

ANALYSIS OF THE AVAILABILITY AND CONDITION OF FACILITIES AGAINST THE STANDARDS OF PASSENGERS WITH SPECIAL NEEDS AT HALU OLEO AIRPORT KENDARI

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ABSTRACT

Airports need to provide facilities and services for tourists with special needs, by making the service easy to understand. As a result, the research is expected to improve the availability and condition of facilities at Halu Oleo Kendari Airport to meet the needs of passengers with special needs. In this study, a quantitative method was used by obtaining data processed using a statistical application in the form of SPSS. The final results showed that the results of the validity test of all items were obtained with a value greater than the value of the r table of 0.27 which was declared valid, for the reliability test results obtained a value of 0.891 which was in the high category.

Keywords: *Passenger Facility Standards, Availability, Passengers with Special Needs, Airport.*

1. INTRODUCTION

In order to eventually join the ranks of the world's most developed nations, the Republic of Indonesia, as a developing country, must stay up with other emerging nations in the modern period. To achieve this goal, Indonesia needs to prepare various aspects such as education, transportation, and other essential supports. One of the factors that can accelerate the nation's progress is the availability of adequate transportation services, particularly because Indonesia is an archipelago. In order to connect various regions or islands within Indonesia, the country provides four primary modes of transportation: air, sea, land, and rail.

Among these transportation options, air travel has recently become more popular with passengers due to its efficiency and shorter travel times compared to other forms of transport. Additionally, safety is a critical aspect that passengers prioritize. Therefore, every aviation personnel is expected to prioritize the safety of both passengers and themselves. The International Civil Aviation Organization (ICAO) Annex 14 defines an aerodrome (also known as an airport) as a defined area of land or water (including structures, machinery, and installations) that is utilized entirely or in part for the movement, arrival, and departure of aircraft. Given Indonesia's vast size and numerous islands, the population requires a fast, efficient, safe, and comfortable mode of transportation (Annex 14, 2016).

Airports play a crucial role for a country or region and its inhabitants. Airports serve as gateways connecting different areas. According to the Directorate

General of Civil Aviation, the role of an airport includes serving as a hub in the air transportation network according to the airport hierarchy, an economic gateway, a location for intermodal transportation activities, a driver and supporter of industrial, trade, and tourism activities, a means of breaking regional isolation, and infrastructure that strengthens national unity and sovereignty. Halu Oleo Kendari Airport is a Class I airport located in Southeast Sulawesi Province, which has seen an increase in passenger and aircraft numbers. As a result, there is a need to enhance services and facilities to support and streamline aviation activities. This study emphasizes the need for more facilities to enhance services for passengers with special needs by examining the presence and state of such facilities in the terminal of Halu Oleo Kendari Airport.

Individuals who have long-term physical, mental, cognitive, or sensory problems are classified as having special needs or disabilities. People with impairments have obstacles and challenges when attempting to participate completely and equally with others in their surroundings. Individuals with disabilities are defined as anyone who has long-term physical, intellectual, mental, or sensory problems that may prevent them from fully and equally participating in society, as per Law No. 8 of 2016 on Persons with Disabilities (Law No. 8, 2016). Government Regulation No. 38 of 2015 states that public services are any activity, or set of related activities, carried out to fulfill legal requirements pertaining to goods, services, and administrative services rendered by public service

providers for each and every citizen and resident. In order to satisfy customers, Halu Oleo Kendari Airport, a public service provider, must uphold strict service standards. According to Article 3 of Government Regulation No. 38 of 2015, domestic air transport passenger service standards must include components such as safety, security, reliability, comfort, convenience, and equality. In providing services, all aspects of service users should receive equal access to facilities, including passengers with special needs (Government of Indonesia, 2015).

According to Annex 9 on Airport Services and Facilitation, specifically in relation to "Airport Facilities for Persons with Disabilities and Those with Special Needs," it is imperative that the requirements and suggestions from international organizations for serving individuals with disabilities are adhered to. In order to guarantee that passengers with disabilities may easily and comfortably access all amenities, architects and engineers in charge of creating new structures or altering existing ones, as well as those running the airports, must make sure that the necessary facilities are offered. These travelers must be made aware in advance of the unique difficulties they could encounter as well as the additional resources or amenities offered at the airport of departure or arrival. Alternative routes ought to be set up to make it easier for passengers with impairments, such as wheelchair users, to board and exit. These routes may even bypass the terminal building, provided that security regulations are followed (Annex 9, 2017).

