

ANALYSIS OF THE INFLUENCE OF TARIFF POLICY, PASSENGER VOLUME, AND FLIGHT CONNECTIVITY ON PASSENGER SERVICE CHARGE (PSC) REVENUE AT FRANS KAISIEPO BIAK INTERNATIONAL AIRPORT POST COVID-19 PANDEMIC

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Abstract

This study aims to analyze the influence of PSC tariff policy, passenger volume, and flight connectivity on Passenger Service Charge (PSC) revenue at Frans Kaisiepo International Airport during the 2018–2025 post-COVID-19 recovery period. A quantitative explanatory approach was applied using secondary time-series data obtained from official airport and government reports. The data were analyzed through multiple linear regression with classical assumption testing using IBM SPSS Statistics 26. The results indicate that PSC tariff policy has a significant positive effect on PSC revenue, while passenger volume shows a positive but statistically weaker effect at the 5% significance level. Flight connectivity does not have a significant direct effect on PSC revenue. Simultaneously, the independent variables significantly explain variations in PSC revenue with a high coefficient of determination. The study is limited by the small number of annual observations and the structural relationship between tariff and passenger volume. Future research is recommended to use higher-frequency data and apply advanced time-series techniques to enhance robustness and generalizability.

Keywords: Airport revenue management, Flight connectivity, pandemic recovery, Passenger volume, Post- Regional airport, , PSC revenue, Tariff policy.

INTRODUCTION

Air transportation plays a strategic role in supporting connectivity and regional economic integration in archipelagic countries such as Indonesia. Airports function not only as mobility hubs but also as drivers of local economic activity. In this context, Passenger Service Charge (PSC) revenue represents a primary aeronautical income source that supports airport operations and service provision (Morrell, 2019). Frans Kaisiepo International Airport serves as a key gateway in Eastern Indonesia. Operationally, the airport has adequate infrastructure to accommodate narrow body aircraft operations (InJourney Airports, 2025). However, its financial sustainability remains highly dependent on passenger traffic and the regulatory framework governing PSC tariffs.

Prior to the COVID-19 pandemic, Frans Kaisiepo International Airport experienced relatively stable passenger traffic, recording a total of 489,962 passengers during the 2016–2018 period. This level of traffic reflected the airport's role as an important transportation gateway supporting regional mobility, economic activities, and connectivity within Eastern Indonesia. However, the growth trend began to weaken in 2019 as increases in airline ticket prices reduced travel demand and affected passenger movement. The situation became significantly more severe following the outbreak of the COVID-19 pandemic, which disrupted the global aviation industry through travel restrictions, border closures, and reduced economic activity.

According to the International Civil Aviation Organization (ICAO, 2020), global air passenger traffic declined by more than 60 percent during the pandemic, representing one of the most severe crises in the history of commercial aviation. Similar conditions were observed at Frans Kaisiepo International Airport, where passenger numbers decreased substantially to only 249,675 passengers. This decline had direct implications for airport financial performance, particularly Passenger Service Charge (PSC) revenue, which is highly dependent on passenger traffic volume. As fewer passengers utilized airport facilities and services, the revenue generated from PSC collection also experienced a significant reduction (InJourney Airports, 2023; Suwardi & Rahmawati, 2022).

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Since the easing of travel restrictions in 2022, the aviation sector has gradually entered a recovery phase characterized by increasing passenger demand and the restoration of flight operations. Nevertheless, the pace of recovery has varied considerably across different types of airports. Major hub airports generally recovered more quickly due to their extensive route networks, higher traffic demand, and stronger market attractiveness. In contrast, regional airports often face greater challenges in restoring passenger traffic because of their dependence on limited routes and lower flight frequencies (IATA, 2021).

