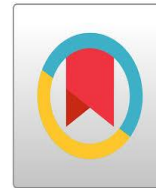


Quality of Air Transportation Services in Supporting Accessibility of Tourist Destinations in West Java Province

Kualitas Pelayanan Perhubungan Udara dalam Mendukung Aksesibilitas Destinasi Wisata di Provinsi Jawa Barat



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ARTICLE INFORMATION	
<p>Keywords <i>Service Quality; Airport Transportation, Supporting; Tourism Destinations;</i></p>	<p>ABSTRACT <i>Airport transportation is one of the backbones of national transportation and connectivity. The government has issued regulations related to Minimum Service Standards for Air Transportation Passengers which have an important role in regulating and ensuring the quality of service provided by airport management to consumers or users of services. West Java itself has three airports as transportation access in the accessibility of tourist destinations, namely Husein Sastra Negara Airport, Kertajati Airport and Nusawiru Airport. The purpose of this study is to analyze the Quality of Air Transportation Services in Supporting the Accessibility of Tourist Destinations in West Java Province. The research method used in this study is a descriptive method with a qualitative approach. Data collection was carried out through in-depth interviews, participant observation and document collection and studies. The results of this study explain that the Quality of Air Transportation Services in Supporting the Accessibility of Tourist Destinations in West Java Province at Nusawiru Airport is not optimal due to several things including facilities and infrastructure that need to be rejuvenated so that they can support excellent service. Supporting factors Nusawiru Airport has a strategic position as the only airport located in the Southern West Java, which is an alternative gateway to Tourist Destinations in West Java. As a strategic national tourism area to become a world tourist destination. Inhibiting factors The frequency of flight services from and to Nusawiru cannot be ensured to be routinely available every day, so that income from traffic is still low. Then another inhibiting factor is the financing factor for the operation of Nusawiru Airport.</i></p>
<p>Kata Kunci <i>Kualitas Pelayanan; Perhubungan Udara; Aksesibilitas; Destinasi Wisata;</i></p>	<p>ABSTRAK <i>Transportasi udara menjadi salah satu tulang punggung transportasi dan konektivitas nasional. Pemerintah mengeluarkan regulasi terkait Standar Pelayanan Minimal Penumpang Angkutan Udara dimana memiliki peran penting dalam mengatur dan menjamin kualitas pelayanan yang diberikan oleh pihak pengelola bandar udara kepada konsumen atau pengguna jasa layanan. Jawa Barat sendiri memiliki tiga bandar udara sebagai akses transportasi dalam aksesibilitas destinasi wisata yaitu Bandara Husein Sastra Negara, Bandara Kertajati dan Bandara Nusawiru. Tujuan dari penelitian ini adalah untuk menganalisis Kualitas Pelayanan Perhubungan Udara Dalam Mendukung Aksesibilitas Destinasi Wisata di Provinsi Jawa Barat. Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif dengan pendekatan kualitatif. Pengumpulan data dilakukan melalui proses wawancara mendalam (in-depth interview), observasi terlibat dan pengumpulan dokumen dan studi. Hasil penelitian ini menjelaskan bahwa Kualitas Pelayanan Perhubungan Udara Dalam Mendukung Aksesibilitas Destinasi Wisata di Provinsi Jawa Barat di bandara Nusawiru belum optimal yang disebabkan oleh beberapa hal diantaranya fasilitas sarana dan prasarana yang perlu peremajaan sehingga mampu mendukung pelayanan yang prima. Faktor pendukung Bandara Nusawiru memiliki posisi yang strategis sebagai satu-satunya bandara yang berada di Jawa Barat Bagian Selatan, yang merupakan alternatif pintu masuk Destinasi Wisata di Jawa Barat. Sebagai Kawasan strategis pariwisata nasional untuk menjadi destinasi wisata dunia. Faktor penghambat Frekwensi pelayanan penerbangan dari dan ke nusawiru belum dapat dipastikan rutin tersedia setiap hari, sehingga pendapatan dari traffic masih rendah. Kemudian yang menjadi faktor penghambat lainnya adalah faktor pembiayaan untuk operasional bandara Nusawiru.</i></p>
<p>Article History Send 5th August 2024 Review 5th October 2024 Accepted 23th October 2024</p>	<p>Copyright ©2025 Jurnal Aristo (Social, Politic, Humaniora) This is an open access article under the CC-BY-NC-SA license. Akses artikel terbuka dengan model CC-BY-NC-SA sebagai lisensinya.</p>



