IOSR Journal of Business and Management (IOSR-JBM)
e-ISSN:2278-487X, p-ISSN: 2319-7668. Volume 26, Issue 11. Ser. 13 (November. 2024), PP 01-08
www.iosrjournals.org

Analysis of Connectivity and Accessibility Towards Customer Satisfaction Through Customer Experience At Yogyakarta International Airport

Aldilah Dwi Hatmaja[1], Juliater Simarmata[2], Endang Sugiharti[3]
(Department of Transportation Management, Trisakti Institute of Transportation & Logistics, Indonesia)

Date of Submission: 18-11-2024 Date of Acceptance: 28-11-2024

I. Introduction

As the largest archipelagic country with a strategic geographical location and a high population, even reaching 273.52 million people (2023), Indonesia has the potential for developing an extraordinary aviation industry. Development in this industry is expected to have a significant impact on the growth and equality of the national economy . One of the vital points in the aviation industry is the airport.

Airports are infrastructure facilitators in the process of flight activities that function to support connectivity between regions, both within a country and between countries. Thus, airports have an important role in supporting travel activities in the general public. The number of passengers passing through the airport is currently increasing. This is because the use of aircraft has become a necessity in society (Udyani Salma Widyaswar & Ervina Ahyudanari, 2021).

One of the airports that experienced a significant increase in the number of passengers is Adisutjipto International Airport . The average number of passengers in 2017 to 2022 is 5 million passengers with an average increase of 500 thousand to 1 million people per year. The increase in the number of passengers is a problem because it is not comparable to the available capacity. The condition of Adisutjipto International Airport is no longer possible to be developed because there is an obstacle in the form of a hill on the east side and a flyover on the west side and the function of Adisutjipto International Airport as a military training base causes it to be less than optimal in serving significant passenger growth so that the government decided to build a new airport in the Kulon Progo Regency area (Harwidyo Eko Prasetyo & Trijeti, 2020).

Due to the over capacity factor, development obstacles, and suboptimal performance, the government decided to build a new airport to replace Adisutjipto International Airport, namely Yogyakarta International Airport in Kulon Progo. This new airport is expected to be able to answer the needs of passengers by improving air connectivity and connectivity between the DIY and South Central Java regions. To determine the achievement of these expectations, the study used four variables, namely the Influence of Connectivity on Customer Experience, the Influence of Accessibility on Customer Experience, the Influence of Connectivity on Customer Satisfaction, and the Influence of Accessibility on Customer Satisfaction.

II. Research Methods

The research conducted is quantitative in nature with a focus on formulating hypotheses that are tested statistically using SPSS tools. The variables emphasized in this study are 4 variables consisting of independent variables, namely connectivity and accessibility ; dependent variables, namely customer experience, and independent variables, namely customer satisfaction.

There are two data sources used, namely secondary data in the form of laws, books, journals, and articles related to this research, as well as primary data, namely the results of questionnaires collected by researchers from users of Yogyakarta International Airport (YIA).

The questionnaire used was a closed-ended question with a Likert scale adopted from Sugiyono's research (2016):

Answer	Scored
Strongly Agree/Always/Very Positive	5
Agree/Often/Positive	4
Undecided/Sometimes/Neutral	3
Disagree/Almost Never/Negative	2
Strongly Disagree/Never/Strongly Negative	1

The statements used in the questionnaire refer to the following 4 variables that have been processed by the researcher.

