

Assessment of Sentani Airport (DJJ) Jayapura, 17 Mei 2023

By Team INACA :
Bayu Sutanto & Dicky Daryanto

20 CUSTOMER
23 SATISFACTION
INDEX

PT ANGKASA PURA I

Isi

- 1 Agenda kegiatan
- 2 Pemahaman Bersama
- 3 Tujuan dan Metode Pengukuran
- 4 Verifikasi Tindak Lanjut 2022
- 5 Observasi dan Masukan

Agenda Pengukuran CSI

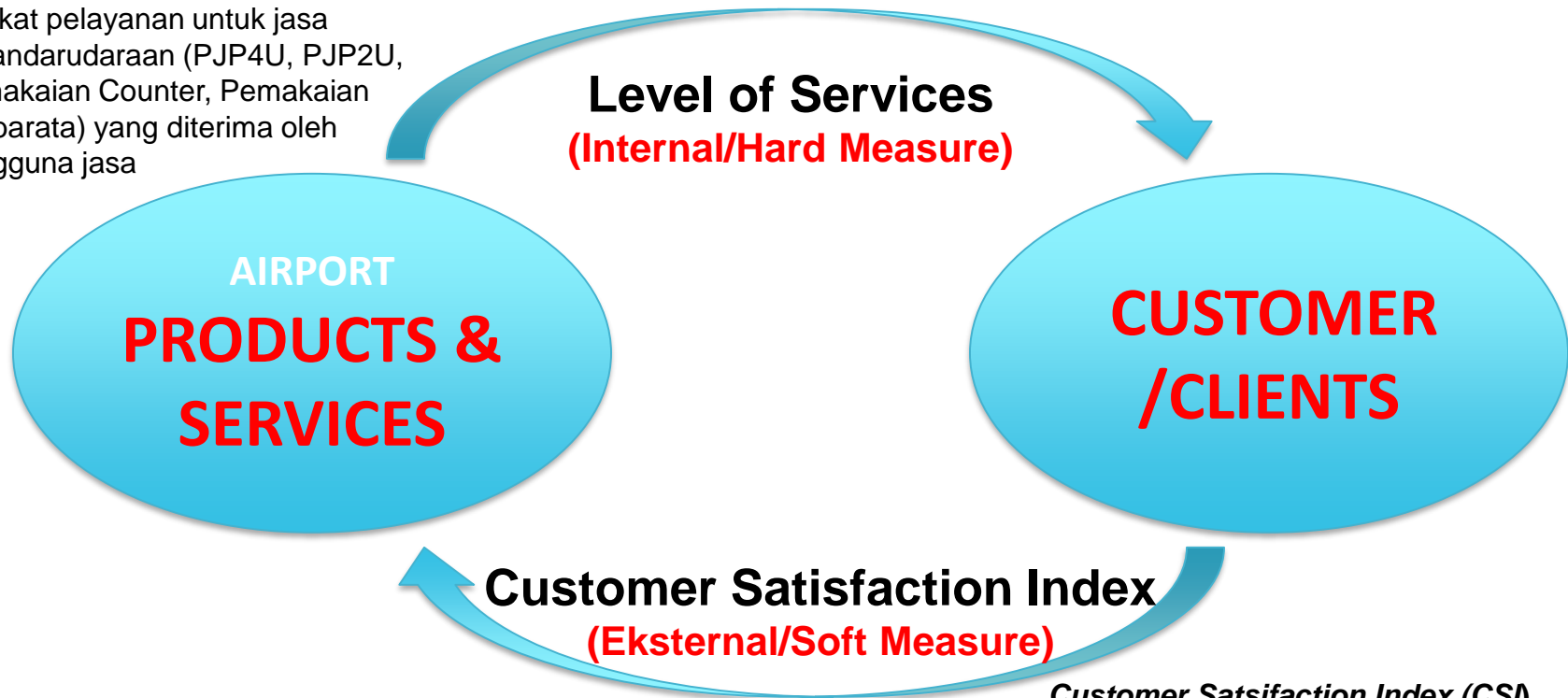
- 1. Survei CSI** meliputi pengumpulan data kuesioner dan wawancara Penumpang, Cockpit Crew, Station Manager, Konsesional, Kargo oleh Petugas Pelaksana Survei (*Surveyor*). *Dokumen : Panduan Survei, Data Kuesioner 5 Pelanggan, Daftar Sampel Survei.*
- 2. Rapat Manajemen dan Observasi (onsite/online)** bersama Tim INACA untuk verifikasi hasil tindak lanjut perbaikan, memonitor standar pelayanan (*Level of Service*) terkini, dan verifikasi pelaksanaan survei (*Surveyor Briefing, Passenger Interview*). *Dokumen : Daftar Prioritas Perbaikan, Daftar Tindak Lanjut Perbaikan, Summary Data LoS, Video dan Foto fasilitas pelayanan.*
- 3. Penyusunan Berita Acara dan Dokumen** hasil kegiatan survei untuk diolah lebih lanjut oleh INACA menjadi Laporan Akhir. *Dokumen : Berita Acara, Daftar Hadir Rapat, Foto Kegiatan.*

Airport Service Quality

Level of Service (LoS)

Tingkat Pelayanan

Tingkat pelayanan untuk jasa kebandarudaraan (PJP4U, PJP2U, Pemakaian Counter, Pemakaian Garbarata) yang diterima oleh pengguna jasa



Customer Satsifaction Index (CSI)

Indeks Kepuasan Pelanggan

Nilai kepuasan pengguna bandar udara yang menunjukkan ukuran kinerja pelayanan bandar udara dalam memenuhi kebutuhan dan harapan pengguna.

Indikator CDI dan CEI

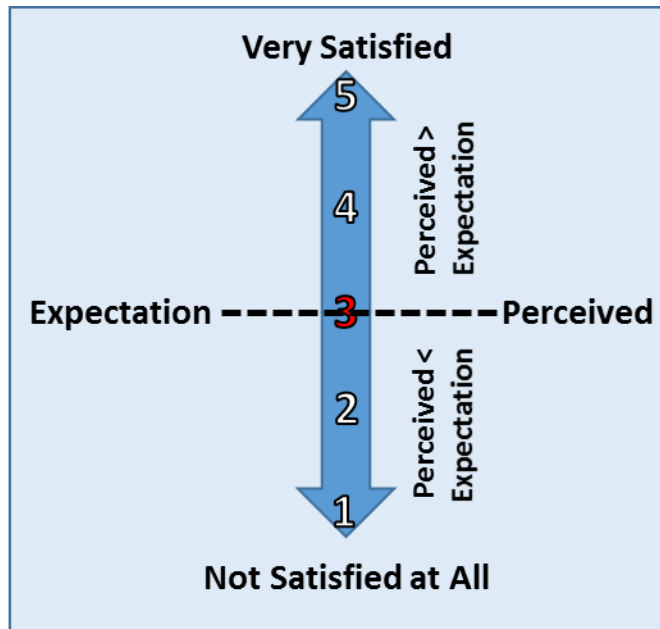
Customer Dissatisfaction Index (CDI)

- Rasio jumlah keluhan terhadap total pujian dan keluhan
- Mengkonfirmasi kualitas pelayanan dari sisi yang berlawanan yaitu **ketidakpuasan**; CSI fokus pada peningkatan pelayanan (*Service Improvement*), CDI fokus pada perbaikan pelayanan (*Service Recovery*)

Customer Engagement Index (CEI)

- Ukuran tingkat keterhubungan komunikasi antara pelanggan bandara dan pihak pengelola bandara beserta pelayanan jasa bandara yang diselenggarakan melalui saluran korespondensi secara *online* dan *offline*
- Komponen indikator : *Passenger Waiting Time (CEI-1)*, *Passenger Spending Rate (CEI-2)*, *Feedback Channels Usage (CEI-3)*.

CSI AP I dan Formula



DIRECTLY REPORTED SATISFACTION

dengan Penilaian (Rating Scale) :

- 5 = *Sangat puas* (kinerja >> harapan)
- 4 = *Puas* (kinerja > harapan)
- 3 = *Cukup* (kinerja = harapan)
- 2 = *Tidak puas* (kinerja < harapan)
- 1 = *Sangat tidak puas* (kinerja << harapan)

CSI PT. Angkasa Pura I

Rata-rata dari CSI bandara-bandara yang berada di bawah pengelolaan AP I.

CSI Bandara

Nilai gabungan semua CSI Pelanggan dengan bobot tertentu :

- CSI Passenger 60%
- CSI Cockpit Crew 10%
- CSI Station Manager 10%
- CSI Concessionaire 10%
- CSI Cargo 10%

CSI Penumpang

Rata-rata dari semua CSI Variabel Penumpang.

CSI Variabel

Rata-rata tingkat kepuasan pelanggan terhadap suatu variabel.

Tujuan Pengukuran CSI

UMUM

Mendorong peningkatan pelayanan PT Angkasa Pura I secara berkelanjutan melalui pengukuran kualitas pelayanan bandar udara yang dinyatakan oleh Indeks Kepuasan Pelanggan (*Customer Satisfaction Index*, disingkat CSI) dan Indikator-indikator relevan lainnya

KHUSUS

1. Mengukur Indeks Kepuasan Pelanggan (CSI) bandar udara kelolaan PT Angkasa Pura I melalui survei pelanggan.
2. Menjaring informasi permasalahan pelayanan dan saran pelanggan jasa bandar udara melalui kuesioner, wawancara, dan observasi.
3. Analisis Kepentingan-Kepuasan, saran pelanggan, dan hasil observasi untuk menentukan prioritas perbaikan dan peningkatan kualitas pelayanan jasa bandara.
4. Mengukur indikator kualitas pelayanan relevan lainnya : *Customer Dissatisfaction Index (CDI)* dan *Customer Engagement Index (CEI)*
5. Mengetahui profil pelanggan bandar udara khususnya penumpang pesawat

Metodologi

SURVEI

Penumpang, Cockpit Crew, Station Manager, Konsesional, Kargo

OBSERVASI

Terminal Penumpang, Sisi Udara, Terminal Kargo

RAPAT MANAJEMEN

Verifikasi Tindak Lanjut Perbaikan

Responden dan Sampling

PENUMPANG

Sampling Acak Stratifikasi Proporsional (*Proporsionate Stratified Random Sampling - PSRS*) dengan target sampel 300 berdasarkan Tingkat Kepercayaan 95% dan Toleransi Kesalahan