Introduction

Air transportation is the backbone of national transportation and connectivity, as well as the main driver of the Indonesian economy. Law Number 1 of 2009 concerning Aviation is the main regulation that regulates all aspects of aviation in Indonesia, as the main alternative for transportation users who need faster time to reach their destination (Syafei et al., 2022) (Fadhlan Rizky Sawa Madani, & Siti Sahara. 2023). This function aims to facilitate human activities in daily life, smooth the flow of goods and the flow of people, support the development of development in an area, and support economic development with the transportation services referred to in general transportation services cover a very broad field, almost all human life is inseparable from transportation needs according to what is needed by humans themselves.

Bakir et al said that: Airports operate in a fiercely competitive environment as a result of the growing number of airport alternatives available to passengers. At this point, it is worth noting that a variety of factors influence an airport's competitive environment. Therefore, some airports face greater competition than others. One of these factors is the airport's unique catchment area. Airport competition is at its lowest when an airport is located on an island or in a remote area (Bakir et al., 2022). The presence of alternative airports in nearby cities affects competition and multiple airport cities, such as Moscow (e.g., Domodedovo and Sheremetyevo) and London (Heathrow, Gatwick, Stansted, City, and Luton), may witness intense competition (Graham and Morrell, 2017).

Airports operate in a highly competitive environment as a result of the increasing number of airport alternatives available to passengers. At this point, it should be noted that various factors influence the competitive environment of airports. Therefore, some airports face greater competition than others. For airports, service quality, which measures the gap between passenger expectations and perceived service performance, is a key driver of competitive advantage.

Albrecht said that: "Service is a total organizational approach that makes quality of service as perceived by the customer, the number one driving force for the operation of the business". The term service is a translation of the term "service" in English, which according to Kotler means "any action or deed that a party can offer to another party, which is basically intangible (not physical) and does not result in ownership of something." Meanwhile, Wirajatmi said that: "Service is an activity or benefit offered by an organization or individual to consumers or in business is often called a costumer (who is served) which is intangible (Mulyawan, 2016) (Trilestari, E. W. 2018).

Companies/organizations are considered successful, if they are able to identify the needs of their consumers so that a business model is needed to describe how a process in the

company/organization runs and creates value for the company/organization's stakeholders, especially the ability to compete that pays attention to the business model design process, including the ability to overcome competitor threats through its success in expanding its business (Trisantosa et al., 2022). Airport managers strive to provide attractive and quality services, not only because of the potential revenue but also the growing passenger demand (Bulut & Aydogan, 2020). The growth in the number of passengers varies greatly, but overall it appears that the number of air transportation is increasing every year (Sefrus et al., 2017).

An overview of air transportation in West Java Province can be seen from Table 1 specifically.

Table 1 Airport Data in West Java Province

Airport Class	Manager	Aiport Name	Regency / City	Years
Class II	PT. ANGKASAPURA II	Husein Sastranegara Airport Bandung	Bandung City	2014
Class I	PT. ANGKASAPURA II	Jawa Barat (BIJB) International Airport Kertajati	Majalengka Regency	2018
Class III	DITJENHUBUD	Cakrabhuwana Airport Cirebon	Cirebon City	2014
-	DISHUB JABAR	Nusawiru Airport Pangandaran	Ciamis Regency	2014
SATKER	TNI AU	Wiriadinata Airport Tasikmalaya	Tasikmalaya Regency	2014

Source: <http://hubud.dephub.go.id/hubud/website/BandaraDetail.php?id=204>

Quality is an overall characteristic and characteristic of a product or service that can provide satisfaction to its users (Yulianto, 2010). The quality of service itself is assessed by the recipient not from the size of the service provider where as the party who buys and consumes the service, the customer (not the service provider) who assesses the level of service quality of a company (Tjiptono dan Chandra, 2012). Evaluating the quality of air transportation services is as important as any other public transportation system. Providing high-quality services that satisfy passengers and travelers is a key competitive advantage to achieve relevant economic development (Bellizzi et al., 2020).