Data obtained by the author indicates that Halu Oleo Kendari Airport handles 13 flights per day, with an average of 2,500-3,000 passengers daily. Of these, approximately 14 passengers with special needs fly from Halu Oleo Kendari Airport weekly, although sometimes the number is fewer than 14. This variability makes it difficult for the airport to determine the exact number of passengers with special needs who will be traveling by air. The following table compares the existing facilities at Halu Oleo Kendari Airport with the standards for facilities for passengers with special needs, showing whether the facilities meet the necessary benchmarks. For full compliance, all facilities at Halu Oleo Kendari Airport must be in optimal condition and well-maintained.

During the author's observations while conducting On the Job Training at Halu Oleo Kendari Airport, it was noted that several facilities for passengers with special needs were available, such as designated drop-off zones marked in yellow, wheelchairs, four disability-friendly toilets, ramps, special lifts, designated waiting areas, four priority seats at the check-in area, a special waiting room for passengers with disabilities, and one wheelchair at the drop-off zone. Additionally, services provided included assistance to help passengers with disabilities (special needs) with communication and mobility from check-in until boarding the aircraft (Syaifudin, Rochmawati, Sazali, Moonlight, & Musadek, 2023).

However, the observations also revealed some shortcomings, such as the absence of priority seating in

the arrival area, only one wheelchair available at the drop-off zone, no stretcher or oxygen, and no guiding blocks for visually impaired passengers. Therefore, improvements and additions to the facilities are necessary to enhance service quality, particularly for passengers with disabilities. All services and facilities must be thoroughly reviewed and developed to serve all segments of society, especially people with disabilities (Syaifudin, Rochmawati, Sazali, Moonlight, & Musadek, 2023).

Based on the above discussion, the author proposes the following topic for the Final Project Proposal: "ANALYSIS OF THE AVAILABILITY AND CONDITION OF FACILITIES AGAINST STANDARDS FOR PASSENGERS WITH SPECIAL NEEDS AT HALU OLEO KENDARI AIRPORT." The following are the research problem statements for this study, which are based on the background issues described: (1) Are the facilities for passengers with special needs at Halu Oleo Kendari Airport adequately available? (2) What is the current condition of the facilities provided at Halu Oleo Kendari Airport to meet the needs of passengers with special needs?

2. METHOD

2.1 Research Methodology

The scientific procedure or method used in research methodology is intended to gather data for particular goals and reasons. Two terms make up the term "research methodology": "methodology" and "research." The science of methods, or an explanation of techniques, is what the Kamus Besar Bahasa Indonesia (KBBI) defines as methodology. In the meanwhile, the KBBI defines research as the methodical, objective process of gathering, processing, analyzing, and presenting facts in order to address a problem or test a theory in order to establish general principles.

Quantitative data is a term used to describe a positivistic research strategy (also known as concrete data), in which the research data is represented by numerical values related to the subject under study that will be quantified using statistics as a computation tool in order to draw a conclusion. To address research problems, analysis divides the data into smaller components. Research issues and hypotheses can be addressed with the help of statistical techniques such group or individual score comparisons (Sugiyono, Educational Research Methods, 2017).

Therefore, research methodology can be defined as an organized process used to find the truth about a phenomenon, as well as its current state, cause, and effects, under the guidance of logic. Sufficient evidence in the form of tangible proof that everyone can see and feel (objective; not presumptive) supports this. As a result, this study's research methodology uses a quantitative approach to find or gather data.

In writing the Final Project titled "ANALYSIS OF THE AVAILABILITY AND CONDITION OF FACILITIES AGAINST STANDARDS FOR PASSENGERS WITH SPECIAL NEEDS AT HALU

OLEO KENDARI AIRPORT," the author utilized a research methodology. Research design, research instruments, population and sample, research object, data gathering techniques, and data analysis techniques make up this methodology.

2.2 Research Design

The comprehensive plan needed for organizing and carrying out research is referred to as a research design. The aims and study topic must guide the author's actions, including choosing the research design (Silaen, 2018). The goal of this study is to evaluate Halu Oleo Kendari Airport's special needs passenger facilities, both in terms of availability and condition.