COCKPIT CREW

PSRS berdasarkan Tingkat Kepercayaan 95% dan Toleransi Kesalahan

STATION MANAGER

Sampling Jenuh/Sensus atau minimum 80%

KONSESIONER

Sampling Jenuh/Sensus atau minimum 80%

KARGO/EMPU

Sampling Jenuh/Sensus atau minimum 80%

Responden 2023

NO	RESPONDENT	AIRPORT														TOTAL	
		DPS	SUB	UPG	BPN	BIK	MDC	JOG	SOC	BDJ	SRG	LOP	AMQ	KOE	DJJ		YIA
A	PASSENGER	300	300	300	300	300	300	300	300	300	300	300	300	300	300	300	4.500
	DOMESTIC	147	253	286	297	300	276	300	300	300	300	279	300	300	300	278	
	INTERNATIONAL	153	47	14	3	0	24	0	0	0	0	21	0	0	0	22	
B	COCKPIT CREW	120	95	87	56	6	21	5	12	31	24	29	15	22	54	37	614
	DOMESTIC FLIGHT	65	83	84	53	6	19	5	12	31	24	27	15	22	54	33	
	INTERNATIONAL FLIGHT	55	12	3	3	0	2	0	0	0	0	2	0	0	0	4	
C	STATION MANAGER	39	14	9	15	6	9	2	5	3	6	7	6	5	8	12	146
D	CONCESSIONAIRE	162	37	42	55	8	24	14	25	25	34	53	11	11	24	56	581
E	CARGO	14	15	22	10	2	3	4	10	10	9	5	4	5	13	6	132

Aspek Pengukuran CSI

Passenger

PROTOKOL KESEHATAN

Fasilitas parkir
Penerapan protokol kesehatan

PELAYANAN INFORMASI BANDARA

Pelayanan informasi
Rambu/penunjuk di bandara
Monitor informasi
Panggilan penerbangan

PEMERIKSAAN KEAMANAN

Waktu menunggu/antrian
Ketelitian pemeriksaan
Petugas Keamanan

PELAYANAN CHECK-IN

Waktu tunggu antrian
Kecepatan pelayanan
Petugas Check-in

IMIGRASI DAN BEA CUKAI

Waktu tunggu antrian imigrasi
Petugas Imigrasi
Waktu tunggu antrian beacukai
Petugas beacukai

FASILITAS BERBELANJA

Fasilitas belanja, restoran, kafe
Informasi harga
Keramahan pelayanan

FASILITAS TERMINAL

Trolley
ATM/Bank/Money Changer
Tempat duduk
AC Ruang tunggu
Kebersihan Toilet
Kebersihan Musola
Nursery Room
Media hiburan
Internet/Free Wifi
Free Charging
Smoking Room/Area
Kids Zone

LINGKUNGAN

Suasana terminal
Kebersihan terminal

KEDATANGAN

Waktu tunggu bagasi
Transportasi umum keluar bandara

Cockpit Crew

PELAYANAN DAN FASILITAS PENDARATAN BANDARA

Fasilitas pendaratan visual/PAPI

Runway light

Runway signs

Landing comfort

Safety facilities for take off and landing

Taxiway and Apron pavement

Taxiway and Apron light

Taxiway and Apron marking

Guidance sign/light

Apron cleanlines

Aviobridge services

Aspek Pengukuran CSI

Station Manager

PELAYANAN

Pemenuhan hak/kewajiban
Pelayanan administrasi
Standar safety-security
Hubungan/komunikasi
Penanganan keluhan
Penerapan protokol kesehatan

FASILITAS

Fasilitas check-in
Ruang kerja
AC
Telekomunikasi/internet
Listrik
Toilet
Musola

PETUGAS

Kesopanan dan kecekatan
Petugas/Staf pengelola
bandara

Kesopanan dan kecekatan
Petugas Keamanan bandara



Aspek Pengukuran CSI

Concessionaire

PELAYANAN

Pemenuhan hak/kewajiban
Pelayanan administrasi
Rasa aman usaha
Hubungan/komunikasi
Penanganan keluhan
Penerapan protokol kesehatan

FASILITAS

Akses logistik
Ruang Usaha
AC
Telekomunikasi/internet
Listrik
Air
Toilet
Musola

PETUGAS

Kesopanan dan kecekatan
Petugas/Staf pengelola bandara

Kesopanan dan kecekatan
Petugas Keamanan bandara



Aspek Pengukuran CSI

Cargo

PELAYANAN

Sistem sirkulasi kargo
Aksesibilitas (pintu dan jalan masuk)
Tataletak fungsional dan operasional
Rambu-rambu dan display informasi
Kesepakatan Tingkat Pelayanan (SLA)
Efisiensi outgoing/incoming cargo
Standar safety-security
Hubungan dan komunikasi
Penanganan keluhan
Penerapan protokol kesehatan

FASILITAS

Parkir
Area pelayanan konsumen
Toilet
X-Ray
Timbangan
Forklift/Hand Pallet/Pallet Lifter
Ruang/fasilitas penyimpanan
Pencahayaan
Ketinggian dan kekuatan lantai
Kebersihan gudang

PETUGAS

Kesopanan dan kecekatan
Petugas/Staf pengelola
Terminal Kargo

Kesopanan dan kecekatan
Petugas Keamanan Terminal
Kargo

Importance-Performance Analysis (IPA)

untuk menentukan **Prioritas Perbaikan**

	KURANG PENTING	PENTING
CSI TINGGI	IV BERLEBIHAN/PERTAHANKAN	II PERTAHANKAN
CSI KURANG	III PRIORITAS SELANJUTNYA	I PRIORITAS PERBAIKAN

Alias : Analisis Kepentingan-Kepuasan

Hasil Pengukuran CSI

- **CSI**

 - CSI Perusahaan

 - CSI 15 Bandara

 - CSI dan Tingkat Kepentingan Setiap Aspek Layanan

- **INDIKATOR LAINNYA**

 - Indeks Ketidakpuasan Pelanggan (*Customer Dissatisfaction Index, CDI*)

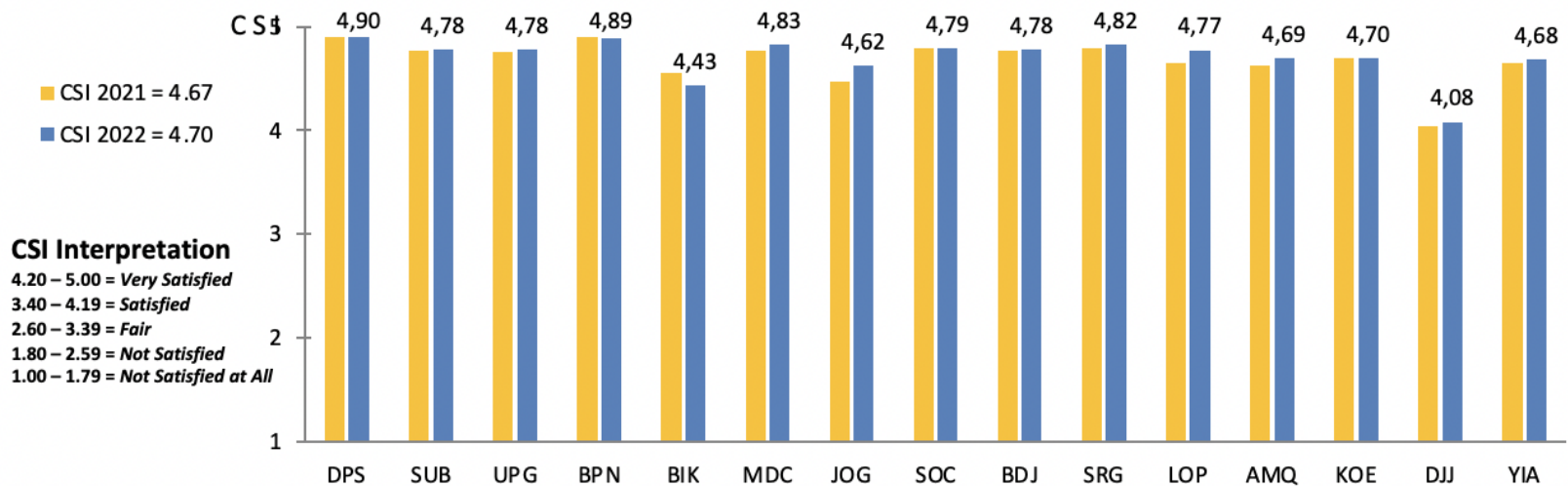
 - Indeks Keterikatan Pelanggan (*Customer Engagement Index, CEI*)

- **PRIORITAS PERBAIKAN**

 - Analisis CSI, CDI, CEI, saran pelanggan, dan hasil observasi digunakan untuk menentukan prioritas perbaikan dan peningkatan kualitas pelayanan jasa bandara

CSI Sebelumnya

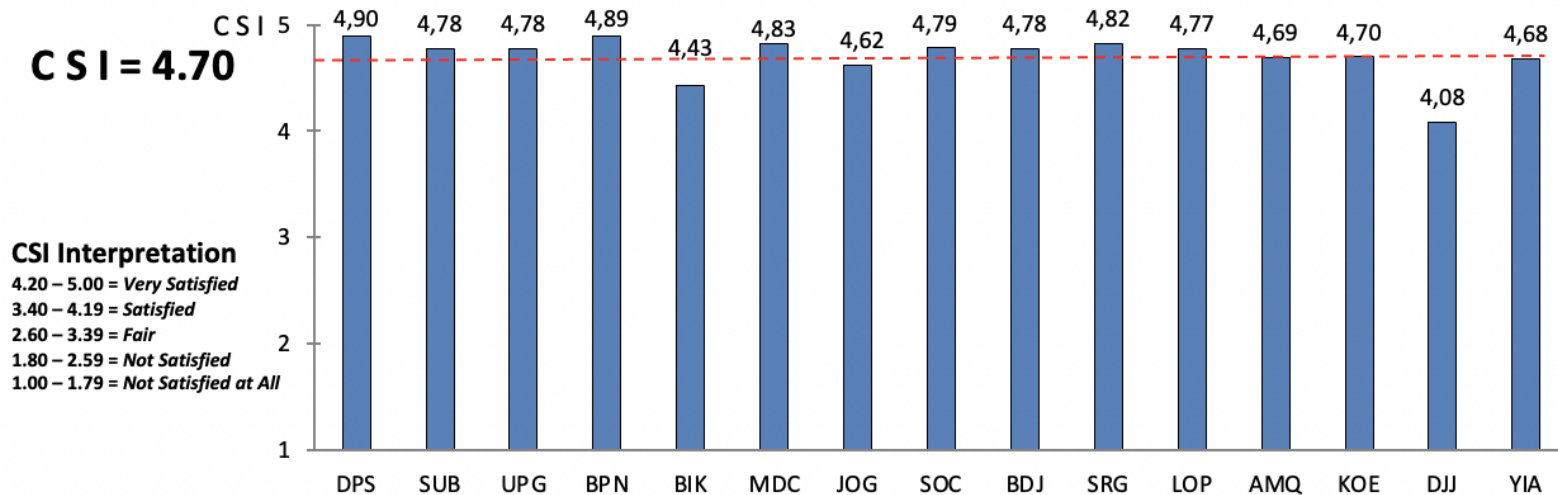
CUSTOMER SATISFACTION INDEX PT ANGKASA PURA I (PERSERO)