To find out the quality that is felt in reality by consumers, Zeithaml et. al. provide indicators of customer satisfaction measures located in 10 (ten) dimensions of service quality, namely: Tangibles, Reliability, Responsiveness, Competence, Courtesy, Credibility, Security, Access, Communication, and Understanding the customer (Zeithaml et. al., 1990) (Palenewen, J. D. O. 2019).

The role of domestic air transportation in West Java, plays a very important role, as an alternative to land and sea transportation. And this is able to support as a means of transportation mode to reach locations or tourist destinations in West Java province. Because the existence of air transportation will be one of the alternatives that can realize the achievement of goals to restore the economy in the field of tourism in West Java.

Destinations or tourist destinations are tourism objects that will provide tourism services to tourists, both domestic and foreign tourists, the existence of tourism destinations if they want to become tourist destinations that will promise to increase income and develop tourism services must actually be affordable through fast, precise and convenient access. Transportation is one of the main supporting tools in the tourism industry. The easier a tourist spot is to reach, the greater the interest of tourists to visit the place. Conversely, if accessibility is difficult, tourists will be reluctant to visit the area (Hartono & Listifadah, 2017).

Pangandaran Regency is one of the National Tourism Strategic Areas (KSPN) in the West Java Province which has a variety of tourism destinations, ranging from natural tourism, cultural tourism, artificial tourism and various Pangandaran specialties. Amazing tourist attractions, unique tourist attractions, cultural diversity and local wisdom make your visit have a different meaning and adventure. One of the modes of transportation in the accessibility of these tourist destinations is through the airport. Nusawiru Airport is one of the strategic airports, especially for the southern part of West Java. Therefore, the airport is expected to be an air transportation capable of encouraging tourism development in Pangandaran and its surroundings. Currently, Nusawiru Airport is managed by the UPTD of the West Java Transportation Agency. Its development has not been maximized. This is because airport access has not been integrated.

Problems include, there are deficiencies in road access to Nusawiru Pangandaran Airport which does not meet the requirements as stipulated in the General Regulation of Civil Aviation Number KP. 14 of 2015 concerning Technical Standards and Operations of Civil Aviation Safety Regulations Part 139 (Manual Of Standard CASR Part 139) Volume IV Aviation Accident Relief and Fire Fighting Services (PKP-PK). One example of this deficiency is that the access road at Nusawiru Pangandaran Airport does not have a minimum turning

radius of 25 meters as required. In addition, the access road is also not optimal because it only connects the fire center with the taxiway and does not directly connect from the fire center to the runway. This can make it difficult for PKP-PK personnel to achieve the expected response time (Nurhidayatulloh & Hilal, 2023).

Convenience at the airport is the foremost priority that the world of aviation offers to its users. One of them is the toilet at the airport itself. Both small, medium and large airports must pay attention to their toilets. Therefore, every airport must pay attention to the feasibility of its toilets in accordance with existing regulations on the Indonesian Public Toilet Standards book by the Ministry of Culture and Tourism. Based on the author's observations in the field, it was found that the standardization of toilets at Nusawiru Pangandaran Airport is still not in accordance with the standardization label according to the Airport Public Toilet Standard Guidelines issued by the Indonesian Toilet Association (ATI) and also according to the regulation of the Director General of Civil Aviation No.Skep/77/VI/2005 which discusses what is needed in building, size, what should be in the toilet, and also the number of toilets that must be in the airport (Yahya & Hilal, 2023).

The phenomenon of service quality and affordability of accessibility to tourist destinations in West Java Province is not optimal in utilizing air transportation services through airports, especially Nusawiru Airport. Meanwhile, according to Kotler, service is any action or activity that can be offered by a party to another party, which is basically intangible and does not result in any ownership (Kotler, 2012). Its production can be linked or not linked to a physical product. Service is the behavior of producers in order to meet the needs and desires of consumers in order to achieve satisfaction with the consumers themselves. Meanwhile, utilization is the process of processing something into something that can be used by oneself and others and has a positive impact on all of them. Therefore, researchers are interested in conducting a study with the title "Quality of Air Transportation Services in Supporting Accessibility of Tourism Destinations in West Java Province."