No	Variables	Indicator	Statement
1.	Connectivity (X_1)	Inter-City Connectivity Easy Access to Airport Road Network Availability Availability of Supporting Transportation Modes	1. The choice of available flight routes is still limited 2. Connectivity between airports and city centers in the Central Java region is still limited. 3. Connectivity between airports and city centers in the DIY region other than Yogyakarta City is still limited. 4. The distance to and from YIA airport is relatively far from the city center served by the airport. 5. Road access to and from YIA airport is still limited 6. The available road network is not yet effective 7. Road conditions have increased traffic, causing an increase in travel time to the airport. 8. The existence of a toll road from and to YIA airport is very much needed. 9. The availability of supporting transportation modes is still limited 10. The availability of supporting facilities and infrastructure is still limited.
2.	Accessibility (X_2)	Distance Time and Cost Traffic Flow Availability of Road Networks and Supporting Transportation Modes	1. The distance between YIA airport and the city center served by the airport is relatively far. 2. Travel time to the airport is less effective 3. The available road network is still limited 4. The condition of the available roads is quite good. 5. Road congestion makes travel to and from YIA airport less effective. 6. The existence of toll road access to the airport is very much needed. 7. The availability of supporting transportation modes to and from YIA airport is still limited. 8. The departure times of supporting modes are still limited. 9. The operating hours of supporting transportation modes are still limited 10. The operating hours of supporting transportation modes are still limited.
3.	Customer Experience (Y)	Sense Feeling Think Act	1. I feel that YIA airport is very easy to access. 2. I think the existence of YIA airport improves connectivity to and from the Special Region of Yogyakarta and parts of Central Java. 3. I think the existence of YIA airport is really needed by the community. 4. I feel more comfortable using air transportation services via YIA airport compared to Adi Sucipto airport. 5. I feel that connectivity between areas served by the airport still needs to be improved. 6. I feel that accessibility to and from the airport still needs to be improved. 7. I feel happy to depart via YIA airport 8. I felt comfortable when I arrived at YIA airport until I went to the city center. 9. I am very happy and will always use air transportation services through YIA airport. 10. I would recommend YIA airport to everyone.
4.	Customer Statistics (Z)	Expectation	1. The availability of supporting facilities and modes of transportation needs to be improved. 2. Using air transportation services via YIA airport is more comfortable than Adi Sucipto airport. 3. Connectivity between areas served by the airport still needs to be improved. 4. The available route options need to be increased. 5. Accessibility to and from the airport still needs to be improved. 6. YIA Airport is very easy to access 7. The frequency of departures of supporting transportation modes needs to be increased. 8. The operating hours of supporting transportation modes need to be increased. 9. The available facilities make it very easy for YIA airport service users. 10. The experience of using air transportation services through YIA airport was very pleasant.

The data analysis method used in the study was carried out using the instrument test method using SPSS software, namely validity test and reliability test ; classical assumption test method with SPSS software consisting of normality test, multicollinearity test, and heteroscedasticity test ; regression model autocorrelation test method, path analysis method, multiple linear regression method, and statistical hypothesis test method using t-test (partial).

III. Results And Discussion

In this study, the author distributed questionnaires to 100 respondents as users of Yogyakarta International Airport services within a certain period of time.

a. In the connectivity variable, the highest score from the respondents' answers was that the connectivity between the airport and the city center in the Central Java region is still limited.

b. In the Accessibility Variable, most respondents answered that conventional transportation has minimal transit with a door-to-door system or taxis have quite high fares to reach the airport.
c. In the Customer Experience Variable, most respondents chose that the existence of YIA airport is very much needed by the community.
d. In the Customer Satisfaction Variable, most respondents chose to feel more comfortable using air transportation services through YIA airport compared to Adi Sucipto airport. Furthermore, the respondents' answers were processed using SPSS. The first test carried out on SPSS was to test the validity of the four variables where the test obtained an average value of 0.195 which indicated that the variables were valid. In the next test, there was a reliability test using the A Alpha's Cronbach or Alpha Coefficient method where the average of the four variables was 0.7 which meant that the data was reliable.
e. Next, a Normality Test was conducted using the Kolmogorov-Smirnov Test of Normality. The value obtained in the test was 0.173, which indicates that the data is normally distributed.
f. In the Multicollinearity Test, only independent/non-dependent variables are tested to determine whether or not multicollinearity occurs. The variables tested are connectivity (X_1), Accessibility (X_2), and Customer Satisfaction (Z). The results of these variables are in the range of 1.0 - 1.6 or the Variance Inflation Factor (VIF) value is below 10 so it is concluded that the data does not experience symptoms of multicollinearity and the assumption of multicollinearity is met.
g. In the Heteroscedasticity Test, the Glejser Method is used where the independent/non-dependent variables are tested and get a value above 0.05 or there are no symptoms of heteroscedasticity and the assumption of heteroscedasticity is met.
h. In Autocorrelation Test which is an analysis of regression, the Durbin-Watson Test value is used. The result is that there is no influence of the independent variable on the dependent variable, so there is no correlation between observations and previous observation data.
i. Next, the regression model expansion is carried out using Path Analysis. This model is used to test the alignment of the correlation matrix by comparing two or more causal relationship models. Regression is applied to each response variable that is paired with the causal variable. The goal is to see the relationship of influence between variables and how much influence it has. The regression tests used are simple regression and multiple regression tests.