AIRPORT	DPS	SUB	UPG	BPN	BIK	MDC	JOG	SOC	BDJ	SRG	LOP	AMQ	KOE	DJJ	YIA	AVERAGE
CSI 2018	4,77	4,47	4,42	4,76	4,22	4,58	4,07	4,21	4,44	4,35	4,27	4,22	4,38	-	-	4,40
CSI 2019	4,81	4,63	4,58	4,85	4,42	4,63	4,27	4,40	4,52	4,61	4,44	4,21	4,50	-	-	4,53
CSI 2020	4,88	4,74	4,69	4,82	4,39	4,69	4,38	4,70	4,75	4,73	4,61	4,39	4,62	4,02	-	4,60
CSI 2021	4,90	4,77	4,76	4,89	4,56	4,76	4,46	4,79	4,77	4,80	4,65	4,63	4,69	4,05	4,65	4,67
CSI 2022 (RECENT YEAR)	4,90	4,78	4,78	4,89	4,43	4,83	4,62	4,79	4,78	4,82	4,77	4,69	4,70	4,08	4,68	4,70

CSI Sebelumnya

CUSTOMER SATISFACTION INDEX 2022 PT ANGKASA PURA I (PERSERO)



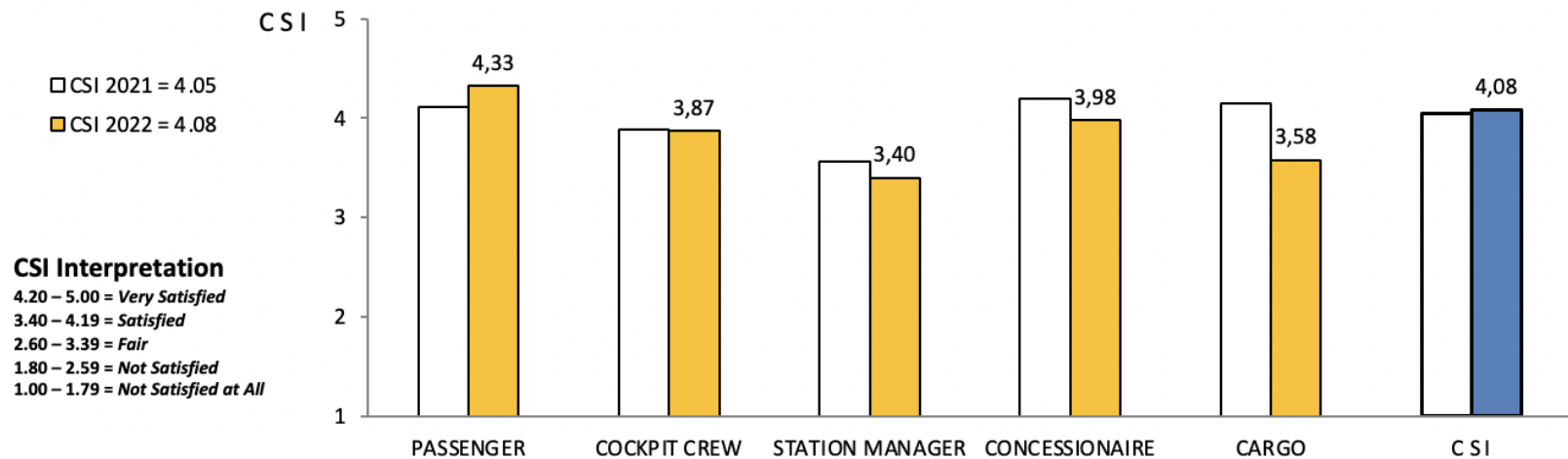
AIRPORT	DPS	SUB	UPG	BPN	BIK	MDC	JOG	SOC	BDJ	SRG	LOP	AMQ	KOE	DJJ	YIA	AVERAGE
CSI	4,90	4,78	4,78	4,89	4,43	4,83	4,62	4,79	4,78	4,82	4,77	4,69	4,70	4,08	4,68	4,70
CSI - Passenger	4,93	4,89	4,85	4,94	4,64	4,78	4,59	4,85	4,86	4,82	4,90	4,75	4,75	4,33	4,92	4,79
CSI - Cockpit Crew	4,82	4,37	4,40	4,86	4,00	4,66	4,07	4,57	4,19	4,83	4,81	4,66	4,62	3,87	4,54	4,48
CSI - Station Manager	4,85	4,71	4,83	4,98	3,89	4,99	4,93	4,78	4,93	4,80	4,35	4,64	4,71	3,40	4,53	4,62
CSI - Concessionaire	4,80	4,81	4,82	4,83	4,04	4,93	4,80	4,99	4,72	4,76	4,55	4,46	4,59	3,98	4,19	4,62
CSI - Cargo	4,94	4,52	4,59	4,63	4,50	5,00	4,91	4,45	4,75	4,93	4,60	4,64	4,54	3,58	4,07	4,58

Weight : Passenger 60%, Cockpit Crew 10%, Station Manager 10%, Concessionaire 10%, Cargo 10%

CSI

CUSTOMER SATISFACTION INDEX

SENTANI AIRPORT (DJJ), JAYAPURA



CSI COMPONENT	PASSENGER	COCKPIT CREW	STATION MANAGER	CONCESSIONAIRE	CARGO	CSI
CSI 2018	-	-	-	-	-	-
CSI 2019	-	-	-	-	-	-
CSI 2020	4,09	3,66	3,75	3,88	4,38	4,02
CSI 2021	4,11	3,88	3,56	4,19	4,15	4,05
CSI 2022 (RECENT YEAR)	4,33	3,87	3,40	3,98	3,58	4,08

Weight : Passenger 60%, Cockpit Crew 10%, Station Manager 10%, Concessionaire 10%, Cargo 10%

CSI Dashboard

Passenger Satisfaction-Dissatisfaction of This Airport

Passenger Airport: DJJ (1) Jan 1, 2022 - Dec 31, 2022

Xperience on Airport Services Resource - CSI 2020-2022

Passenger 300 ↑ 20%	Yearly Air Trip 4.8 ↑ 3%	Satisfaction (Max5) 4.32 ↑ 0.22	Dissatisfaction (Max100%) 41% ↓ -4%
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CSI of Airport

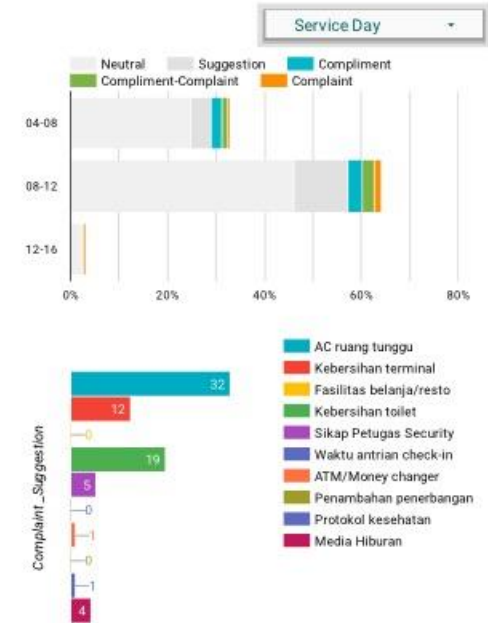
Customer Satisfaction Index (CSI) - Passenger Review

Airport	Proportion	CSI	Δ
1. DJJ	100%	4.32	0.22 ↑
Grand total			
	100%	4.32	0.22 ↑

1 - 1 / 1 < >

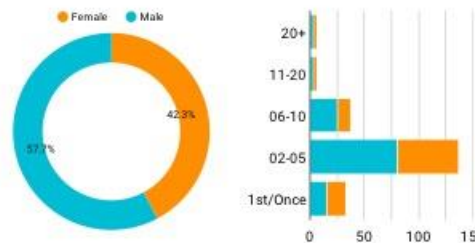
Varied Feedback in Daily Services

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



Gender & Yearly Air Trips

It Seems Men Like to Fly More Than Women



Satisfaction-Dissatisfaction

Yearly Air Trips Correlated with Satisfaction or Dissatisfaction



CSI Dashboard

Passenger Priorities of This Airport

Passenger | Airport: DJJ (1) | Jan 1, 2022 - Dec 31, 2022

Xperience on Airport Services | Resource: CSI 2020-2022

Passenger 300 ↑ 20%	Yearly Air Trip 4.8 ↑ 3%	Satisfaction (Max5) 4.32 ↑ 0.22	Dissatisfaction (Max100%) 41% ↓ -4%
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Importance-Satisfaction & Priority

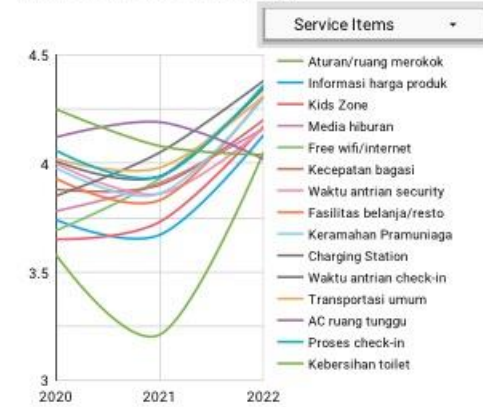
Customer Importance Index (CII) - Customer Satisfaction Index (CSI)

No	Services	CII	CSI	Priority
00Y	AC ruang tunggu	5.00	4.02	High
00Z	Kebersihan toilet	4.27	4.04	High
0FF	Aturan/ruang merokok	3.84	4.05	High
0CC	Media hiburan	3.65	4.16	High
00T	Informasi harga produk	3.26	4.13	High
0II	Kebersihan terminal	3.73	4.26	High
00I	Waktu antrian security	3.21	4.16	High
0JJ	Kecepatan bagasi	3.30	4.20	High
00W	ATM/Bank	3.31	4.23	High
0GG	Kids Zone	3.05	4.17	High