Method

The method used in this research is a qualitative method (Kurniasih, D., & Zharifah, A. 2022). This research in principle wants to examine, explain, describe critically, or describe a phenomenon, an event, or an event of social interaction in society to seek and find meaning in the real context (natural setting) (Yusuf, 2017). Therefore, all types of qualitative research are descriptive, by collecting soft data (soft data), not hard data that will be processed with statistics. Qualitative research seeks to gain enlightenment, understanding of a phenomenon

and extrapolation to the same situation (Anggito, 2017) (Kurniasih, D., & Harini, D. I.2022). In determining informants, researchers use purposive techniques, where this technique is part of nonprobability, namely informant determination techniques that do not provide equal opportunities / opportunities for each element in determining informants. data collection techniques that are usually used by researchers to collect data are *in-depth* interviews, involved observation and document collection (Kurniasih, D.2022).

This research was conducted in West Java Province, especially with West Java Provincial Government Agencies, Husein Sastranegara Airport in Bandung City and Nusawiru Airport in Pangandaran Regency and Tourism Destination Managers in southern West Java Province involving Community Leaders/Representatives. The informants in this study amounted to 31 people, consisting of several predetermined criteria that are considered to understand service issues at airports.

Result and Discussion

West Java Tourism Development

The challenge of tourism development in the next 20 years is to realize West Java as a major tourist visit area. The tourism potential of West Java is quite a lot with varied and interesting tourist objects and attractions. The projected number of tourist visits to West Java is 16.4% per year. West Java Province has a very diverse tourism potential both in terms of tourism products and the tourist market, with nature and culture owned as the basic capital for the development of tourist attractions. The ranking of the tourism sector nationally in terms of the number of tourist visits is in the third position after DKI Jakarta and Bali. The obstacles that are still faced are the unorganized objects and tourist destinations and the low quality of supporting infrastructure. Tourism resources are sufficient as capital to empower the community and abundant water resources and biodiversity into development potential that is utilized to increase the prosperity of the community, are 2 (two) of the 9 (nine) basic capital of West Java development.

Tourism development is directed towards the development of superior areas in West Java Province. Improving the image of West Java as a tourist destination is directed to be able to encourage economic activities and improve the welfare of local communities, as well as provide expansion of job placement. In the West Java RTRWP, the Pangandaran area is included in the East Priangan-Pangandaran development area (WP) which has development potential in the agriculture, plantation, capture fisheries, tourism and non-metal mineral mining sectors.

Pangandaran Regency is an expansion of Ciamis Regency in West Java Province, which was established in 2012 based on Law No. 21/2012. Pangandaran Regency is located in the southern part of West Java Province, and borders directly with Central Java Province (Cilacap Regency). Pangandaran Regency has a district capital in Parigi Sub-district, with an area coverage consisting of 10 sub-districts namely: Parigi Subdistrict, Cijulang Subdistrict, Cimerak Subdistrict, Cigugur Subdistrict, Langkaplancar Subdistrict, Mangunjaya Subdistrict, Padaherang Subdistrict, Kalipucang Subdistrict, Pangandaran Subdistrict and Sidamulih Subdistrict.

Pangandaran Regency already has good nature-based tourism resources, but to affirm Pangandaran Regency's future position as a World Destination Tourism Destination, Pangandaran Regency needs to build a base of tourist attractions and tourist activities based on culture, culinary and other supporters to add a variety of tourism activities, which aim to increase the positive experience of tourists to travel in the end. In terms of tourist attractions, Pangandaran has a more diverse selection of objects and attractions (Abdillah et al., 2015).

Nusawiru Airport is located in Cijulang District, Pangandaran Regency, West Java. The airport, which is managed by the West Java Provincial Transportation Agency, has the potential to be optimized as access to tourism and shipping of marine products to various regions. With the existence of Nusawiru Airport being optimized, at least it will be able to balance the stretching of the economy in North West Java which is currently being boosted. In addition to serving domestic flights Bandung-Jakarta, Jakarta-Pangandaran, Nusawiru Airport also serves aircraft maintenance (Aircraft Maintenance Center) and aviation aviation resource education (Aviation Training Center). Nusawiru Airport is an airport that serves flights, one of which is Susi Air. There are many facilities to support the airport's operational activities (Widiarto et al., 2023).