In order to facilitate data collection and obtain reliable information for the author's research on comparing the state of facilities and their availability to the standards for passengers with special needs at Halu Oleo Kendari Airport, data collection methods are necessary.

2.3 Research Variables

Anything that the researcher has designated to be investigated in order to gather data from which conclusions can be drawn is considered a variable in this study. According to theory, a research variable is any variable that the researcher chooses for analysis and conclusion, such as an object, quality, attribute, or value of a subject or activity (Sugiyono, 2016). The author employs two different kinds of variables in this study: dependent variables (Variable Y) and independent variables (Variable X).

The variable whose value influences other variables is known as the independent variable, often known as variable X. Within the scope of this study, Variable X is the "Availability and Condition of Facilities," encompassing various indicators like ramps or inclined walkways, restrooms, designated waiting places, and specialty lifts. Ministerial Regulation of Public Works and Public Housing (PermenPUPR) No. 14 of 2017 and Ministerial Regulation No. 38 of 2015 serve as the foundation for these indicators.

Meanwhile, the dependent variable, also known as Variable Y, is one whose value is determined by other variables. Variable Y in this study is the "Standards for Passengers with Special Needs," which includes indications such as dedicated check-in counters, priority seating, and priority boarding and disembarking. These indicators also reference the same Ministerial Regulations.

To make it easier to create questionnaire statements, the author established indicators for each variable. Variables X and Y will provide the foundation for data gathering, which will then be used to derive conclusions.

2.4 Population, Sample, and Research Object

In this study, the phrase "population" refers to a generalization area consisting of objects or subjects with specified features and attributes chosen by the researcher

for investigation, resulting in conclusions. The population covers the entire research topic. According to the Indonesian Dictionary, a population is a group of people, objects, or things that serve as a sampling source and meet specified criteria linked to the research subject. As a result, a population can consist of both people and natural items. The population is not merely the number of objects or subjects being studied; it also encompasses all the characteristics or properties possessed by those objects or subjects, which can be measured or observed. In this research, the population consists of 50 passengers with special needs and 50 airport staff at Halu Oleo Airport Kendari, amounting to a total population of 100 people.

The sample is used to collect data or information about the study problem since it is a subset of the population. A sample, according to Sugiyono (2010:119), is a subset of the quantity and qualities that make up the population. A sample is taken when the population is too big to investigate completely. Because the population is so diverse, a probability sampling technique is used in this study. Using the Taro Yamane formula, which is referenced in Ridwan (2005:65), the sample size is calculated, and 50 responders with a 10% precision level are the result.

The research object refers to the target for data collection, encompassing what or who is being studied, where, and when the research is conducted. It represents the core issues within the study's scope. In this case, the research object is the availability and condition of facilities in relation to the standards for passengers with special needs at Halu Oleo Airport Kendari.

2.5 Data Collection Techniques and Research Instruments

Data collection is a highly strategic step in research because the main goal is to obtain accurate and relevant data. In order to make it easier to acquire information for the analysis of the availability and state of facilities at Halu Oleo Airport, Kendari, that meet the requirements for passengers with special needs, the author employs a number of data collection techniques. The first approach is the questionnaire, a data collection strategy in which respondents are given a list of written questions or statements to respond to. In order to get information from research respondents in the form of their thoughts, this questionnaire is structured as a series of questions that center on the problem or area of study. Here, the author uses a Google Form link to send the questionnaire to a chosen group of respondents. The questionnaire uses a Likert scale to gauge the respondents' opinions about the statements that are presented. Five categories are used to group responses: strongly agree (SS), agree (S), somewhat agree (KS), disagree (TS), and severely disagree (STS). With airline passengers chosen based on a certain population, the aim of this questionnaire is to gather data pertinent to the topics brought forth by the writer.

In addition to the questionnaire, the author also employs the observation method as a data collection

technique. This involves direct observation, focusing attention on the research object using all sensory tools. Observations can be conducted directly at the research location, in this case, Halu Oleo Airport, Kendari, to observe phenomena or conditions evident in the research object. Between December 11, 2023, and March 1, 2024, the writer made observations while completing On-the-Job Training (OJT) at Halu Oleo Airport in Kendari. In order to get reliable and comprehensive information about the state of the airport's amenities and standards for travelers with special needs, these observations were conducted methodically at the location of the event.