1 - 37 / 37

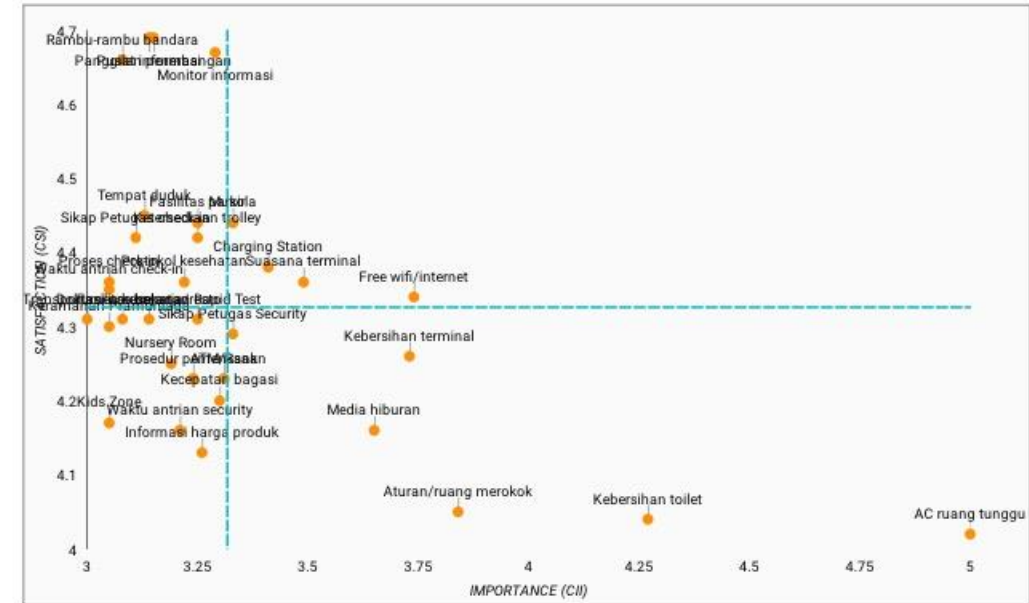
Service Item Improvement

From Previous Year of Satisfaction (CSI)



Importance-Satisfaction Matrix

More Important-Less Satisfaction is More Prioritized



CSI Dashboard

Passenger Flying Behavior of This Airport

Passenger

Airport: DJJ (1)

Jan 1, 2022 - Dec 31, 2022

Flying Behavior

Resource : CSI 2020-2022

Passenger
300
↑ 20%

Yearly Air Trip
4.8
↑ 3%

Waiting Time
01:01:33
↓ -5%

Spending Rate
Rp96K
↑ 53%

Airline



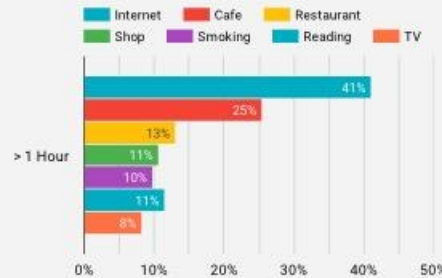
Who is more frequent flyer ?

Return Trip per Year



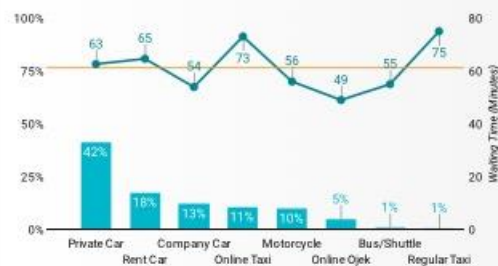
Activities During Waiting for Departure

More Than an Hour Before The Scheduled Departure Time



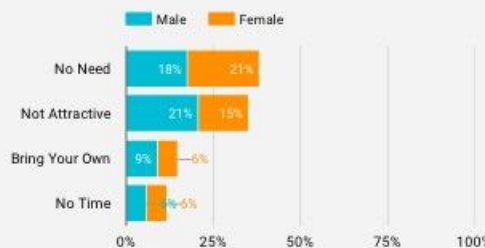
Transport to Airport and Time Arrived

Before Departure, Which Moda Tend On Time ?



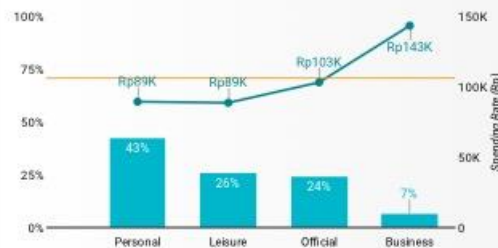
Why Not Shopping at Airport ?

Proven ! Women Who Prefer Shopping



Purpose of Trip and Spending Rate

at Shop, Cafe, Restaurant During Waiting for Departure



CSI Dashboard

Passenger Demography of This Airport

Passenger

Airport: DJJ (1) ▾

Jan 1, 2022 - Dec 31, 2022 ▾

Demography

Resource : CSI 2020-2022

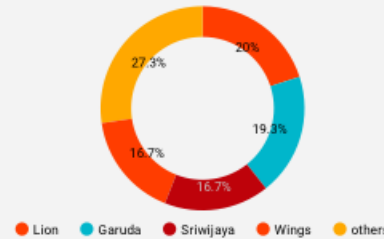
Passenger
300
↑ 20%

Female (- Male)
42%
↑ 9%

Age
32
↓ -5%

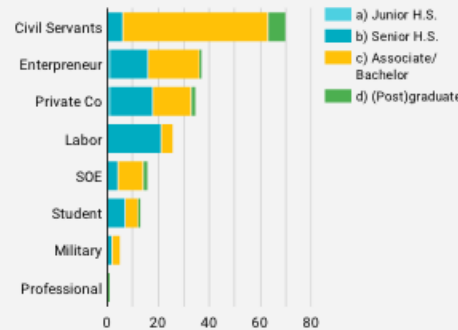
Monthly Income
Rp6.6M
↑ 30%

Airline



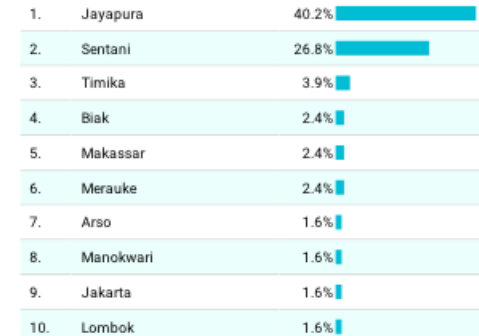
Occupation Group & Education

Segments of Passenger in Waiting Room



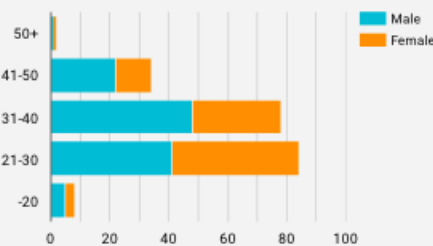
Domicile

Visitor and Native through airport can be estimated



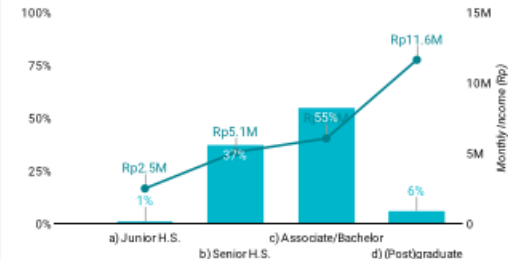
Age Group & Gender

Just Click on Bars to Know Frequent Flyer Segment



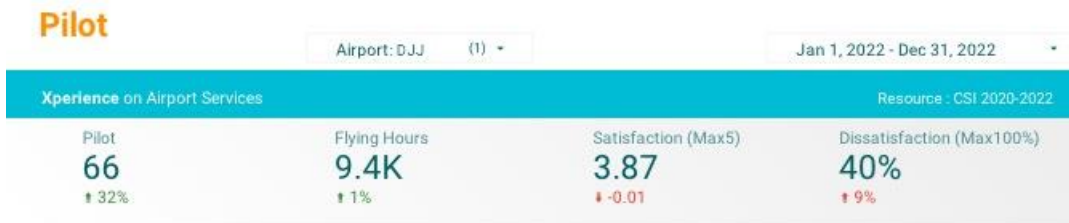
Education Group & Monthly Income

Income Seems Related to Education Level



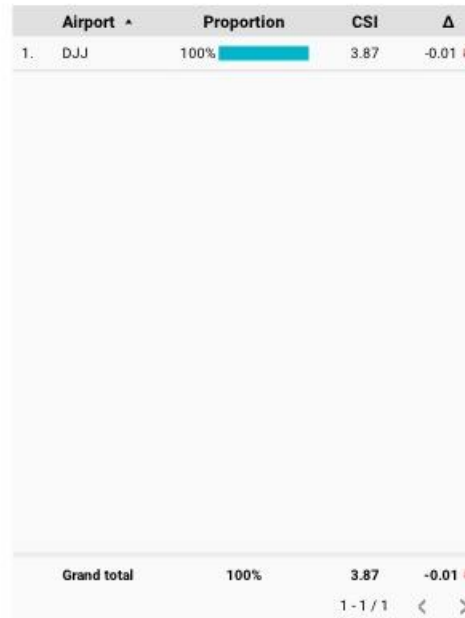
CSI Dashboard

Air Crew Satisfaction-Dissatisfaction of This Airport



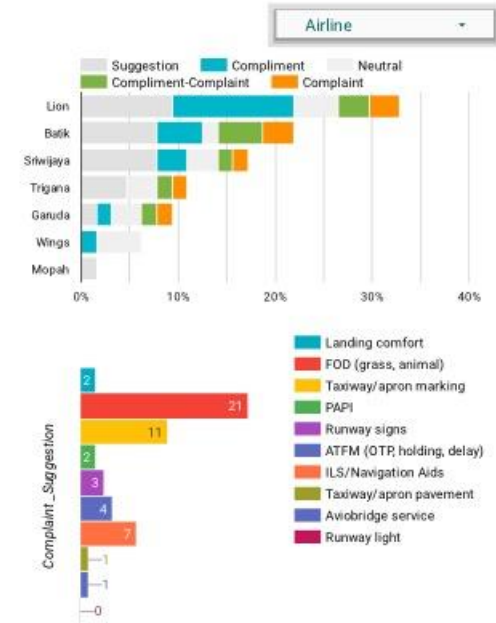
CSI of Airport

Customer Satisfaction Index (CSI) - Pilot (Cockpit Crew) Review



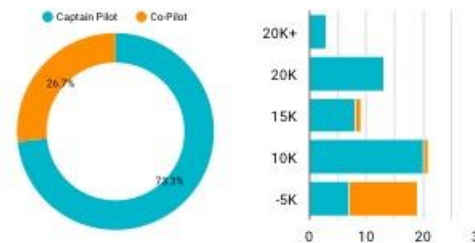
Varied Feedback From Pilot

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



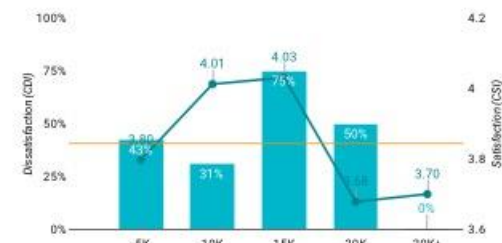
Captain & Co-Pilot Flying Hours

Absolutely, a Captain should have experienced more flying hours



Satisfaction-Dissatisfaction

Pilot Flying Hours Correlated with Satisfaction or Dissatisfaction



CSI Dashboard

Air Crew Priorities of This Airport

Pilot Airport: DJJ (1) Jan 1, 2022 - Dec 31, 2022 Resource: CSI 2020-2022

Xperience on Airport Services

Pilot	Flying Hours	Satisfaction (Max5)	Dissatisfaction (Max100%)
66	9.4K	3.87	40%
↑ 32%	↑ 1%	↓ -0.01	↑ 9%