The existence of Nusawiru airport location has been listed in the General Plan of City Spatial Planning (RUTRK) of Cijulang in 1992/1993, issued by the Regional Government of Level II Ciamis, and has been stated in the Decree (SK) of the Regent Head of Level II Ciamis No. 593.82/Pem.Um. dated January 13, 1992, then strengthened again with the Decree (SK) of the Governor of the Regional Head of Level I West Java No. 593/SK.2038-Pem.Um./1993, dated October 11, 1993. Nusawiru Airport is a pioneer airport that was originally located on the south coast of Ciamis Regency. After Pangandaran became a regency, Nusawiru Airport automatically became part of Pangandaran Regency.

Quality of Air Transportation Services in Supporting Accessibility of Tourism Destinations in West Java Province.

The COVID-19 pandemic has created a global economic crisis whose impact is the most serious compared to previous crises. Economic contraction occurred in all developed and developing countries. In 2020 Indonesia experienced an economic contraction of minus 2.07 percent. However, this figure is relatively better when compared to the economic growth of countries in Southeast Asia which is at minus 4.0 percent (Asian Development Outlook). In 2021, with the vaccine, it is hoped that economic activity can stretch again. After 2021 where economic growth in Indonesia only grew by 3.69%. The recovery momentum in 2022 must be utilized properly. The gradual easing of community activities throughout the beginning of 2022, until the pandemic is under control, can be a catalyst for the revival of economic activity, especially in the tourism industry and creative economy, which have been sluggish for the past two years as a result of restrictions on social activities.

Likewise, tourism in Pangandaran Regency after Covid-19 began to stretch again to develop a declining tourism sector. One of these efforts is to increase the accessibility of tourist destinations in Pangandaran, including by seeking air transportation in addition to land. Accessibility is an indication that states whether or not an object is easy to reach (Habaora et al., 2021). The quality of service provided by airport managers is a must, to increase the number of consumers who use air transportation. Facility service quality is an important dimension of airport service quality, which involves various facilities related to passengers, from the time they arrive at the airport to the time they pass through security checks and board the plane (Ma & Ma, 2022). The needs and desires of service users are increasing and varying so that airports must try to evaluate service user satisfaction so that it can be known how much the level of service user satisfaction is. This is in line with what was conveyed by Zeithaml, Parasuraman & Berry as cited by Ratminto & Winarsih (2005, 183) that service performance includes 10 indicators, namely Tangibles (Physical Appearance), Reliability, Responsiveness, Competence, Courtesy, Credibility, Security, Access, Communication, Understanding of Customer.

Tangibles

Appearance of Physical Facilities is one of the indicators in the tangible aspect as a criterion used to measure the quality of public services. The appearance of physical facilities referred to in this study includes; buildings, waiting rooms, examination rooms, and location coverage. The appearance of physical facilities at Nusawiru Airport still needs to be improved

because over time and as an effort to increase the volume of customers who will use airplane services at Nusawiru Airport. Air transportation services from Nusawiru Airport require the appearance of supporting physical facilities to be able to create optimal service. Based on the results of interviews with the Head of Nusawiru Pangandaran Airport regarding the physical appearance of Nusawiru Airport, it cannot be said to be ideal or adequate, causing customer service at Nusawiru Pangandaran Airport to be less than optimal because there are still things that need to be improved. This is because there are still many obstacles faced in air transportation services seen from the appearance of its physical facilities.

People who will make flights at Nusawiru airport feel uncomfortable with the existing physical facilities, because the building looks less maintained, as well as the limited space that causes the unavailability of special rooms, especially VIP rooms that do not yet exist, as well as waiting rooms that are less spacious. In general, the physical appearance of Nusawiru Airport is related to efforts to improve the quality of air transportation services in supporting the accessibility of tourist destinations in West Java in West Java Province is not optimal enough because it does not meet the criteria for the appearance of facilities in accordance with standards.

Appearance of Physical Equipment is the next indicator in the tangible aspect as a criterion used to measure the quality of public services. Service equipment at the airport includes the availability of parking lots, cleanliness, tidiness and comfort of the room. For the equipment itself at Nusawiru Airport is quite complete, it's just that the appearance is not feasible. Based on the results of the interview, it is known that the infrastructure equipment is sufficiently fulfilled, it is just not feasible. This of course can have an impact on the discomfort of passengers who use the services of Nusawiru airport. Therefore, it is necessary to rejuvenate some of the equipment and facilities owned by Nusawiru Airport. So that the minimum service standards set by government regulations can be accommodated by airport managers.

