

BAB V

CONCLUSIONS AND SUGGESTIONS

5.1 CONCLUSIONS

First, service procedure on delay condition in Sriwijaya Air at Sultan Mahmud Badaruddin II International Airport Palembang are not in accordance with regulations established by government regulation as should compensation and service at the time of the delay was made during flight delays ranging from 30 minutes to 1 hour but Sriwijaya Air will provide compensation and services at the delay time after the plane experienced 1 hour delay.

Second, the services are given during the delay done well by staff Sriwijaya Air accordance with the terms and conditions applicable even though incompatible with government regulation because the regulation to compensate and service at the delay time after the plane experienced 1 hour delay.

Third based on the results of the questionnaire that service quality is seen from the 5 dimensions, namely: *tangible*, *reliability*, *responsiveness*, *assurance*, *empathy* has a good results and important influence on customer satisfaction.

5.2 SUGGESTIONS

In spite of their good results from the five dimensions of service, Sriwijaya Air must keep the quality of service and increase it better in the future. The writer offers some suggestions for Sriwijaya Air. They are as follows:

1. Sriwijaya Air should improve their facilities such as: waiting room, check in counter and baggage claim to passenger who experience on delay condition in order to increase the quality of service.
2. Sriwijaya Air must fix their weakness in timeliness about provide compensation in the form of snacks on time during the delay condition.

3. Sriwijaya Air must handle quickly the complaints from passengers during the delay condition such as: complaint from passengers about delay condition and complaint from passengers about timeliness provide compensation in the form of snacks during the delay condition.
4. Sriwijaya Air employees should increase their responsiveness to the needs of passengers such as: information about flight schedules, information about the length of the delay and information about the compensation to be awarded.