Importance-Satisfaction & Priority

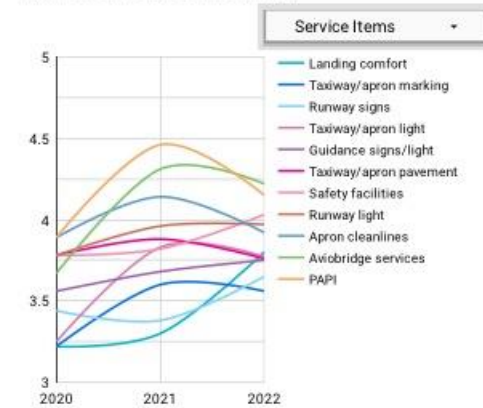
Customer Importance Index (CII) - Customer Satisfaction Index (CSI)

No	Services	CII	CSI	Priority
00H	Taxiway/apron marking	4.41	3.56	High
00C	Runway signs	4.56	3.65	High
00F	Taxiway/apron pavement	4.69	3.76	High
00D	Landing comfort	4.22	3.80	High
00I	Guidance signs/light	3.80	3.75	High
00B	Runway light	4.39	3.97	High
00A	PAPI	5.00	4.15	High
00G	Taxiway/apron light	3.28	3.77	High
00J	Apron cleanlines	3.59	3.92	High
00E	Safety facilities	3.86	4.03	High

1 - 11 / 11

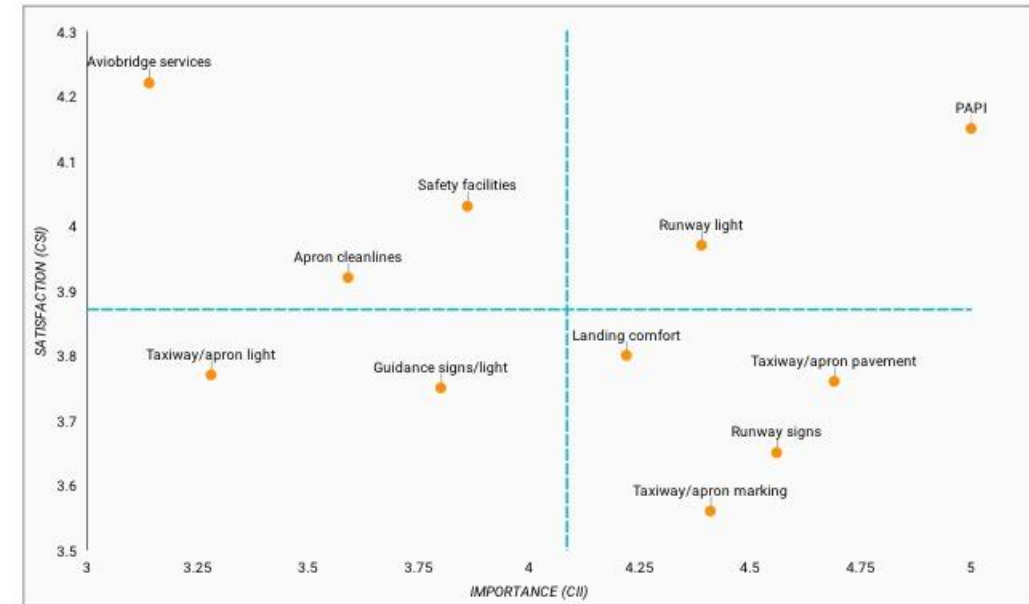
Service Item Improvement

From Previous Year of Satisfaction (CSI)



Importance-Satisfaction Matrix

More Important-Less Satisfaction is More Prioritized



CSI Dashboard

Station Manager Satisfaction-Dissatisfaction of This Airport

Station Manager

Airport: DJJ (1)

Jan 1, 2022 - Dec 31, 2022

Xperience on Airport Services

Resource: CSI 2020-2022

Station Manager
4
↓ -20%

Partnership Year
14.3
↑ 23%

Satisfaction (Max5)
3.40
↓ -0.16

Dissatisfaction (Max100%)
60%
↑ 20%

CSI of Airport

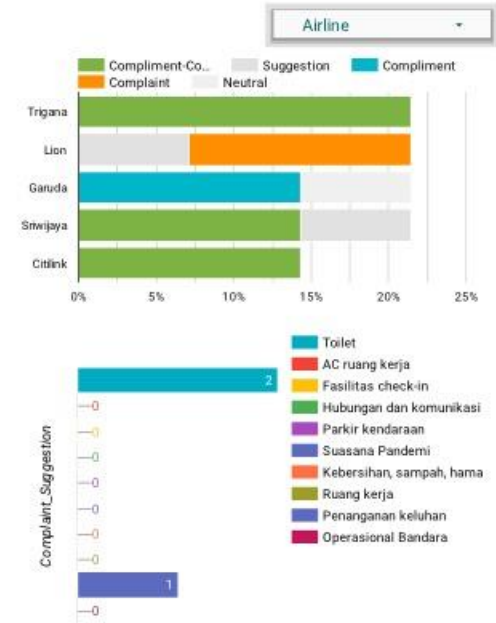
Customer Satisfaction Index (CSI) - Airline Station Manager Review

Airport	Proportion	CSI	Δ
1. DJJ	100%	3.40	-0.16 ↓
Grand total	100%	3.40	-0.16 ↓

1 - 1 / 1 < >

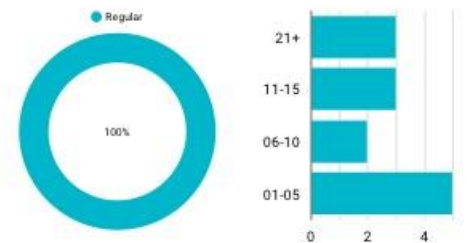
Varied Feedback From Airline

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



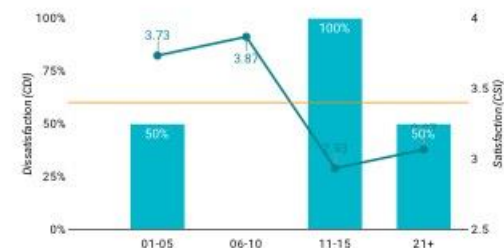
Airline Type & Partnership Years

Airline Type and Length of Partnership with Airport



Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction



CSI Dashboard

Station Manager Priorities of This Airport

Station Manager

Airport: DJJ (1)

Jan 1, 2022 - Dec 31, 2022

Xperience on Airport Services

Resource: CSI 2020-2022

Station Manager

4

↓ -20%

Partnership Years

14.3

↑ 23%

Satisfaction (Max5)

3.40

↓ -0.16

Dissatisfaction (Max100%)

60%

↑ 20%

Importance-Satisfaction & Priority

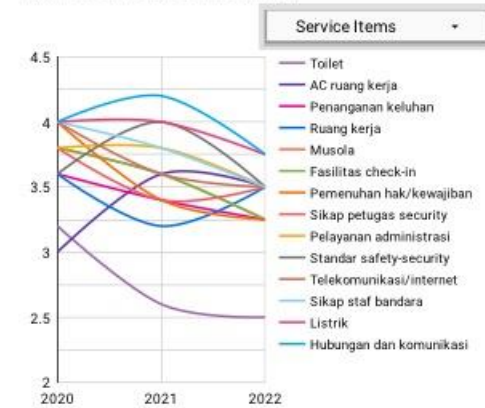
Customer Importance Index (CII) - Customer Satisfaction Index (CSI)

No	Services	CII	CSI	Priority
00L	Toilet	5.00	2.50	High
00A	Pemenuhan hak/kewajiban	3.71	3.25	Medium
00E	Penanganan keluhan	3.58	3.25	Medium
00C	Standar safety-security	3.65	3.50	Medium
00B	Pelayanan administrasi	3.65	3.50	Medium
00M	Musola	3.00	3.25	Medium
00G	Fasilitas check-in	3.00	3.25	Medium
00N	Sikap staf bandara	3.00	3.50	Medium
00F	Protokol kesehatan	3.00	3.50	Medium
00J	Telekomunikasi/internet	3.00	3.50	Medium

1 - 15 / 15

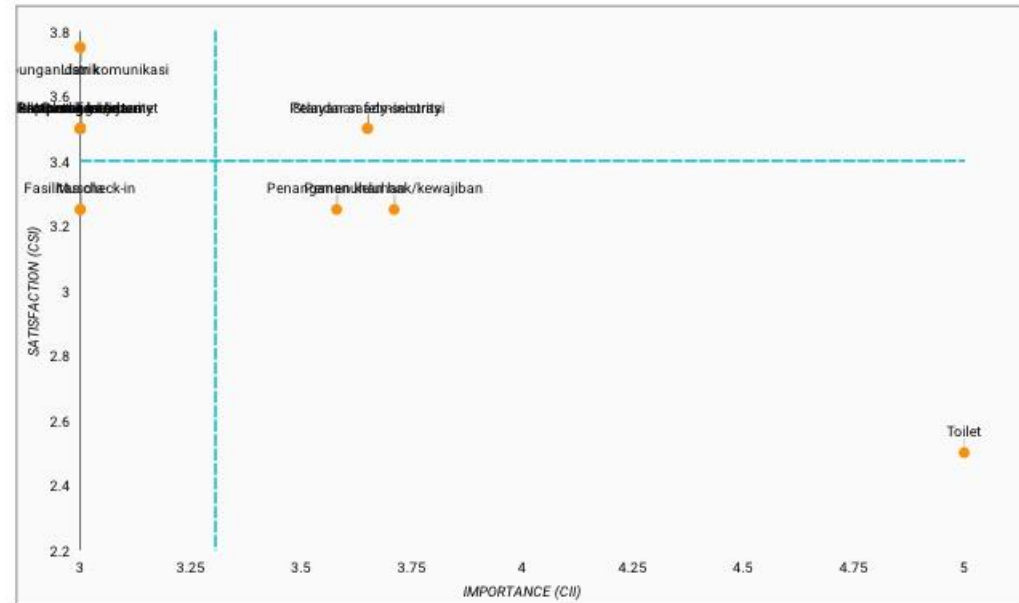
Service Item Improvement

From Previous Year of Satisfaction (CSI)