These challenges are particularly relevant for airports located in Eastern Indonesia, where geographic conditions and market characteristics often result in restricted route availability and limited flight connectivity. Such structural constraints can reduce accessibility, limit passenger movement, and slow the recovery of air transportation demand. Previous studies have highlighted that insufficient connectivity remains a key factor affecting airport traffic performance and revenue generation in many regional airports across Eastern Indonesia (Aryanto & Kurniawan, 2023). Consequently, understanding the relationship between passenger traffic, connectivity, and airport revenue has become increasingly important, particularly in the context of post-pandemic recovery and the need to strengthen the financial sustainability of regional airports.

PSC revenue is theoretically influenced by tariff policy, passenger volume, and flight connectivity. Tariffs are regulated by the government, limiting operator flexibility (Morrell, 2019). Passenger volume directly determines PSC revenue, while connectivity influences traffic flow and revenue potential (Aryanto & Kurniawan, 2023). Previous studies largely focus on national or major hub contexts, with limited empirical analysis of these three variables simultaneously in regional airports during post pandemic recovery. Therefore, this study aims to analyze the influence of tariff policy, passenger volume, and flight connectivity on PSC revenue at Frans Kaisiepo International Airport in the post COVID 19 period. The findings are expected to contribute to airport revenue management literature and provide empirical insight for strengthening financial resilience and connectivity development in Eastern Indonesia.

LITERATURE REVIEW

This section discusses the main theoretical foundations and empirical studies that underpin the development of the research hypotheses and framework. The discussion integrates system theory, airport revenue theory, tariff regulation principles, passenger demand determinants, and flight connectivity concepts to construct a coherent explanation of Passenger Service Charge revenue dynamics in the post COVID 19 context.

System Theory and Airport Revenue Structure

General System Theory proposed by Bertalanffy explains that an organization functions as an interconnected system in which changes in one component influence other components within the structure. Airports can be conceptualized as open systems that receive inputs, process operational activities, and generate outputs in the form of services and revenue. In this structure, tariff policy, passenger demand, and flight connectivity represent critical inputs, while Passenger Service Charge revenue constitutes one of the key outputs. As an open system, an airport continuously interacts with external regulatory and market environments. The cross sectoral perspective emphasizes the interaction between government regulation, airline operations, and airport management, while the developmental perspective highlights dynamic adjustments over time, particularly during periods of disruption such as the COVID 19 pandemic. This systemic view provides the theoretical foundation for understanding how policy, operational, and market variables jointly influence PSC revenue performance.

Passenger Service Charge Revenue

Passenger Service Charge is defined as a fee imposed on passengers for the use of airport facilities and services and is categorized as aeronautical revenue (Widyahadi & Ibad, 2025). PSC revenue is commonly measured by the total amount collected within a given period, reflecting both tariff levels and passenger traffic volume (Baxter & Srisaeng, 2025). From an economic perspective, PSC revenue is directly influenced by the number of passengers served and the tariff applied per passenger. The decline in global passenger traffic during the COVID-19 pandemic significantly affected airport charging systems and aeronautical revenues (Forsyth et al., 2020). Studies show that airport revenue recovery is closely linked to the pace of passenger traffic recovery (Gudmundsson et al., 2021; Uzule & Kuzmina-Merlino, 2022). These findings indicate that PSC revenue performance cannot be separated from broader aviation market conditions. In addition to tariff and traffic factors, previous literature suggests that airport service quality and passenger satisfaction may indirectly contribute to revenue performance. Usman et al. (2022) highlight that airport service quality influences passenger satisfaction and behavioral responses, which can affect passengers'

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willingness to use airport services. Although service quality is not directly examined in this study, it may play a supporting role in shaping passenger behavior and overall revenue performance, particularly through its interaction with passenger volume.

Tariff Policy

Tariff policy represents a regulatory instrument that determines the level of charges imposed on airport users. According to ICAO (2020), airport charging systems must adhere to cost related principles, transparency, and non discrimination. The design of tariff systems also involves regulatory models such as price cap and rate of return mechanisms (Czerny et al., 2016). Empirical studies show that tariff adjustments influence airline behavior and passenger demand. Abate et al. (2020) and Forsyth et al. (2020) highlight that pricing policies play a critical role in sustaining aviation activity during crisis periods. In the Indonesian context, domestic fare policies have been associated with passenger demand changes (Yanengga, 2022). Although tariff policy directly determines PSC per passenger, its broader economic impact operates through demand stimulation and traffic volume changes.

