,204	48	7,692		
	Total	1082,720	49			
a. Dependent Variable : Kelancaran Penumpang						
b. Predictors : (Constant), Pelayanan Petugas *Check-in Counter*						

The decision-making basis in regression analysis, by looking at the significance (Sig.) output from SPSS, is as follows:

a. If the Sig. value < 0.05, it means there is an influence of X on Y.
b. If the Sig. value > 0.05, it means there is no influence of X on Y.

In the table above, the p-value = (0.000 < 0.05) indicates "There is an Influence of Check-in Counter Staff Service (X) on Passenger Flow (Y)." For the F-test, it is known that the F_calculated value = 92.764 > F_table 0.05(1,48) = 4.04. Thus, it can be concluded that H0 is rejected and Ha is accepted, meaning "There is an Influence of Check-in Counter Staff Service (X) on Passenger Satisfaction (Y)."

Coefficient of Determination

Sudarmanto (2017) states that the accuracy of a regression line can be determined by the size of the coefficient of determination or R-Square (R^2).

Table 6. Coefficient of Determination Test

Model Summary[b]				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.812[a]	0,659	0,852	2,773
a. Predictors: (Constant), Pelayanan Petugas *Check-in Counter*				
b. Dependent Variable: Kelancaran Penumpang				

Based on the results of the coefficient of determination test, it is known that the correlation or relationship (R) value is 0.812. From this output, the R-Square (R^2) coefficient of determination is 0.659(65.9%), which indicates the magnitude of the influence of variable X on Y. The remaining 34.1% (100% - 65.9%) is influenced by other factors. In other words, the variability of Y explained by variable X is 65.9%, while the remaining 34.1% is due to other variables outside this model.

4. CONCLUSION

Based on the results of the research and discussion, it can be concluded that the check-in counter service at El Tari International Airport, Kupang, has a significant impact on passenger satisfaction. The data obtained from this study shows that the averagepassenger satisfaction is 84.6%, indicating that the check-in counter service plays an important role in influencing passenger satisfaction. Furthermore, according to an interview with Mr. Kunto Andi Cahyono, the Supervisor of the check-in counter, it was confirmed that the check-in counter service at El Tari International Airport, Kupang, is in accordance with the Standard Operating Procedures (SOP). This study also reveals that the influence of check-in counter service on passenger smoothness at the airport is 65.9%.

Based on the research conducted, the author offers several recommendations to improve services at El Tari International Airport, Kupang. First, it is suggested that Angkasa Pura I at El Tari International Airport, Kupang, coordinates more effectively with airlines regarding the use of the self check-in facilities. The existing facilities should be utilized to their fullest potential, with daily maintenance to address the frequent complaints from passengers that the self check-in facilities are not functioning. Second, increasing the number of personnel at the check-in counter service should be considered, particularly to assist passengers who may be confused before or after the check-in process. This would help improve the efficiency and comfort of passengers at the airport.

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