	Variables	**Un-standard-ized B**	**Coefficie-nts Std. Error**	**Standardiz ed Coefi-cients Beta**	**t**	**Sig**
H_1	Connectivity – *Customer Experience*	0.279	0.081	0.328	3.441	0.001
H_2	Accessibility – *Customer Experience*	0.049	0.081	0.061	0.601	0.000
H_3	Connectivity – *customer satisfaction*	0.527	0.066	0.630	8.025	0.000
H_4	Accessibility – *customer satisfaction*	0.161	0.079	0.202	2,046	0.000
H_5	Connectivity - Accessibility - *customer satisfaction*	0.514	0.067	0.614	0.980	0.000
H_6	Connectivity – *customer satisfaction* - *Customer Experience*	0.130	0.103	0.153	1.266	0.000
H_7	Accessibility – *customer satisfaction* - *Customer Experience*	0.229	0.078	0.028	1.296	0.000

Path analysis as a regression expansion model used to test the alignment of the correlation matrix with two or more causal relationship models compared by researchers. The model is depicted in the form of a circle and arrow image where a single arrow indicates the cause. Regression is applied to each variable in a model as a dependent variable (responder) while the others are causes. Regression weighting is predicted in a model that is compared with the observed correlation matrix for all variables and statistical alignment test calculations are also carried out. The purpose of using path analysis includes seeing the relationship between variables based on the a priori model, identifying the causal path of a particular variable to other variables that it influences, calculating the magnitude of the influence of one or more exogenous independent variables on other endogenous dependent variables.

H_1: It is suspected that there is an influence of connectivity (X_1) on *customer experience* (Y) at Yogyakarta International Airport.

Simple Linear Regression Coefficient Value Table (H_1)

Model	**B**
Constant	31,319
Connectivity (X_1)	0.279
Dependent variable *customer experience* (Y) Yogyakarta International Airport.	

The Simple Linear Regression Coefficient value of the variable influencing connectivity (X_1) at Yogyakarta International Airport is 0.279, meaning that if the variable influencing connectivity acceleration (X_1) at Yogyakarta International Airport increases by 1, it will increase *the customer experience* (Y) of Yogyakarta International Airport by 0.279, assuming other variables remain constant.

H_2: It is suspected that there is a direct influence of accessibility (X_2) on customer *experience at* Yogyakarta International Airport.

Table of Simple Linear Regression Coefficient Values (H_2)

Model	**B**
Constant	41,074
Accessibility (X_2)	0.049
Dependent variable customer experience (Y) Yogyakarta International Airport.	
connectivity (X_1)	0.130
Accessibility (X_2)	0.229
Customer Satisfaction (Z)	0.291

Variables	**B**
Constant	26,019

The Simple Linear Regression Coefficient Value of the Accessibility influence variable (X_2) at Yogyakarta International Airport is 0.049, meaning that if the Accessibility influence variable (X_2) at Yogyakarta International Airport increases by 1, it will increase *the customer experience* (Y) of Yogyakarta International Airport by 0.049, assuming other variables remain constant.

H_3: It is suspected that there is a direct influence of connectivity (X_1) on *customer satisfaction* (Z) at Yogyakarta International Airport.

Table of Simple Linear Regression Coefficient Values (H_3)

Model	**B**
Constant	20,741
connectivity (X_1)	0.527
The dependent variable is customer statisfaction (Z) of Yogyakarta International Airport.	

The Simple Linear Regression Coefficient Value of the connectivity influence variable (X_1) at Yogyakarta International Airport is 0.527, meaning that if the connectivity influence variable (X_1) at Yogyakarta International Airport increases by 1, it will increase *the customer satisfaction* (Z) of Yogyakarta International Airport by 0.527, assuming that other variables remain constant.

H_4 : It is suspected that there is a direct influence of accessibility (X_2) on *customer satisfaction* (Z) at Yogyakarta International Airport.

Table of Simple Linear Regression Coefficient Values (H_4)

Model	**B**
Constant	36,349
Accessibility (X_2)	0.161
Dependent variable *Customer Satisfaction* (Z) Yogyakarta International Airport.	