Passenger Volume

Passenger volume refers to the total number of passengers using airport services within a specific period and serves as a primary indicator of airport activity (Wang et al., 2024). Passenger demand is influenced by both demand side factors such as income and ticket prices and supply side factors such as flight frequency and connectivity (Yue & Byrne, 2021). During the COVID 19 pandemic, global passenger volumes declined drastically, leading to substantial reductions in airport revenue (Iacus et al., 2020; Suau-Sanchez et al., 2020). Post pandemic recovery patterns vary across regions, with traffic restoration being a key determinant of airport financial stability (Gudmundsson et al., 2021). Since PSC is levied per passenger, fluctuations in passenger volume have a direct proportional relationship with PSC revenue.

Flight Connectivity

Flight connectivity describes the extent to which an airport is connected to domestic and international route networks. Connectivity reflects the number of direct routes, flight frequency, and the availability of indirect connections (Doganis, 2019; Burghouwt, 2013). Airports with broader connectivity tend to exhibit higher competitiveness and greater passenger attractiveness (Cheung et al., 2020; Sun et al., 2020). Research during the pandemic period demonstrates that disruptions in connectivity significantly reduced passenger flows and altered airport network structures (Kuo et al., 2022; Sun et al., 2021). As connectivity improves, passenger movement increases, which in turn enhances aeronautical revenue potential. Therefore, connectivity is theoretically linked to PSC revenue, either directly or through its influence on passenger volume.

Synthesis of Previous Studies and Hypothesis Development

Previous studies predominantly examine the impact of COVID 19 on passenger demand, airport connectivity, and charging systems separately. Forsyth et al. (2020) and Abate et al. (2020) focus on pricing and demand collapse, while Cheung et al. (2020) and Sun et al. (2020) analyze connectivity dynamics. Uzule and Kuzmina-Merlino (2022) investigate airport revenue structures but do not integrate tariff policy, passenger volume, and connectivity simultaneously. This body of literature indicates that each variable has been studied individually, yet limited empirical research tests their simultaneous influence on PSC revenue in regional airports during post pandemic recovery. The synthesis of these findings suggests three logical relationships. First, tariff policy determines the PSC level and influences demand behavior. Second, passenger volume directly determines PSC revenue due to its per passenger charging mechanism. Third, flight connectivity enhances accessibility and stimulates passenger traffic, which contributes to revenue growth.

Based on this synthesis, the following hypotheses are developed:

H1: Tariff policy has a significant effect on PSC revenue.

H2: Passenger volume has a significant effect on PSC revenue.

H3: Flight connectivity has a significant effect on PSC revenue.

Research Framework

Grounded in system theory, this research conceptualizes the airport as an open system in which tariff policy, passenger volume, and flight connectivity function as interrelated independent variables influencing PSC revenue as the dependent variable. Tariff policy represents the regulatory input that determines the charge per passenger.

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Passenger volume represents the operational outcome of market demand. Flight connectivity reflects the structural capacity of the airport within the aviation network. The framework positions these three variables as determinants of PSC revenue in the post COVID 19 recovery context, providing an integrated model for analyzing airport revenue performance at regional airports.

METHOD

This study employs a quantitative explanatory design using secondary time series data to examine the influence of tariff policy, passenger volume, and flight connectivity on Passenger Service Charge revenue. The quantitative approach is grounded in positivist assumptions, where relationships between variables are measured objectively using numerical data and statistical analysis (Sugiyono, 2021). The research applies a deductive logic by testing theoretical propositions derived from system theory, demand theory, and airport revenue theory through empirical data (Saunders et al., 2019).