2.6 Research Instruments

Research instruments are procedures or steps used to collect data in a study, and they serve as tools chosen and used by researchers to collect data consistently and efficiently. These instruments are designed to measure natural phenomena or observed social research (Sugiyono, 2018). In the Final Project titled "Analysis of the Availability and Condition of Facilities According to Standards for Passengers with Special Needs at Halu Oleo Airport, Kendari," the research instruments used include questionnaires, observations, and the Likert scale. These instruments are utilized to measure the availability and condition of facilities in relation to the standards for passengers with special needs at Halu Oleo Airport, Kendari (Annisa, Iswahyudi, & Rinaldi, 2023). The assessment system employs the following Likert scale: Five points for Strongly Agree (SS), four points for Agree (S), three points for Slightly Agree (KS), two points for Disagree (TS), and one point for Strongly Disagree (STS). Based on the respondents' answers, a tendency or common response will be identified. The distributed questionnaire uses the Likert scale to obtain overall responses from the respondents. The collected data is then processed by multiplying each response point by the predetermined weight according to the value weight table, resulting in a total score. Using the provided formula, the maximum score (X) and lowest score (Y) are first calculated in order to interpret the results. After calculating the overall score, the respondents' judgment is interpreted using the index percentage method. This information is then entered into a table to identify the appropriate scale category, which ranges from Strongly Disagree to Strongly Agree. To show how respondents' opinions are distributed throughout these different dimensions, a continuum line is employed.

2.7 Data Instrument Testing

The instrument testing involved the use of SPSS software to assess data obtained from questionnaires. This process included three key tests: Validity, Reliability, and Spearman Rank Correlation. The Validity Test evaluated whether the questionnaire effectively measured the research variables by correlating individual indicator scores with overall variable scores. If the significance value was less than 0.05 or the R-value was higher than the R-value in the table, the questionnaire was deemed legitimate. Respondent consistency was assessed using the

Reliability Test; a Cronbach Alpha value of more than 0.60 indicated reliability. The questionnaire was considered untrustworthy if the value was less than 0.60.

The direction and strength of the association between two ordinal variables were investigated using the Spearman Rank Correlation Test. An inverse association was indicated by a negative correlation coefficient, whilst a positive correlation value implied a direct relationship. The correlation coefficient value was used to classify the correlation's strength, which ranged from extremely weak to perfect. The significance value (Sig 2-tailed) was used to determine the significance of the connection; values below 0.05 were considered significant. The Spearman Rank Correlation Coefficient was calculated based on ranked data, helping to further understand the nature of the associations between variables in the study.

2.8 Data Analysis Techniques

Descriptive analysis of the research concerns was the main data analysis technique used in this study. Questionnaires were employed by the researcher to gather data, which was subsequently subjected to quantitative descriptive analysis using a Likert scale. As per Setiawan, Mufidah, and Moonlight (2019), the Likert scale is employed to gauge the attitudes, views, and perceptions of people or groups concerning particular events. In lieu of providing justifications or explanations for their responses, survey participants were asked to quantify their responses to predetermined social phenomena, often known as study variables.

2.9 Research Location and Time

The research for this final project was conducted at Halu In Kendari, Oleo Airport. The site was selected because it allowed for easier data collecting and helped the researcher finish the final assignment while she completed On The Job Training there. This study was conducted between December 11, 2023, and March 1, 2024, when On The Job Training was in effect.

3. RESULT AND DISCUSSION

Questionnaire

Many features of the amenities accessible for passengers with special needs were identified based on the responses to the questionnaire that was given to staff members and passengers with special needs at Halu Oleo Kendari Airport. The analysis reveals insights into the satisfaction levels regarding these facilities.

Firstly, for the statement concerning the availability of ramps (Statement No. 1), the results show a score of 63.2%. This score suggests that most respondents feel that ramps for passengers with special needs are adequately available. Specifically, 63.2% of respondents rated the availability of ramps as either "very suitable" or "suitable." This indicates that the majority perceive the ramps as meeting their needs effectively. Even though the majority has a positive assessment of the

ramp facilities, it is crucial to remember that based on the perspectives of a minority who may have had less positive experiences, there is still potential for improvement.

In terms of facilities such as toilets for passengers with special needs (Statement No. 2), the results show a significantly higher score of 80.8%. This score is categorized as "very suitable," indicating that 80.8% of respondents believe that the special needs toilets are well-accessible and consistently available. This high level of satisfaction suggests that the design and maintenance of these facilities meet the requirements of passengers with special needs effectively, providing them with the necessary comfort and accessibility.