The Simple Linear Regression Coefficient Value of the Accessibility influence variable (X_2) at Yogyakarta International Airport is 0.676, meaning that if the Accessibility influence variable (X_2) at Yogyakarta International Airport increases by 1, it will increase *the Customer Statistics* (Z) of Yogyakarta International Airport by 0.676, assuming that other variables remain constant.

Multiple Regression Analysis

Multiple Linear Regression Analysis is used to analyze the relationship between independent variables. The following Table 4.29 shows the coefficient values of the multiple regression analysis.

H_5 : It is suspected that there is a direct influence of connectivity (X_1), accessibility (X_2), and *customer experience* (Y) on *customer satisfaction* (Z) at Yogyakarta International Airport.

Table 4.29 Multiple Regression Analysis Coefficient Values

From the regression model above, it can be analyzed as follows.

1. Analysis of Connectivity Variables (X_1) at Yogyakarta International Airport (YIA).
   The coefficient value of the Connectivity Variable (X_1) of 0.130 means that if the Connectivity Variable (X_1) increases by 1, it will increase the *Customer Experience Variable* (Y) at Yogyakarta International Airport (YIA) by 0.130 assuming that other variables remain constant.
2. Analysis of Accessibility Variables (X_2) at Yogyakarta International Airport (YIA).
   The coefficient value of the Accessibility Variable (X_2) of 0.229 means that if the Accessibility Variable (X_2) increases by 1, it will increase *the Customer Experience Variable* (Y) at Yogyakarta International Airport (YIA) by 0.229, assuming other variables remain constant.
3. *Customer Experience* Variable (Y) at Yogyakarta International Airport (YIA).
   The constant coefficient value of 26.019 means that if the Connectivity Variable (X_1) and Accessibility Variable (X_2) are considered constant, it will increase *the Customer Experience Variable* (Y) at Yogyakarta International Airport (YIA) by 26.019.
4. *Customer Satisfaction (Z)* Variables at Yogyakarta International Airport (YIA).
   The Customer Satisfaction (Z) variable coefficient of 0.291 means that if *the Customer Satisfaction* (Z) variable increases by 1, it will increase the *Customer Experience* (Y) variable at Yogyakarta International Airport (YIA) by 0.291, assuming other variables remain constant.

Statistical Hypothesis Testing

T-test

Partial test is used with the t Statistic Test method. The partial test aims to see the influence of independent variables one by one or partially. The independent variable is stated to have a partial significant effect on the dependent variable if the significant value is <0.05. Likewise, the independent variable is stated to have no partial significant effect on the dependent variable if the significant value is >0.05. The T table value for this study is 1.984. Table 4.30 below is the result of the t Statistic test.

Table 4.30 t Statistic Test Table

Variables	Statistical Test t	Significance Value
Constant	1,266	0,000
connectivity (X1)	1,296	0,000
Accessibility (X_2)	2,366	0,000

Based on Table 4.30, the significance value of the t-statistic test for each variable is described as follows.

a. Connectivity (X_1)
   The significance value of the t-statistic test was 0.000 < 0.05, meaning that Connectivity (X_1) has a significant effect on the *Customer Experience Variable (Y)*.
b. Accessibility (X_2)
   The significance value of the t-statistic test was 0.000 < 0.05, meaning that accessibility (X_2) has a significant effect on the *Customer Experience variable (Y)*.
c. *Customer Satisfaction* (Z)
   The significance value of the t-statistic test was obtained at 0.000 < 0.05, so 3 Customer Satisfaction (Z) has a significant effect on the Customer Experience Variable *(Y)*.

Discussion of Research Results

The Influence of Connectivity (X_1) on *Customer Experience* (Y) at Yogyakarta International Airport.

The author draws a conclusion regarding the relationship between connectivity variables and Yogyakarta International Airport. Connectivity is measuring the level of integration with the transportation network in this case air transportation. In this case, the connectivity studied after using services at Yogyakarta International Airport. In this case, the construction of YIA airport aims to improve connectivity around the DIY province and part of Central Java Province.