Reliability

Reliability is the ability to carry out the promised services reliably and accurately. Officers at Nusawiru airport, from the results of observations, show that officers who interact directly with passengers or service users have worked quickly, professionally reliable, and the services provided have met the needs of passengers, supported by the number of passengers who are not so many, so that officers are able to handle them well.

This will have an indirect impact on the use of communication tools owned by Nusawiru Airport. In terms of reliability, one of the indicators is the Ability to Perform the

Promised Service dependably provided by Nusawiru Airport. The accuracy of the services we provide, is in accordance with the standards, we are always audited by the Soekarno Hatta airport authority, within a span of 6 months or at most 12 months, to check the accuracy of the services we provide, from the results of the audit, which must be improved then we also submit the results to the provincial dishub to be followed up, because Nusawiru airport operations are under the authority of the West Java provincial dishub.

In addition, the service information provided by the Nusawiru airport management can be said to be not optimal because there is no information through the field digital information (FDI) channel, so that consumers in obtaining information must directly ask airport officials. And the conditions can still be handled by airport officials because Nusawiru airport at this time is not an airport that has a dense number of visits, so that service users in obtaining information related to their needs can directly ask airport officials. So that the information obtained will be much more accurate and reliable and able to solve the problems faced by service users at that time.

Responsiveness

The ability of the management and staff or employees of Nusawiru airport to respond to what is the need for service users when the service process takes place and in an effort to realize their wishes within a certain period of time. Sensitivity to the responsiveness of community behavior must be realized with renewal actions in the service. For this reason, the institution must be able to predict what service users want and what happens in reality with their wishes. To find out the responsiveness of air transportation services in improving the accessibility of tourist destinations in West Java Province seen from the Willingness to Help Customers and Provide Prompt Service.

Based on data in the field, one of the efforts in providing optimal service in helping customers is to provide an information center for customers besides that there are other equipment for preparedness in helping customers in various matters.

Competence

Competence is the ability of the institution or employee in charge of providing services both in terms of the ability to operate the equipment used, as well as the operational technical capabilities required in completing work and completing services. Competence as a basic characteristic possessed by an individual that is causally related to assessment standards that are referenced in superior performance or in a job. The knowledge or knowledge possessed by

each officer or staff will certainly be different according to their fields and needs. Because the ability of an officer or staff at Nusawiru Airport is related to his knowledge of the field of his duties, this will help consumers or service users to meet their needs, both information and others so that consumers feel satisfied or have been well served according to their needs. the knowledge possessed by officers or staff at Nusawiru Airport is in accordance with their respective fields and this can also be seen from the licenses they obtain from education and training in carrying out airport duties.

Courtesy

Concerning the personality possessed by employees who serve. The measure of politeness is very relative depending on the region or the prevailing culture. What is certain is that employees must show respect to those they serve. Personality assessment can be observed to what extent employees have a character that suits the needs of the service. courtesy is an attitude that must be possessed by every officer or staff at Nusawiru airport, as a form or effort to provide a sense of comfort to consumers or service users at Nusawiru Airport. Based on the results of observations in the field, every officer or staff at Nusawiru Airport already has a polite attitude towards visitors or service users at the airport.

Credibility

Nusawiru Airport is currently managed by the Regional Technical Implementation Unit (UPTD) under the Transportation Agency of the West Java Provincial Government. Nusawiru Airport's air traffic management has been managed by PT Airnav Indonesia. The capital ownership of AirNav Indonesia is fully owned by the Republic of Indonesia, which in this case is represented by the Ministry of BUMN. While the Ministry of Transportation acts as a regulator for AirNav Indonesia. As a Public Company that aims to improve flight navigation services in Indonesia, AirNav Indonesia runs the Business Process by means of Cost Recovery. As mandated by Law No. 1 of 2009 concerning Aviation, as the only ATS Provider in Indonesia, this public company has the purpose and objective of carrying out the provision of flight navigation services in accordance with applicable standards to achieve flight efficiency and effectiveness within the national and international scope.

