ABSTRACT

The growth of technology makes Soekarno-Hatta International Airport apply the self check-in kiosk in the purpose to reduce the queue in check-in counter, efficient time during the check-in process, and make the journey experience passenger. The user of self check-in kiosk still limited. This research purpose to analyze to find out the factors influencing Behavioral Intention of adoption and use self check-in kiosk in Soekarno-Hatta International Airport. The purpose of this research is to analyze passenger assessment on the independent variables towards behavioral intention in the context of self check-in kiosk technology adoption in Soekarno-Hatta International Airport.

A research model used in this research is a Modified Unified Theory of Acceptance and Use of Technology2 (UTAUT2) Model with Trust as new variable. Quantitative studies with causal types were used in this study. While the analysis method using Structural Equation Modelling (SEM) with the help of SmartPLS 3.0 as the statistical software. The data was gathered through an online and an offline survey then earned 465 valid respondents who in the age 17- 60 years old and have been used self check-in kiosk in Soekarno-Hatta International Airport.

The result shows that factors that influence the Behavioral Intention on the adoption and use of self check-in kiosk in Soekarno-Hatta International Airport, sequentially starting from the greatest influence are Trust, Effort Expectancy, Performance Expectancy, and Social Influence. Meanwhile, the factors moderate variable of Age influence Trust and Effort Expectancy. The implications of this study are expected to help management to know which factors are the consumers' preferences in using self check-in kiosk and the passenger needs. The result of this research has 4 influence variable, 2 independent variable moderates by age. The explanatory power of the UTAUT2 research framework is 48%.

Trust variable on this research has higher influence on Behavioral Intention. With score path correlation 0.582 this means that airport management should take attention to control self check-in kiosk. Then Effort Expectancy also has influence on Behavioral Intention with score path correlation 0.276 seen from the research result, the instruction of using self check-in kiosk should be clearly and easier to understand. For the Performance Expectancy, a path correlation score is 0.099 also influence on Behavioral Intention, seen from Performance Expectancy, the airport management should be control airport the performance of self check-in. For the Social Influence, with score path correlation 0.098 that show the company must be made interaction with the customers or influencer.

Keywords: Airport, Self check-in kiosk, UTAUT2, Behavioral Intention