The dimensions of connectivity reviewed in this study are:

a. Connectivity of the airport with cities served by YIA airport
b. Ease of reaching YIA airport
c. Availability of road network to YIA airport
d. Availability of supporting transportation modes to and from YIA airport

A t-test was conducted on hypothesis 1 or H_1 which was interpreted as the Simple Linear Regression Coefficient Value of the influence variable of Connectivity (X_1) at Yogyakarta International Airport of 0.676, meaning that if the influence variable of Connectivity (X_1) at Yogyakarta International Airport increases by 1, it will increase *Customer Experience* (Y) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t-Statistic Test was obtained at 0.000, so Connectivity (X_1) has a significant effect on *the Customer Experience* Variable (Y) at Yogyakarta International Airport.

The Influence of Accessibility (X_2) on Customer Experience (Y) at Yogyakarta International Airport.

The author draws a conclusion regarding the relationship between the Accessibility variable and Yogyakarta International Airport. Accessibility is the ease of a place to be reached. In this case, Accessibility will be studied after using services at Yogyakarta International Airport.

Accessibility is the ease of reaching transportation facilities. Factors that affect accessibility are distance, travel time, travel costs, land use intensity (density). The dimensions of accessibility reviewed in this study are:

a. Distance
b. Travel time and costs
c. Traffic flow
d. Availability of Road Networks and Supporting Transportation Modes

A t-test was conducted on hypothesis 2 or H_2 which was interpreted as the Simple Linear Regression Coefficient Value of the Accessibility influence variable (X_2) at Yogyakarta International Airport of 0.676, meaning that if the Accessibility influence variable (X_2) at Yogyakarta International Airport increases by 1, it will increase *Customer Experience* (Y) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t Statistical Test was obtained at 0.000, so Accessibility (X_2) has a significant effect on the *Customer Experience* Variable (Y) at Yogyakarta International Airport

1. The Influence of Connectivity (X_1) Customer *Satisfaction* (Z) of Yogyakarta International Airport was conducted with a t-test on hypothesis 3 or H_3 which was interpreted as the Simple Linear Regression Coefficient Value of the influence variable of Connectivity (X_1) at Yogyakarta International Airport of 0.676, meaning that if the influence variable of Connectivity (X_1) at Yogyakarta International Airport increases by 1, it will increase *Customer Satisfaction* (Z) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t-Statistic Test was obtained at 0.000, so Connectivity (X_1) has a significant effect on the *Customer Satisfaction Variable* (Z) at Yogyakarta International Airport.
2. The Influence of Accessibility (X_2) on *Customer Satisfaction* (Z) at Yogyakarta International Airport. A t-test was conducted on hypothesis 4 or H_4 which was interpreted as the Simple Linear Regression Coefficient Value of the influence variable Accessibility (X_2) at Yogyakarta International Airport of 0.676, meaning that if the influence variable Accessibility (X_2) at Yogyakarta International Airport increases by 1, it will increase *Customer Satisfaction* (Z) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t-Statistic Test was obtained at 0.000, so Accessibility (X_2) has a significant effect on the *Customer Satisfaction Variable* (Z) at Yogyakarta International Airport.
3. The Influence of *Customer Experience* (Y) on *Customer Satisfaction* (Z) at Yogyakarta International Airport.

   The author draws a conclusion regarding the relationship between *Customer Experience variables* and Yogyakarta International Airport. The customer experience variable, there are 5 dimensions used, including *sense* (covering the experience felt by consumers around physical appearance, products, and facilities), *feel* (covering the experience felt by consumers from service quality), *think* (covering experiences that give rise to new thoughts from consumers), *act* (covering consumer experiences to participate/be involved in interactions or be involved in promotions provided), *relate* (covering consumer experiences in receiving or giving recommendations).

   Customer Experience is a customer attitude that arises based on experience after obtaining a product or service. A t-test was conducted on hypothesis 5 or H_5 which was interpreted as the Simple Linear Regression Coefficient Value of *the Customer Experience* (Y) influence variable at Yogyakarta International Airport of 0.676, meaning that if the *Customer Experience* (Y) influence variable at Yogyakarta International Airport increases by 1, it will increase *Customer Satisfaction* (Z) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t Statistical Test was obtained at 0.000, so *Customer Experience* (Y) has a significant effect on *Customer Satisfaction* (Z) at Yogyakarta International Airport
4. The Influence of Connectivity (X_1) on Customer Experience (Y) through Customer Satisfaction (Z) at Yogyakarta International Airport.

