Airport, Passenger and Aircraft supporting to Regional Growth

Muhammad Ikhsan S¹, Agus Sukoco², Paisal Halim³, Dani Hermanto⁴, Abdul Talib Bin Bon⁵, Mohd Haziman Wan Ibrahim⁵, Mohd Adib Mohammad Razi⁵, Norzila Binti Othman⁵, Mohd Irwan Bin Juki⁵, Ahmad Zurisman Bin Mohd Ali⁵, Wahyu Mulyo Utomo⁵

¹Department of Civil Engineering, Narotama University, Surabaya, Indonesia
²Department of Management, Narotama University, Surabaya, Indonesia
³Universitas Nasional, Jakarta, Indonesia
⁴Faculty of Engineering and Technology, University of Derby, UK
⁵Universiti Tun Hussein Onn Malaysia (UTHM), Johor, Malaysia

Abstract

Based on research conducted by ACI Airport Service Quality (ASQ) regarding the provision of related customer services the relationship between the variables of customer satisfaction with the growth of Non-Aeronautical in 2016, shows (1) An increase of 1% in the number of passengers will affect the growth of Non-Aeronautical revenues by 0.7% to 1%; (2) An increase of 1% of the commercial area will affect the growth of non-revenue aeronautical by 0.2%; (3) An increase of 1% customer satisfaction (on average) will affect the growth of Nonrevenue Aeronautical by 1.5%. The multiple linear regression equation analysis, the departing passenger has a positive impact on increasing the Regional Growth. The variables of the aircraft coming, departing aircraft, departing passengers and unloading baggage had a contribution to the Regional Growth

Keywords: Airport Service Quality, Regional Growth, aircraft, passengers, baggage

Biographies

Dr. Muhammad Ikhsan Setiawan is a Senior Lecture in Department of Civil Engineering, Narotama University Surabaya. He obtained a Bachelor of Management from Merdeka Malang University, and a Master of Engineering from the University of Indonesia and got a Doctorate from Tarumanagara Jakarta Indonesia. His research interest is in airport management

Agus Sukoco is a Senior Lecture in Department of Management, Narotama University, Surabaya Indonesia. He holds a Bachelor of Naval Engineering degree in Naval Engineering from Institut Teknologi Sepuluh Nopember, a Master of Management Business degree in Universitas Narotama and a Doctoral Student of Management Business degree in STESIA, Indonesia

Prof Paisal Halim is a Professor in Universitas Nasional, Jakarta, INDONESIA. His research interest is in public administration and management
Dani Harmanto PhD is a senior lecturer in Faculty of Mechanical Engineering, Derby University, United Kingdom, Research for Advanced Design and Simulation, Engineering Computer Science Business, Environmental Management and Accounting Decision Sciences Science Biochemistry, Genetics and Molecular Biology Chemical Engineering


Prof. Madya Ts. Dr. Mohd Haziman Bin Wan Ibrahim, Universiti Teknologi Tun Hussein Onn Malaysia (UTHM), Fakulti Kejuruteraan Awam Dan Alam Sekitar As Timbalan Dekan (Akademik & Antarabangsa) Fakulti Kejuruteraan Awam Dan Alam Sekitar, Field Of Expertise Applied Sciences, Engineering And Technologies, Engineering Science And Technology, Engineering Science And Technology. Academic Qualification Phd Doktor Falsafah Struktur In Universiti Sains Malaysia, Master Sarjana Kejuruteraan Awam In Kolej Universiti Teknologi Tun Hussein Onn, Bachelor Sarjana Muda Kejuruteraan Awam In Universiti Teknologi Mara


Prof. Madya Ts. Dr. Norzila Binti Othman, Universiti Teknologi Tun Hussein Onn Malaysia (UTHM), Fakulti Kejuruteraan Awam Dan Alam Sekitar, As Timbalan Dekan (Penyelidikan, Pembangunan & Penerbitan) Fakulti Kejuruteraan Awam Dan Alam Sekitar, Field Of Expertise Environmental Sciences, Environment Management And Bioremediation, Industrial Water Management. 2010 Phd Doktor Falsafah Kejuruteraan Awam In Universiti Teknologi Mara, 2000 Master Sarjana Pengurusan Teknologi (Teknologi) In Universiti Teknologi Malaysia, 1997 Bachelor Sarjana Muda Sains (Ekologi) In Universiti Malaya

Prof. Madya Dr. Mohd Irwan Bin Juki, Universiti Teknologi Tun Hussein Onn Malaysia (UTHM), Fakulti Kejuruteraan Awam Dan Alam Sekitar, Field Of Expertise Applied Sciences, Engineering And Technologies, Engineering Science And Technology. 2010 Phd Doktor Falsafah Kejuruteraan Awam In Universiti Teknologi Mara, 2000 Master Sarjana Kejuruteraan Struktur In Universiti Teknologi Malaysia, 1998 Bachelor Sarjana Muda Kejuruteraan Awam In Universiti Teknologi Malaysia

Dr. Ahmad Zurisman Bin Mohd Ali, Universiti Teknologi Tun Hussein Onn Malaysia (UTHM), Fakulti Kejuruteraan Awam Dan Alam Sekitar, Ketua Jabatan Kejuruteraan Struktur Dan Bahan, Fakulti Kejuruteraan Awam Dan Alam Sekitar, Field Of Expertise Applied Sciences, Engineering And Technologies, Engineering Science And Technology, 2015 Phd Doktor Falsafah Kejuruteraan Konkrit In Swinburne University Of Technology, 2006 Master Sarjana Kejuruteraan Awam & Struktur In Universiti Teknologi Malaysia, 2003 Bachelor Sarjana Muda Kejuruteraan Awam In Universiti Teknologi Malaysia

Prof. Madya Dr. Wahyu Mulyo Utomo, Universiti Teknologi Tun Hussein Onn Malaysia (UTHM), Fakulti Kejuruteraan Elektrik Dan Elektronik, Field Of Expertise Engineering And Technology, Electrical And Electronic Engineering, 2007 Phd Doktor Falsafah Kejuruteraan Elektrik In Universiti Teknologi Malaysia, 2000 Master Sarjana Kejuruteraan Elektrik In Institut Teknologi Sepuluh Nopember Indonesia, 1993 Bachelor Sarjana Muda Kejuruteraan Elektrik In Universitas Brawijaya Indonesia