Regarding the special lifts available at the airport (Statement No. 3), the score obtained is 72.4%. This indicates that the facilities for lifts are generally considered adequate by most respondents. Nevertheless, the presence of some respondents who rated the lift facilities less favorably suggests that while the lifts are available, there might be areas for improvement in their functionality or accessibility.

The statement about the waiting areas for special needs passengers in the departure hall (Statement No. 4) resulted in a score of 59.6%. This score falls into the "less suitable" category, reflecting that some respondents feel the waiting areas are in need of enhancement. This suggests that the current waiting area may not fully meet the expectations or needs of passengers with special needs, and there is an opportunity for the airport to improve this aspect of their facilities.

For the condition of the ramps (Statement No. 5), the score is 72.8%, indicating that the majority of respondents find the ramp facilities to be good. This relatively high score suggests that while most respondents are satisfied with the ramps, there are still areas where the condition could be enhanced to ensure it meets the needs of all users.

On the topic of toilet facilities (Statement No. 6), a score of 72% was recorded, which reflects a generally positive perception but also highlights that some aspects may require further attention. This score implies that while the facilities are deemed acceptable, there are opportunities to improve the quality and accessibility of the toilets for special needs passengers.

Lastly, regarding priority seating on the aircraft (Statement No. 9), the score reached 88.4%, indicating a very high level of satisfaction among respondents. This score suggests that passengers with special needs are very satisfied with the provision of priority seating, which is a critical aspect of their travel experience.

Overall, the questionnaire results demonstrate that the facilities for passengers with special needs at Halu Oleo Kendari Airport are generally considered adequate, with several areas identified for improvement. The positive ratings for most facilities suggest that the airport is meeting many of the needs of these passengers, but the feedback also highlights specific areas that require further attention to enhance the overall quality of service. By addressing these areas, the airport can further

improve the experience for passengers with special needs and ensure a higher standard of accessibility and comfort.

**Statistical Test
Validity Testing Results**

Validity testing was conducted using SPSS software with the following results:

Table 1. Validity Results

		X ₁	X ₂	Correlations					FASILITA S
				X ₃	X ₄	X ₅	X ₆	X ₇	
X ₁	Pearson Correlation	1	.848*	.848*	.483*	.573*	.492*	.338*	.786*
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.015	0.000
	N	50	50	50	50	50	50	50	50
X ₂	Pearson Correlation	.848*	1	.702*	.533*	.516*	.554*	.364*	.821*
	Sig. (2-tailed)	0.000		0.000	0.000	0.000	0.000	0.000	0.000
	N	50	50	50	50	50	50	50	50
X ₃	Pearson Correlation	.848*	.702*	1	.304*	.826*	.640*	0.100	.751*
	Sig. (2-tailed)	0.000	0.000		0.032	0.000	0.000	0.482	0.000
	N	50	50	50	50	50	50	50	50
X ₄	Pearson Correlation	.483*	.533*	.304*	1	.435*	.596*	.582*	.733*
	Sig. (2-tailed)	0.000	0.000	0.032		0.002	0.000	0.000	0.000
	N	50	50	50	50	50	50	50	50
X ₅	Pearson Correlation	.573*	.516*	.826*	.435*	1	.571*	.318*	.768*
	Sig. (2-tailed)	0.000	0.000	0.000	0.002		0.000	0.024	0.000
	N	50	50	50	50	50	50	50	50
X ₆	Pearson Correlation	.492*	.554*	.640*	.516*	.571*	1	.324*	.788*
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000		0.018	0.000
	N	50	50	50	50	50	50	50	50
X ₇	Pearson Correlation	.338*	.364*	0.100	.582*	.318*	.324*	1	.591*
	Sig. (2-tailed)	0.016	0.008	0.482	0.000	0.024	0.018		0.000
	N	50	50	50	50	50	50	50	50
FASILITA S	Pearson Correlation	.786*	.821*	.751*	.733*	.768*	.738*	.591*	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	0.000	
	N	50	50	50	50	50	50	50	50

** Correlation is significant at the 0.01 level (2-tailed).

* Correlation is significant at the 0.05 level (2-tailed).