The author draws a conclusion regarding the relationship between *Customer Satisfaction variables* and Yogyakarta International Airport. Customer satisfaction is a customer's feeling as a response to the product or service used. The dimensions of customer satisfaction reviewed in this study are:

a. Expectation
b. Need
c. Quality of Service

Customer Satisfaction is a customer attitude that arises based on experience in the form of a level of satisfaction after obtaining a product or service. A t-test was conducted on hypothesis 6 or H6 which was interpreted as the Simple Linear Regression Coefficient Value of the Accessibility influence variable (X_2) at Yogyakarta International Airport of 0.676, meaning that if the Accessibility influence variable (X_2) at Yogyakarta International Airport increases by 1, it will increase *Customer Experience* (Y) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t Statistical Test was obtained at 0.000, so Accessibility (X_2) has a significant effect on *the Customer Experience* Variable (Y) at Yogyakarta International Airport

5. The Influence of Accessibility (X_2) on Customer Experience (Y) through Customer Satisfaction (Z) at Yogyakarta International Airport.

A t-test was conducted on hypothesis 7 or H_7 which was interpreted as the Simple Linear Regression Coefficient Value of the Accessibility influence variable (X_2) at Yogyakarta International Airport of 0.676, meaning that if the Accessibility influence variable (X_2) at Yogyakarta International Airport increases by 1, it will increase *Customer Experience* (Y) at Yogyakarta International Airport by 0.676 assuming other variables remain constant. The significance value of the t Statistical Test was obtained at 0.000, so Accessibility (X_2) has a significant effect on *the Customer Experience* Variable (Y) at Yogyakarta International Airport.

IV. Conclusion

Based on the analysis of the discussion and research results, it can be concluded that Yogyakarta International Airport was built with the aim of replacing the role of Adisutjipto International Airport which is experiencing *over capacity*. The development of Yogyakarta International Airport is expected to be able to improve air connectivity and connectivity between regions in the province of the Special Region of Yogyakarta and the southern part of Central Java. In this study, the author uses 4 variables consisting of Connectivity (X_1), Accessibility (X_2), *Customer Experience* (Y), and *Customer Satisfaction* (Z).

The results of the study obtained are the influence of Connectivity and Accessibility on *Customer Experience* and *Customer Satisfaction* has a very significant and inseparable influence. This is certainly one of the main obstacles faced by the government. Of course, the government also provides a choice of connecting transportation modes that are expected to support demand and meet the needs of Yogyakarta International Airport users.

To improve customer experience in this case passengers at Yogyakarta International Airport, efforts are needed on the quality of airport facilities, completeness of airport facilities, various airlines, airport departure destinations that cover domestic and overseas operational areas. So that passengers can have a variety of choices at Yogyakarta International Airport.

Because currently Yogyakarta International Airport does not cover various departure and arrival destinations. This is because the location of Yogyakarta International Airport is in the southern part of the city of Yogyakarta, which in terms of location, existence and needs is quite controversially questioned. Plus, previously the main airport that served was Adisutjipto Airport. So, public interest has not been fully built. However, the government as a developer is optimistic about the success of Yogyakarta International Airport and with this research it is expected to provide additional insights for the development of Yogyakarta International Airport.

Bibliography

[1] Agoes Kamaroellah. (2014). Manajemen Kinerja (Konsep, Desain, Implementasi Dan Penilaian Kinerja). Pustaka Radja.
[2] Ali Fathoni, Rohmatul Fitriyah Dewi, Muhammad Chusnul Khitam, Danu Kusbandono, & Hery Suprapto. (2022). Analisis Kebijakan Manajemen Transportasi Pemerintah Pada Pertumbuhan Ekonomi Pariwisata Jawa Timur. Jurnal Pendidikan Ilmu Pengetahuan Sosial.
[3] Atik Kuswat, & Herawati. (2017). Konektivitas Transportasi Antarmoda Di Kabupaten Tulungagung. Pusat Penelitian Dan Pengembangan Transportasi Antarmoda.
[4] Azwar, S. (2014). Metode Penelitian. Pustaka Pelajar.
[5] Badan Pusat Statistik. 2023, "Statistik Transportasi Udara" Bps-Statistics Indonesia
[6] Black, J. A. (1981). Urban Transport Planning: Theory And Practise. Cromm Helm.
[7] Budiastuti, D., & Agustinus Bandur. (2018). Validitas Dan Reliabilitas Penelitian Dengan Analisis Dengan Nvivo, Spss Dan Amos. Penerbit Mitra Wacana Media.
[8] Dedes Kusumawati. (2016a). Perencanaan Integrasi Transportasi Antarmoda Dalam Pembangunan Bandar Udara (Studi Kasus: Pembangunan Bandar Udara Di Kertajati). Warta Ardhia Jurnal Perhubungan Udara.
[9] Dedes Kusumawati. (2016b). Perencanaan Integrasi Transportasi Antarmoda Dalam Pembangunan Bandar Udara (Studi Kasus: Pembangunan Bandar Udara Di Kertajati). Warta Ardhia Jurnal Perhubungan Udara.