Importance-Satisfaction Matrix

More Important-Less Satisfaction is More Prioritized



CSI Dashboard

Concessionaire Satisfaction-Dissatisfaction of This Airport

Concessionaire | Airport: DJJ (1) | Jan 1, 2022 - Dec 31, 2022

Xperience on Airport Services | Resource: CSI 2020-2022

Concessionaire	Partnership Year	Satisfaction (Max5)	Dissatisfaction (Max100%)
5	7.1	3.97	50%
0%	↑ 22%	↓ -0.22	0%

CSI of Airport

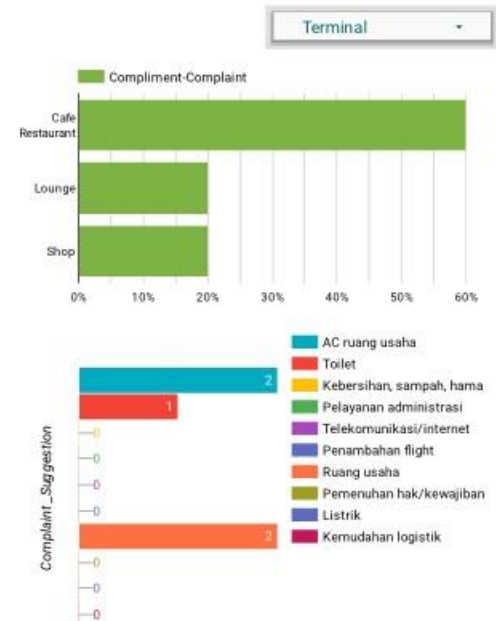
Customer Satisfaction Index (CSI) - Concessionaire or Tenant Review

Airport	Proportion	CSI	Δ
1. DJJ	100%	3.97	-0.22
Grand total		100%	3.97
			-0.22

1 - 1 / 1 < >

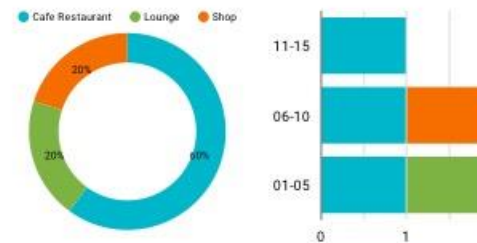
Varied Feedback

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



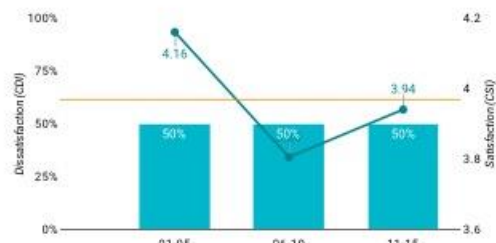
Business Type & Partnership Years

Business Type and Length of Partnership with Airport



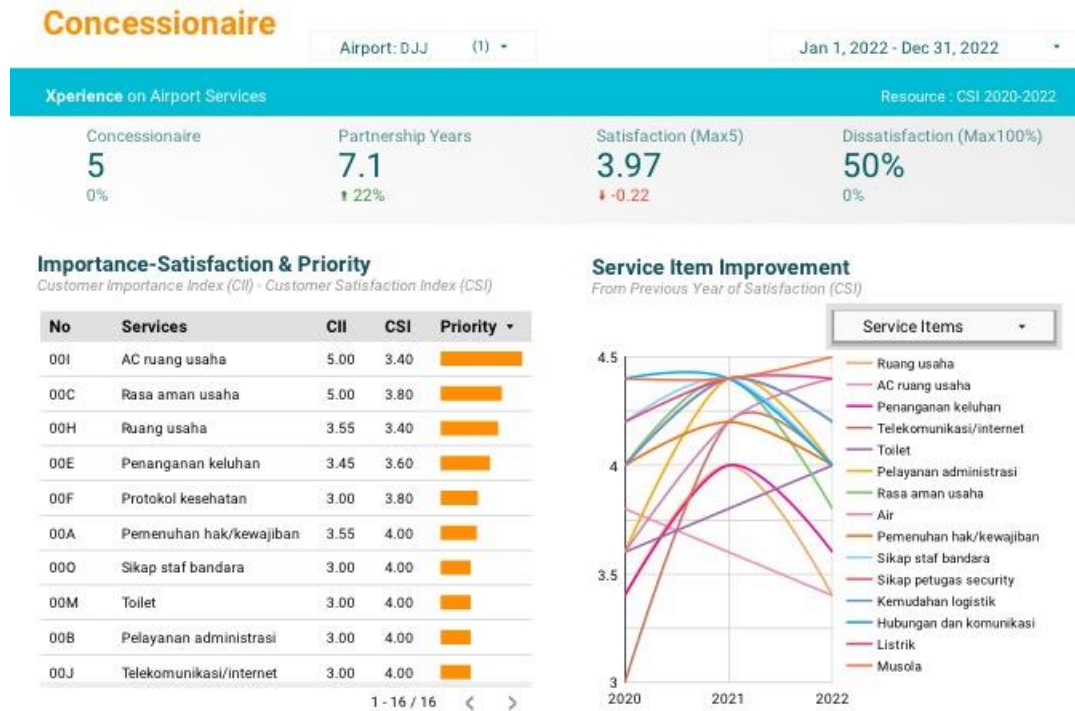
Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction



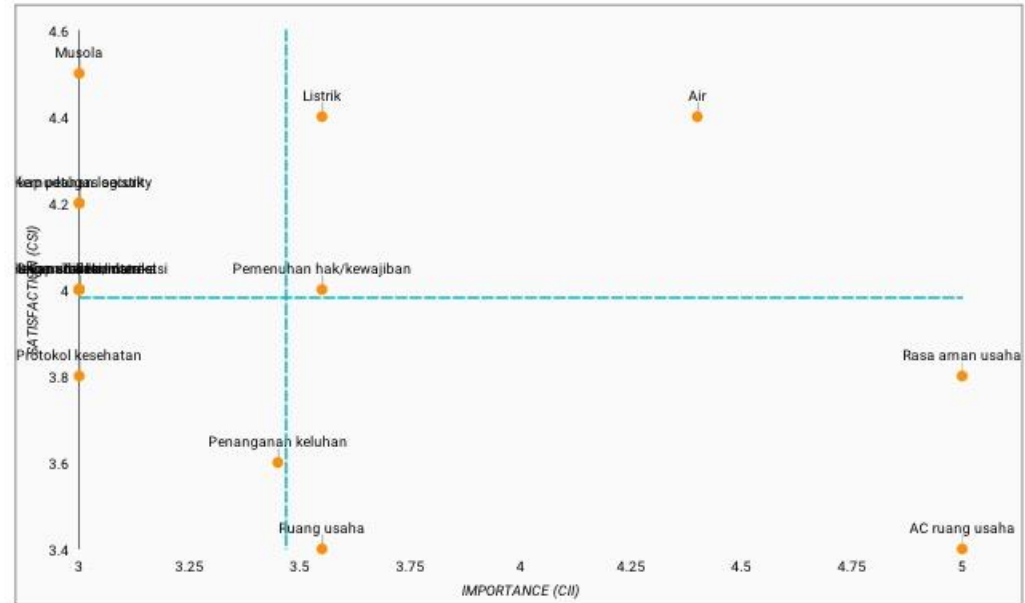
CSI Dashboard

Concessionaire Priorities of This Airport



Importance-Satisfaction Matrix

More Important-Less Satisfaction is More Prioritized



CSI Dashboard

Cargo Satisfaction-Dissatisfaction of This Airport

Cargo Airport: DJJ (1) Jan 1, 2022 - Dec 31, 2022

Experience on **Cargo Terminal Services** Resource: CSI 2020-2022

Cargo	Partnership Year	Satisfaction (Max5)	Dissatisfaction (Max100%)
16 ↑ 167%	4.5 ↓ -48%	3.58 ↓ -0.57	60% ↑ 20%

CSI of Airport

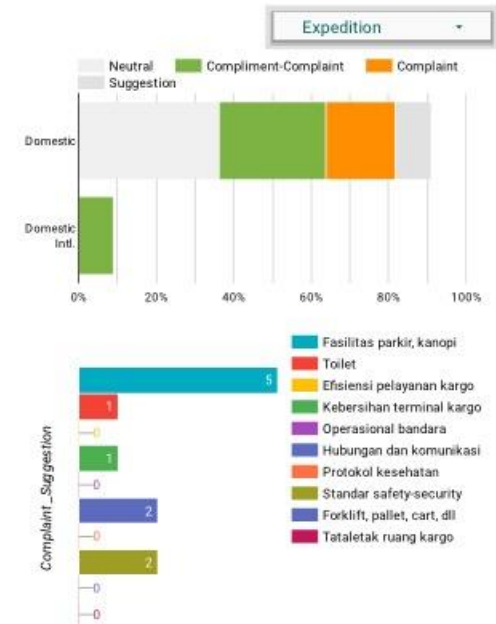
Customer Satisfaction Index (CSI) - Cargo or Expedition Review

Airport	Proportion	CSI	Δ
1. DJJ	100%	3.58	-0.57 ↓
Grand total			
	100%	3.58	-0.57 ↓

1 - 1 / 1 < >

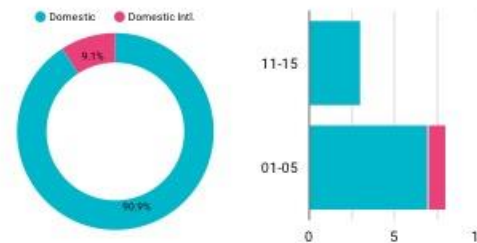
Varied Feedback

Complaint and Compliment Ratio Considered as Dissatisfaction (CDI)



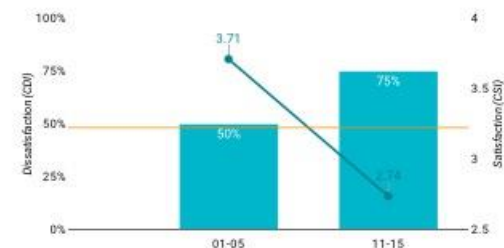
Expedition Type & Partnership Years

Expedition Type and Length of Partnership with Airport



Satisfaction-Dissatisfaction

Partnership Years Correlated with Satisfaction or Dissatisfaction



CSI Dashboard

Cargo Priorities of This Airport

Cargo
Airport: DJJ (1)
Jan 1, 2022 - Dec 31, 2022

Xperience on **Cargo Terminal Services**
Resource - CSI 2020-2022

Cargo

16

↑ 167%

Partnership Years

4.5

↓ -48%

Satisfaction (Max5)