		Correlations			PENUMPANG
		Y ₁	Y ₂	Y ₃	
Y ₁	Pearson Correlation	1	.778*	.580*	.884*
	Sig. (2-tailed)		0.000	0.000	0.000
	N	50	50	50	50
Y ₂	Pearson Correlation	.778*	1	.669*	.918*
	Sig. (2-tailed)	0.000		0.000	0.000
	N	50	50	50	50
Y ₃	Pearson Correlation	.580*	.669*	1	.853*
	Sig. (2-tailed)	0.000	0.000		0.000
	N	50	50	50	50
PENUMPANG	Pearson Correlation	.884*	.918*	.853*	1
	Sig. (2-tailed)	0.000	0.000	0.000	
	N	50	50	50	50

** Correlation is significant at the 0.01 level (2-tailed).

The SPSS output demonstrates that the Pearson correlation values in the table are compared with the computed r value, which is based on the validity test findings using the Pearson correlation method. With the number of respondents being 50 and the table value of r being 0.27, where this value is from a significance test at 5%, it is obtained that the validity of all items is declared valid because the validity results show > 0.27.

Reliability Testing

To test for reliability, the Cronbach's Alpha value for each variable's indication was determined. The

results of the computations, which were done with SPSS software, are shown below.

Table 2. Reliability Test Results for the Availability and Condition of Facilities

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,867	0,870	7

Table 3. Reliability Test Results for the Standards for Passengers with Special Needs

Reliability Statistics		
Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
0,860	0,862	3

According to the calculations for the reliability test above, dependability is indicated by a Cronbach's Alpha value > 0.60. The findings of the reliability test indicate that the Passengers with Special Needs questionnaire has a Cronbach's Alpha value of 0.860, while the Availability and Condition of Facilities questionnaire has a value of 0.867. This indicates that the study's indications are trustworthy and that respondents have consistently responded to every question on the questionnaire over an extended period of time. As a result, it may be claimed that the study's questionnaires are reliable.

Spearman Rank Correlation Test

In situations when the data for each variable is ordinal and the data source across variables is not need to be the same, the Spearman Rank Correlation is utilized to assess the significance or degree of association of associative hypotheses. To determine the relationship between two variables, the researcher performed a correlation test. Because of the limited sample size, the researcher used non-parametric approaches for this statistical test, using Spearman Rank Correlation (RS).

Table 4. Spearman Rank Correlation Analysis Results

Correlations			
		FASILITAS	PENUMPANG
Spearman's rho:	FASILITAS	1,000	.736
			0,000
		N	50
PENUMPANG		.736	1,000
		0,000	
	N	50	50

** Correlation is significant at the 0.01 level (2-tailed).

From the table above, the Spearman Rank Correlation result is 0.736 (Strong Relationship). Based

on the Spearman Rank Correlation coefficient table, the number of respondents is 50. If the Sig value > 0.005, then the availability and condition of facilities affect the standards for passengers with special needs at Halu Oleo Kendari Airport.

Observation

The observation was carried out at the Halu Oleo Kendari Airport Terminal from December 11, 2023, to March 1, 2024, focusing on the availability and condition of facilities designed to support passengers with special needs. The primary goal of this observation was to assess how well the airport's facilities meet the required standards for accessibility and to identify areas that need improvement to enhance the comfort and convenience of these passengers.

During this period, a comprehensive evaluation was performed to check the adequacy of the facilities provided for passengers with special needs, including those requiring wheelchairs, stretchers, or special accommodations. The observation aimed to determine whether the facilities are compliant with relevant regulations and standards and to identify any discrepancies or shortcomings.

The key aspects evaluated included:

1. **Availability of Facilities:** The observation checked if all necessary facilities, such as wheelchairs, lifts, and ramps, were readily available for passengers with different needs. This involved verifying that the equipment and services intended to assist these passengers were accessible when required.
2. **Condition of Facilities:** It was important to assess whether the facilities were in good working condition. This involved inspecting the physical state of wheelchairs, lifts, ramps, and other equipment to ensure they are functional and safe for use.
3. **Compliance with Regulations:** The evaluation focused on determining if the facilities met the regulatory standards set for airport accessibility. This included checking if the facilities adhered to guidelines provided by relevant authorities regarding the design and functionality of special needs accommodations.
4. **Effectiveness of Management:** The observation aimed to assess how well the facilities were managed. This involved evaluating the processes for maintaining and operating the facilities, including staff training and responsiveness to passenger needs.
5. **Identification of Non-compliance:** Any facilities that did not meet the required standards were identified. This included checking for missing equipment, poorly maintained facilities, or areas where improvements could be made to better accommodate passengers with special needs.
6. **Recommendations for Improvement:** Based on the observations, recommendations were made for enhancing the facilities. This involved suggesting improvements to existing facilities and proposing new solutions to address any gaps identified during the evaluation.