[10] Edy Sutrisno. (2014). Manajemen Sumber Daya Manusia. Pranada Media Group.
[11] Fajrin Rmaadhani, & Ervina Ahyudanari. (2020). Analisis Aksesibilitas Bandara Internasional Yogyakarta, Kulon Progo, Dengan Mempertimbangkan Perubahan Land Use. Jurnal Aplikasi Teknik Sipil, 18(2).
[12] Ghozali, I. (2016). Aplikasi Analisis Multivariate Dengan Program Ibm Spss 23. Bpfe Universitas Diponegoro.
[13] Ghozali, I. (2018). Aplikasi Analisis Multivariate Dengan Program Ibm Spss 25. Badan Penerbit Universitas Diponegoro.
[14] Gunawan, & Rully Medianto. (2016). Analisis Konektivitas Jaringan Transportasi Udara Nasional. Jurnal Angkasa, 8(2).
[15] Harwidyo Eko Prasetyo, & Trijeti. (2020). Analisis Dampak Pembangunan Bandara Udara Yogyakarta International Airport (Yia) Terhadap Kapasitas Jalan Nasional Di Kabupaten Kulonprogo. Seminar Nasional Penelitian Lppm Umj.
[16] International Air Transport Association. (2020). Air Connectivity - Iata. In Journal Of Language Relationship. Https://Doi.Org/10.31826/9781463236984-Toc
[17] Kuswati, A., & Herawati. (2017). Connectivity Of Antarmoda Transportation. Jurnal Transportasi Multimoda, 15(01), 53–62.
[18] Peraturan Pemerintah Republik Indonesia Tentang Penyelenggaraan Bidang Penerbangan (Vol. 32). (2021a).
[19] Peraturan Pemerintah Republik Indonesia Tentang Penyelenggaraan Bidang Penerbangan (Vol. 32). (2021b).
[20] Perkembangan Transportasi D.I. Yogyakarta Januari 2023 Brs No. 21/03/34/Th. Xxv, 1 Maret 2023
[21] Rully Indrawan, & Poppy Yaniawati. (2017). Metodologi Penelitian Kuantitatif, Kualitatif, Dan Campuran Untuk Manajemen, Pembangunan, Dan Pendidikan (Revisi) (Nurul Falah Atif, Ed.). Pt Refika Aditama.
[22] Salim, A. (2006). Manajemen Transportasi. Alfabeta.
[23] Sugiyono. (2016). Metodologi Penelitian Kuantitatif, Kualitatif, Dan R&D. Cv Alfabeta.
[24] Udyani Salma Widyaswar, & Ervina Ahyudanari. (2021). Analisis Konektivitas Transportasi Udara Antar Ibukota Provinsi Di Indonesia Akibat Pandemi Covid-19. Jurnal Teknik Its, 10(2).
[25] Wardhana, E. (2019). Pengaruh Nilai Utilitarian, Nilai Hedonis, Pengalaman Pelanggan, Kepercayaan Merek Terhadap Loyalitas Pelanggan Sonny Vaio. Jurnal Ekonomi Dan Industri, 20(2).
[26] Widhi Utomo Megantoro, & Ervina Ahyudanari. (2021). Analisis Bandar Udara Sam Ratulangi Di Manado Sebagai Bandar Udara Super Hub Untuk Jembatan Udara Di Wilayah Indonesia Timur Ditinjau Dari Konektivitas Kargo. Jurnal Teknik Its, 10(2).