

Consumer acceptance of self-service check-in technology
Case study of Husein Sastranegara Airport Bandung

By

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STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgment is made in the thesis.

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ABSTRACT

Acceptance of self-service technology
In Indonesian airport industry.
Case study of Bandung

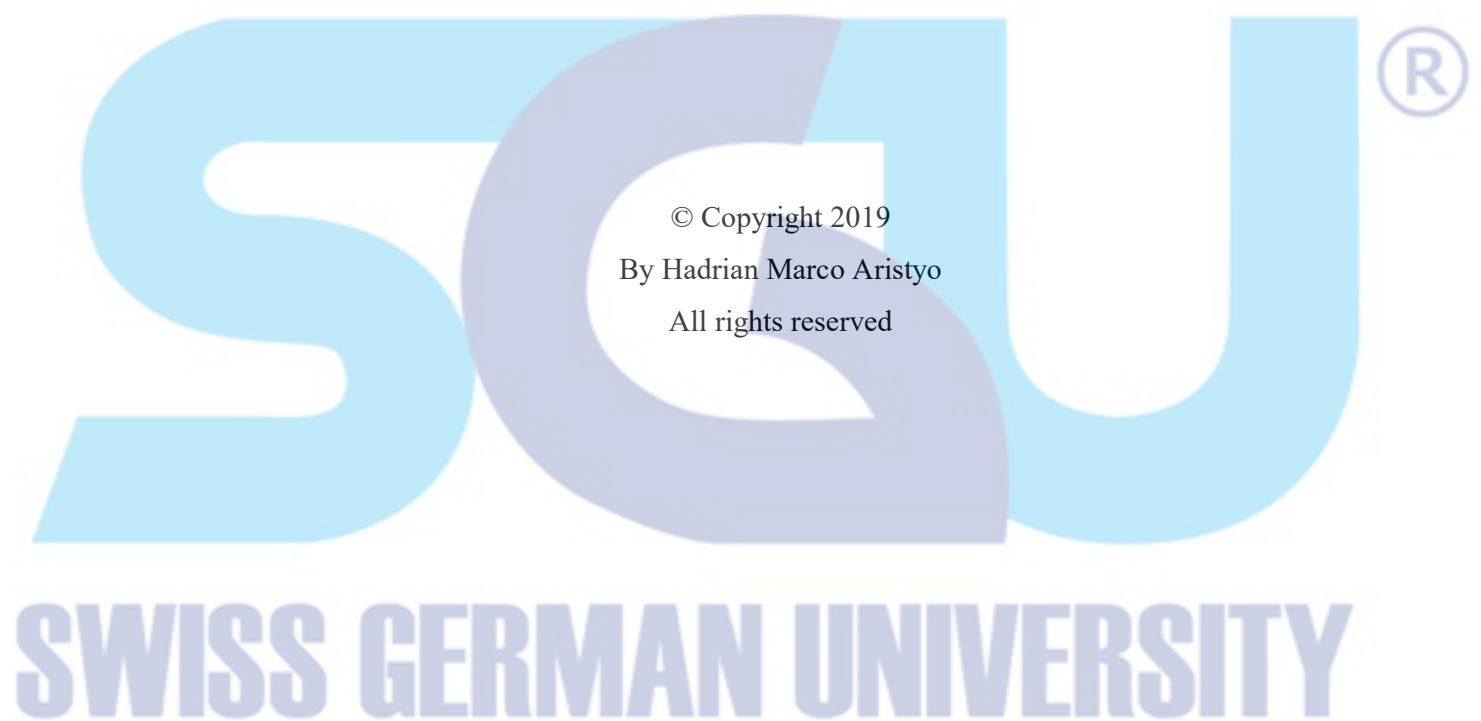
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This research is designed to scale how good self-service check in kiosk accepted by the passenger in Husein Sastranegara airport in Bandung. TAM model are used to make the research models and made to measure the impact between Perceived ease of use and perceived usefulness on behavioral intention toward using self-service check in kiosk technology itself. The research subject in this research is the passenger that have depart from the airport and have use the self-services kiosk provided by the airport. 101 respondents are taken as samples and the data have been analyzed with multiple linear regression method. The result shows perceived ease of use and perceived usefulness have 22.7% effect towards behavioral intention of user towards self-services technology; this means both of the hypotheses are accepted. Airport management could do promotion to improve the kiosk usage through social media and make tutorial video about steps of using self-service check in kiosk Suggestion and recommendation are made based on this research finding and provided for PT Angkasa Pura II (Airport Operator) and concluded in the last chapter of this research.

Keywords: Self-services technology, Self-check in kiosk, perceived ease of use, perceived usefulness, behavioral intention .



DEDICATION

I dedicate this works for my family and colleagues, to fulfill my curiosity in technologies and for the rise of Self-services technology.



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