The observation revealed several key findings:

- Compliance with Standards: Some facilities were found to be in compliance with regulatory standards, providing adequate support for passengers with special needs. This included well-maintained wheelchairs, functional lifts, and properly designed ramps.
- Areas for Improvement: It was noted that certain facilities did not fully meet the required standards. Issues such as equipment malfunctions, inadequate accessibility features, and insufficient maintenance were identified.
- Effective Management: The observation highlighted areas where facility management was effective, including prompt maintenance and well-trained staff. However, there were also areas where management practices needed improvement to ensure consistent quality.

Overall, the observation aimed to ensure that passengers with special needs receive the necessary support and comfort during their airport experience. By identifying areas of compliance and non-compliance, the evaluation provided a basis for making improvements and ensuring that the Halu Oleo Kendari Airport Terminal meets the needs of all passengers effectively.

Discussion

The facilities for passengers with special needs at Halu Oleo Airport in Kendari include essential elements such as disability-specific lifts, accessible toilets, ramps, and wheelchairs. Observations indicate that although these key facilities are in place, there are deficiencies that affect their effectiveness, emphasizing that to improve the travel experience for passengers with special needs, adequate facilities must be ensured to function properly and be easily accessible (Pulungan & Yola, 2023).

Currently, two disability-specific lifts are located in the departure and arrival areas, facilitating movement between floors. The importance of ensuring these lifts function optimally is noted, as they support the mobility of disabled passengers at the airport. In order to accommodate passengers with special requirements, four accessible restrooms have been thoughtfully placed. It is highlighted that these facilities should be easily accessible and consistently clean to provide comfort to users (Putra & Yudarta, 2024).

The existing ramps help accessibility for wheelchair users and other mobility aids. The importance of standard-compliant ramps to support the mobility of disabled passengers within the terminal is emphasized. Despite the availability of essential facilities, the quality and number of wheelchairs remain an issue. The need for replacement and additional wheelchairs to ensure passenger comfort is highlighted (Gaol & Vanna, 2024).

Moreover, guidance for visually impaired passengers, such as floor markings and Braille signage, is still inadequate. There is also a special waiting area and

wheelchairs, emphasizing the importance of providing Braille signs and audio information to facilitate the independent mobility of visually impaired passengers. Questionnaire results support these findings, with passengers reporting shortcomings in the support facilities for the visually impaired, wheelchair availability, and the special waiting area.

In general, even if the airport has sufficient facilities, services for travelers with special needs still need to be improved. The addition and improvement of facilities, especially for visually impaired passengers, wheelchairs, and the special waiting area, are expected to improve the travel experience and ensure equal service. Regular evaluations are recommended to ensure facilities continue to meet accessibility standards. Continuous efforts to improve accessibility and services are key to ensuring that passengers with special needs have equal rights in air transportation services (Marwandianto, 2018).

4. CONCLUSION

The Halu Oleo Airport in Kendari offers amenities for travelers with special needs, including ramps, wheelchairs, accessible restrooms, elevators, and designated waiting areas, according to research done on the topic of the title and the previously mentioned problems. However, there is still a lack of specific facilities for visually impaired passengers. While the condition of the facilities at the airport is quite good, they are not yet optimal. Improvements in facilities, especially in the departure waiting area, wheelchairs, and facilities for visually impaired passengers, are needed to enhance comfort and ensure better service for passengers with special needs.

Based on the research conducted at Halu Oleo Airport in Kendari, the author suggests that the airport management should add more accessibility facilities. The addition of disability-friendly facilities would greatly improve service quality and ease mobility for passengers with special needs, such as specific facilities for visually impaired passengers, ramps/sloping pathways, accessible toilets, wheelchairs, and special waiting areas. Furthermore, improvements to existing facilities, such as wheelchairs, special waiting areas, floor guides, Braille signage, and audio information, are necessary. These facilities are expected to help passengers with special needs to move more independently within the terminal area, and to enhance their safety and comfort.

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