The quality of good or excellent public services can be felt by the community or users of aviation services, especially at Nusawiru Airport, if the management agency or company that provides these services can really serve politely and professionally with the quality of the minimum service standards that have been determined, good procedures, smooth, safe, orderly,

there is certainty of cost and time for the services that have been provided. The public or users of aviation services will feel satisfaction if they receive good and professional service from officers or staff within Nusawiru airport. Based on the results of field observations and document literature by researchers, it shows that public trust in the services provided by airport managers. Based on the results of observations made by researchers, it shows that officers or staff at Nusawiru Airport have an honest attitude towards their duties and responsibilities. And the manager has implemented the attitude of an organization that provides services in accordance with the capabilities supported by facilities and infrastructure at Nusawiru Airport.

Security

The airport is the gateway to the economy, business and education, as well as other activities from one region to another. One of the functions of the airport is to carry out airport services, which provide security, order, comfort, for the implementation of flights and other activities related to airport services. Nusawiru Airport is one of the airports that organizes aviation service business, therefore as an airport manager must pay attention to security aspects to provide a sense of comfort and security for service users at the airport. In supporting the security and safety of an airport flight, the airport manager has a special security unit that has special skills and expertise related to airports. Avsec officers at Nusawiru Airport have security and service duties to passengers every day. Avsec officers include officers who often deal directly with the flight user community, especially in the Centralize or Security Check Point (SCP) area where checks are made before entering the waiting room. Security Check Point is a security check area for the aviation service user community, aircraft personnel and goods that will enter the limited security area and / or waiting room in the airport terminal building.

Access

The airport authority has duties and responsibilities including: ensuring safety, security, smoothness and comfort at the airport, as well as ensuring the implementation and fulfillment of flight safety and security provisions, smoothness, and comfort at the airport. And to fulfill this, the manager must be able to convey information related to airport activities through various information channels owned by the airport in accordance with facilities and infrastructure. The information unit is part of the landside and terminal unit which has a role as an information provider. The information unit is the spearhead of a corporate agency in providing services. The services provided must be fast and responsive to existing problems.

The airport information section has an important role as a bridge between airport officials and passengers.

Based on observations in the field, researchers can reveal that the facilities and infrastructure owned by Nusawiru Airport are still quite simple. The results of these interviews reflect that the limitations of facilities and infrastructure related to airport information at Nusawiru Airport are not optimal, but people who need information can directly contact officers or staff at Nusawiru Airport. So that through this two-way communication, clear information can be obtained, which is needed by the community of flight service users at Nusawiru.

Communication

Communication skills are very important to apply in everyday life, when establishing relationships with other people or when being in an organization. Therefore, this ability must often be used properly so that any information that you want to convey can be received properly. This also applies to every officer or staff at Nusawiru Airport. Good communication skills will have an impact on the information conveyed that will be right in accordance with the expectations of the community of flight service users at Nusawiru Airport. Based on the results of observations in the field, researchers found that the way of communication between officers and the public users of flight services was quite good, polite, and understood each other. This means that the officer conveys the information needed by passengers in simple language. Based on the results of these interviews, researchers can conclude that the delivery of information needed by passengers, officers try to convey with simple language so that it is easy to understand, and if there is language that is not understood, officers usually try to convey it with the help of body gestures, this will make it easier to convey the information needed by passengers.

Understanding of Customer

Based on observations made during observations at Nusawiru Airport, researchers obtained an overview related to the attitude of officers in dealing with customers or people using aviation services. The attitude of officers or staff at Nusawiru Airport in dealing with passengers, has tried to understand or know the character of the passengers themselves, so that officers can serve the needs of passengers in accordance with their expectations. In understanding customer character, officers must be able to recognize customer needs which can be described as things they need, want, or expect when using the services provided by the

airport manager. Therefore, by understanding the character of passengers, officers or staff at Nusawiru Airport will find it easier to meet the needs of passengers at the airport.