3.58

↓ -0.57

Dissatisfaction (Max100%)

60%

↑ 20%

Importance-Satisfaction & Priority

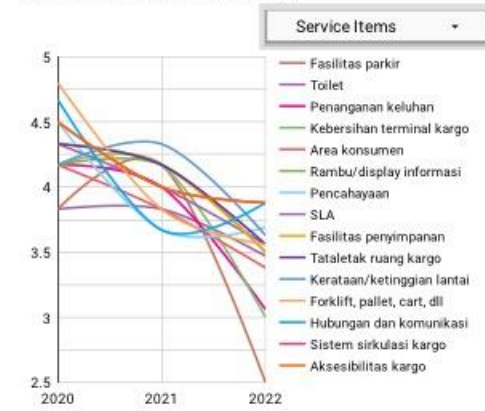
Customer Importance Index (CII) - Customer Satisfaction Index (CSI)

No	Services	CII	CSI	Priority
00K	Fasilitas parkir	5.00	2.50	
00T	Kebersihan terminal kargo	4.40	3.00	
00I	Penanganan keluhan	3.62	3.06	
00L	Area konsumen	3.60	3.38	
00M	Toilet	3.74	3.47	
00P	Forklift, pallet, cart, dll	3.35	3.56	
00Q	Fasilitas penyimpanan	3.17	3.50	
00S	Kerataan/ketinggian lantai	3.39	3.63	
00E	SLA	3.21	3.56	
00D	Rambu/display informasi	3.00	3.50	

1 - 22 / 22 < >

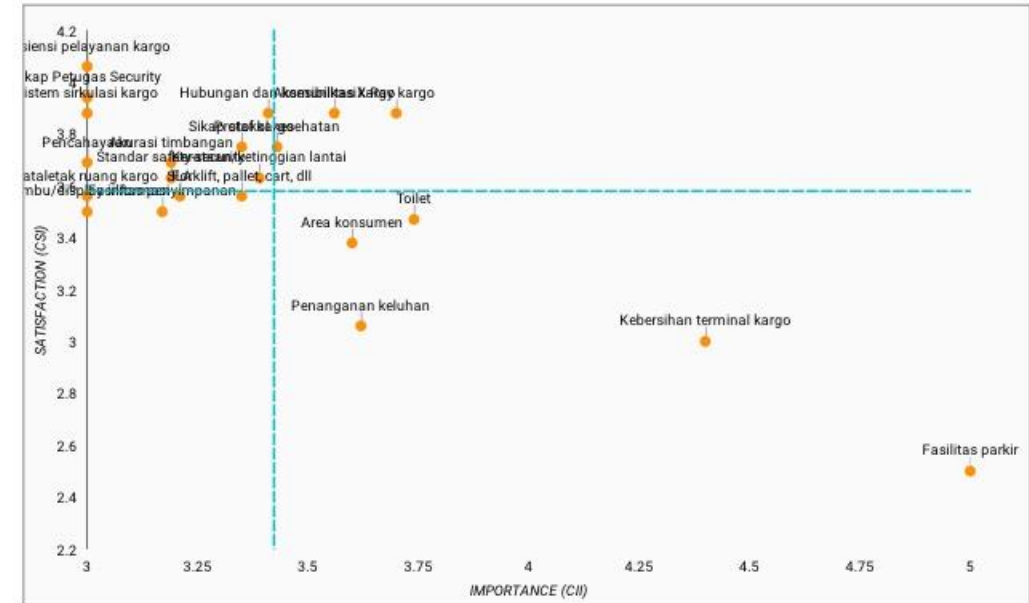
Service Item Improvement

From Previous Year of Satisfaction (CSI)

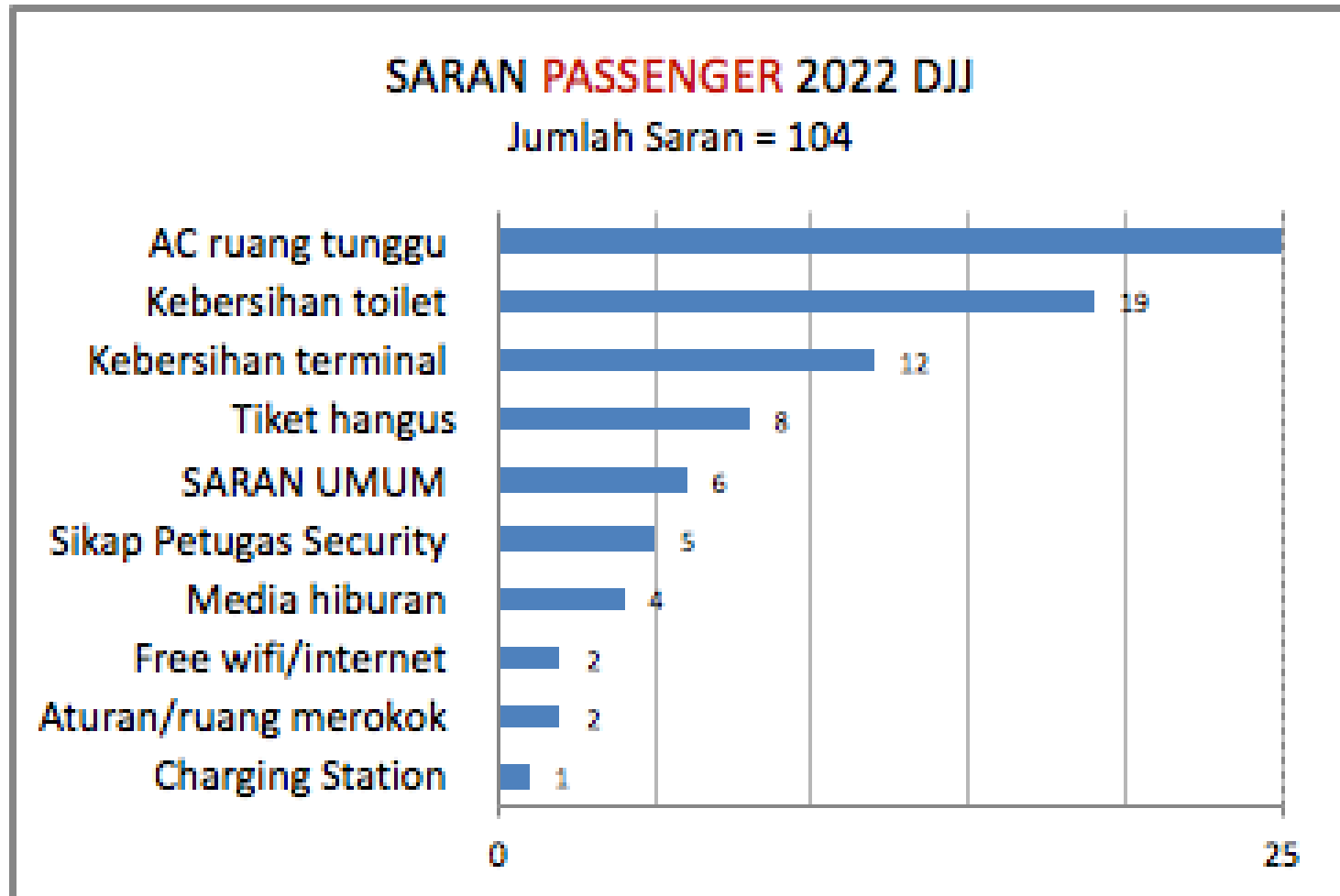


Importance-Satisfaction Matrix

More Important-Less Satisfaction is More Prioritized



Saran Penumpang

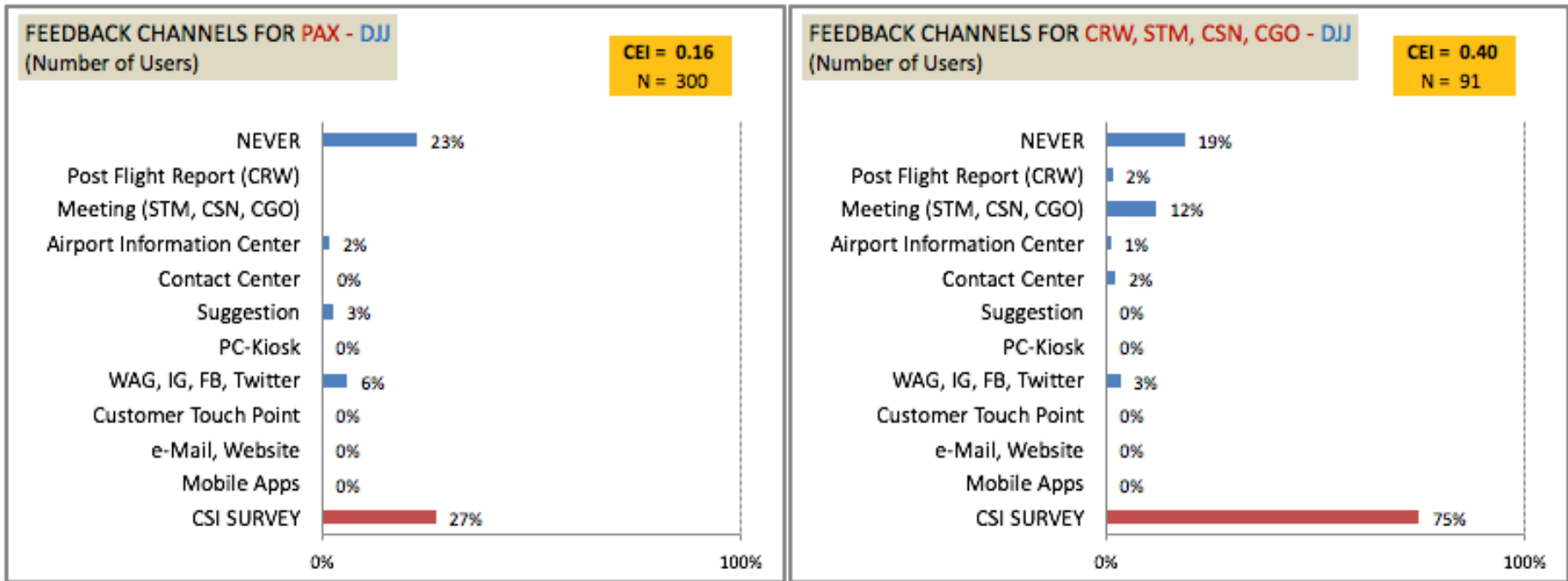


CDI Penumpang



Customer Dissatisfaction Index (CDI) = Worst Experiences (Complaints) / (Best Experiences (Compliments) + Worst Experiences (Complaints))