Supporting and inhibiting factors for the quality of air transportation services in supporting the accessibility of tourist destinations in West Java Province

Supporting Factors : Internal

Based on the results of field observations and reviews of several literatures both offline and online related to internal factors that support the quality of service of Nusawiru Pangandaran Airport for accessibility to West Java tourist destinations are: 1) Location where it is located in Pangandaran Regency which is the only airport in the southern West Java region. 2) Airside where the land is fully owned by the manager, Airside in the form of runways and taxiways and aprons are still suitable for use, not potholes or badly damaged. 3) Landside where the land is fully owned by the manager, there are two hangars owned by the airport that can be utilized, 3) Services where avsec equipment such as x-rays, metal detectors, cctv, NDB navigation equipment and AWS are available. 4) The amount of traffic is still small so that the risk of flying activity is also small and still open for the use of airspace for flights other than passengers and goods.

Supporting Factors : Eksternal

In addition to the above, there are several potentials that can be developed by the government, namely: Pangandaran Regency has many tourism potentials (beach tourism, nature reserve tourism, swamp tourism, cave tourism, forest tourism, river tourism, cultural tourism, and artificial/special interest tourism). Local communities around tourism objects have a great opportunity to participate in tourism management. The existence of workshops aimed at fostering communities to manage homestays. Supporting Infrastructure Potential where there are plans for the Gedebage - Cilacap toll road and the West Java South Central Line passing through Pangandaran Regency which supports the Regency's regional accessibility. The improvement of the central ring road supports the connectivity of the main tourist clusters in Pangandaran Regency. Only 3% of potential raw water sources have been utilized by PDAM, which can be a source of additional service capacity.

Inhibiting Factors : Internal

Based on the results of researcher observations and reviews of several literatures both offline and online, that become internal inhibiting factors for the accessibility of Nusawiru

Airport to tourist destinations in West Java, among others: Its location which is not in a big city. And land access to and from the airport is limited, both due to road conditions and the availability of public transportation. For its own services, it has not been able to serve night flights. In addition, the frequency of flight services to and from Nusawiru cannot be ensured to be routinely available every day. Revenue from traffic is still low.

Inhibiting Factors: External

Based on the results of observations in the field, the external inhibiting factors related to the accessibility of Nusawiru airport to tourist destinations in West Java, namely: Lack of human resources who have the skills/ability to manage tourism, lack of availability of public transportation to tourism objects in Pangandaran Regency. Accommodation (lodging) has not reached all tourist attractions in Pangandaran Regency. Incomplete tourism support facilities in several tourism objects. Some roads leading to tourist attractions have damaged conditions. In addition, the potential for supporting infrastructure is still lacking where 24.91% of district roads are in an unstable condition (17.41% are heavily damaged; 7.5% are lightly damaged); 27.28 km of district roads connecting activity points in development clusters are in a condition of light and heavy damage. The Pangandaran Regency Central Ring Road has not been optimized to support connectivity between development clusters that currently rely on national roads;

Conclusion

The quality of air transportation services in supporting the accessibility of tourist destinations in West Java Province is not optimal, which is caused by several things including facilities and infrastructure that need to be rejuvenated so that they can support excellent service. Supporting and inhibiting factors for the Quality of Air Transportation Services in Supporting the Accessibility of Tourism Destinations in West Java Province include Nusawiru Airport having a strategic position as the only airport in Southern West Java, which is an alternative entrance to Tourism Destinations in West Java. As a national tourism strategic area to become a world tourist destination, while for inhibiting factors, the frequency of flight services to and from Nusawiru cannot be ensured that it is routinely available every day, so that revenue from traffic is still low. Then another inhibiting factor is the financing factor for Nusawiru airport operations. One of the efforts to overcome the inhibiting factors of the Quality of Air Transportation Services in Supporting the Accessibility of Tourism Destinations in West Java Province is that the West Java Transportation Agency plans to extend the runway of the

aircraft and facilitate cargo shipments to add flight routes to and out of Nusawiru airport and increase flight hours to every day.

Pangandaran Regency has been designated as one of the National Tourism Strategic Areas (KSPN) in RIPPARNAS Year 2010-2025, besides that it is also a Regional Activity Center (PKW) regional scale collection and distribution center through the West Java Province RTRW 2009-2029. The tourism sector is a sector that has the prospect of becoming a locomotive for regional development, therefore a feasibility study is needed as a further recommendation regarding the development of the area in the future to see the readiness of the area.

Acknowledgments

Thank you to our almamater, Institut Pemerintahan Dalam Negeri, for supporting the completion of our article.

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