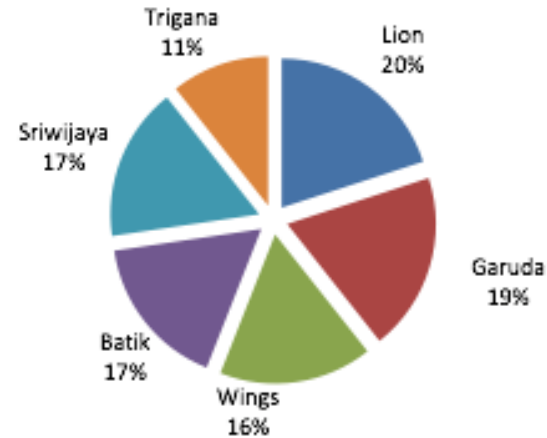
CEI – Penggunaan Saluran Saran



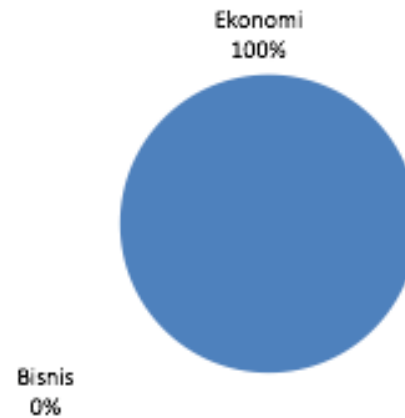
Customer Engagement Index (CEI) = Usage of Feedback Channels (0,00 - 1,00)

Profil Penumpang (1)

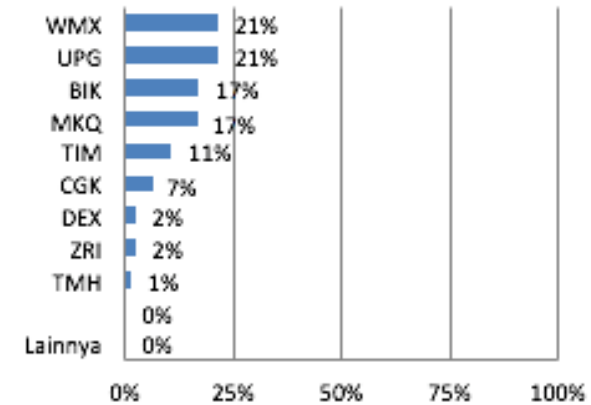
PESAWAT



KELAS

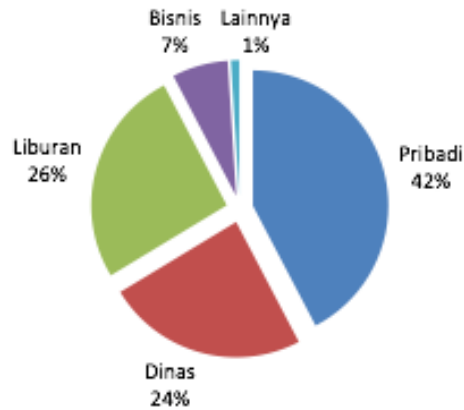


BANDARA TUJUAN

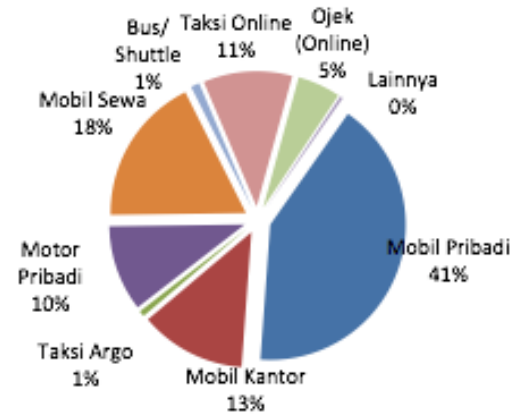


Profil Penumpang (2)

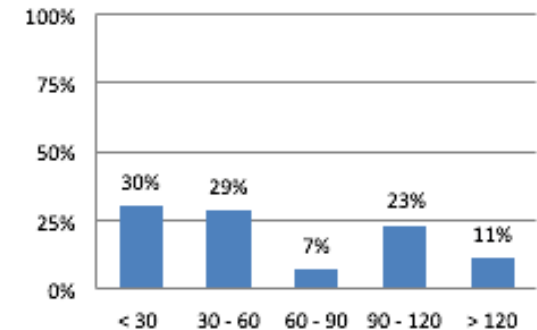
TUJUAN PERJALANAN



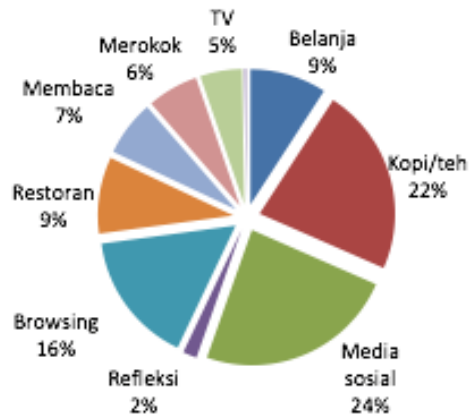
TRANSPORTASI KE BANDARA



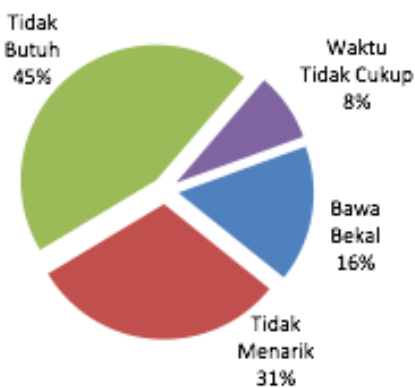
TIBA SEBELUM BERANGKAT (MENIT)



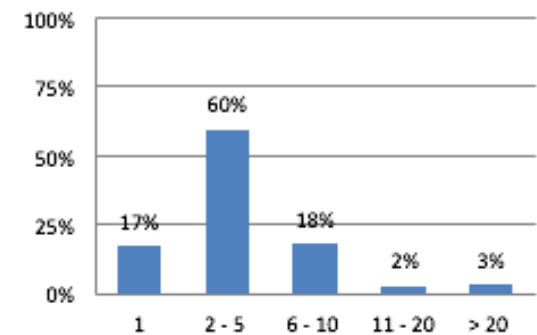
AKTIVITAS MENUNGGU



ALASAN TIDAK BELANJA

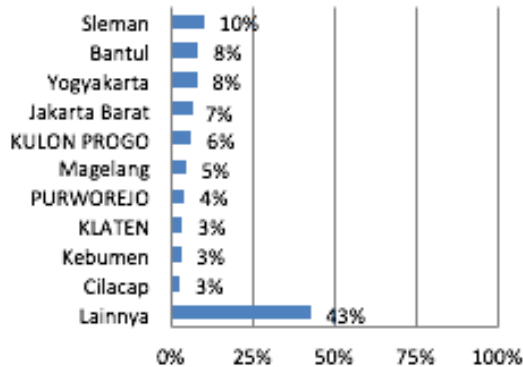


PERJALANAN UDARA (KALI/TAHUN)



Profil Penumpang (3)

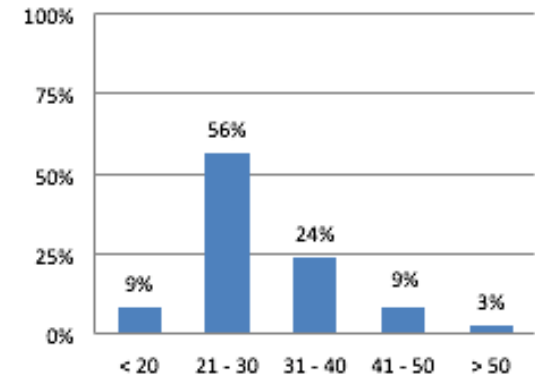
DOMISILI



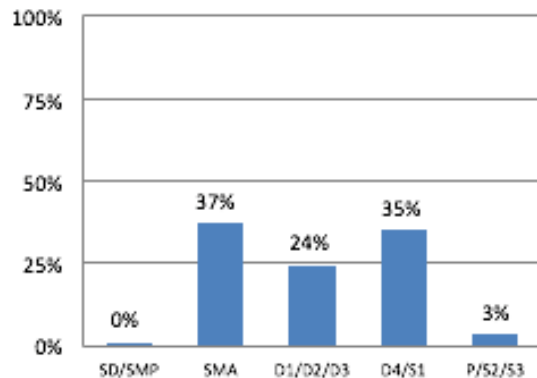
JENIS KELAMIN



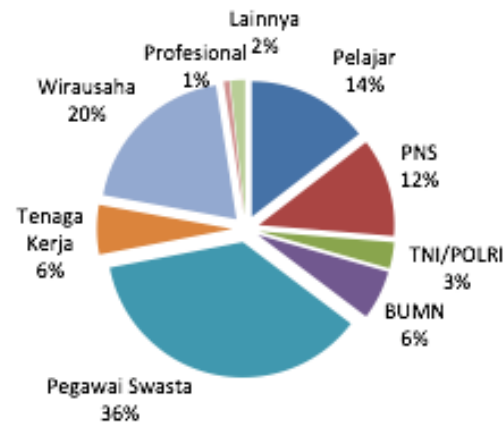
USIA (TAHUN)



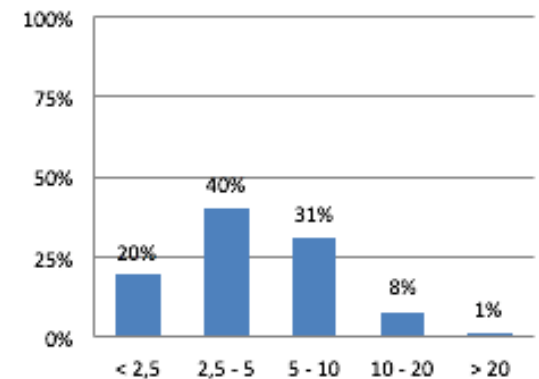
PENDIDIKAN



PEKERJAAN



PENGHASILAN (JUTA)



Prioritas Perbaikan DJJ 2022

(Verifikasi Tindak Lanjut Perbaikan)

NO	PAX	CRW	STM	CSN	CGO
1	AC ruang tunggu	Taxiway/apron marking	Toilet	AC ruang usaha	Fasilitas parkir
2	Kebersihan toilet	Runway signs	Pemenuhan hak/kewajiban	Rasa aman usaha	Kebersihan terminal kargo
3	Aturan/ruang merokok	Taxiway/apron pavement	Penanganan keluhan	Ruang usaha	Penanganan keluhan
4	Media hiburan	Landing comfort	Standar safety-security	Penanganan keluhan	Area konsumen
5	Informasi harga produk	Guidance signs/light	Pelayanan administrasi	Protokol kesehatan	Toilet