Recent developments in quantitative business research emphasize the importance of structured data modeling and robust statistical techniques in analyzing institutional and financial performance. Advanced analytical frameworks enable researchers to extract systematic patterns from complex datasets and improve the reliability of empirical findings. For example, Caraka et al. (2025) demonstrate how data-driven modeling approaches can be applied to identify structured financial trends and institutional dynamics, highlighting the growing role of rigorous quantitative methodologies in contemporary business research. In the context of airport revenue analysis, the application of structured statistical modeling strengthens the validity of examining tariff policy, passenger volume, and revenue relationships during post-pandemic recovery. The study focuses on a single case, namely Frans Kaisiepo International Airport, as part of PT Angkasa Pura Indonesia under InJourney Airports. The research uses longitudinal data covering the period 2018–2025 in order to capture changes before, during, and after the COVID-19 pandemic.

Population and Sampling

The population of this research consists of all operational and financial data related to Passenger Service Charge revenue, passenger volume, flight frequency, and tariff policy at Frans Kaisiepo International Airport during the 2018–2025 period. These data include domestic and international PSC revenue, total passenger numbers, flight movements, and official tariff regulations. Because the total data required for the study are fully available, this research applies a saturated sampling technique, where the entire population is used as the research sample (Sugiyono, 2021). This approach is appropriate in time series analysis when the dataset is limited to a specific unit of analysis but complete across the observed period.

Data Measurement and Data Collection

This study relies exclusively on secondary data obtained from official institutional sources. PSC revenue data, passenger volume, and flight frequency were collected from periodic reports published by InJourney Airports. Tariff policy data were obtained from regulations issued by the Ministry of Transportation. Supporting statistical data were also sourced from the Central Bureau of Statistics of Biak Numfor. The operationalization of variables follows the principles outlined by Sekaran and Bougie (2020), which emphasize transforming abstract concepts into measurable indicators. The independent variables consist of tariff policy (measured by domestic and international PSC tariff levels), passenger volume (measured by total annual domestic and international passengers), and flight connectivity (measured by flight frequency and number of active routes). The dependent variable is PSC revenue, measured by total annual domestic and international PSC income. All variables are measured using a ratio scale. Data validity is ensured through the use of official and audited institutional reports, while reliability is supported by consistency checks across the observed time period (Saunders et al., 2019; Hair, 2022).

Hypothesis Testing Procedure and Analytical Tools

To test the proposed hypotheses, this study applies multiple linear regression analysis, which allows the examination of the simultaneous and partial effects of several independent variables on one dependent variable (Sugiyono, 2021). The regression model is formulated as follows:

$$Y = \alpha + \beta_1 X_1 + \beta_2 X_2 + \beta_3 X_3 + \varepsilon$$

In this model, Y denotes PSC revenue, while X_1 , X_2 , and X_3 represent tariff policy, passenger volume, and flight connectivity, respectively. The parameter α refers to the constant term, β indicates the regression coefficients, and ε represents the error component.

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Before conducting hypothesis testing, several classical assumption tests are performed to verify the suitability and reliability of the regression model. These tests include assessments of normality, multicollinearity, heteroscedasticity, and autocorrelation. The influence of each independent variable on PSC revenue is then examined using t-tests, whereas the collective impact of all independent variables is evaluated through an F-test. Additionally, the coefficient of determination (R^2) is utilized to determine the extent to which variations in PSC revenue can be explained by the independent variables included in the model. All statistical analyses are conducted using IBM SPSS Statistics version 26 in accordance with quantitative analysis standards recommended by Hair (2022).

The primary objective of this research is to analyze the extent to which PSC tariff policy, passenger volume, and flight connectivity affect PSC revenue at Frans Kaisiepo International Airport between 2018 and 2025. The study evaluates the partial influence of each explanatory variable as well as their combined effect on revenue generation. In addition, the findings are discussed within the framework of post-pandemic aviation recovery to better understand the determinants of airport revenue performance during the recovery phase.

RESULT

Regression Model Estimation

The regression analysis produced the following estimated equation:

$$\text{PSC Revenue} = -9,886,196,546.163 + 266,493.599(X_1) + 29,396.605(X_2) + 414,244.621(X_3) + \varepsilon$$

This equation indicates that, holding other variables constant:

1. Every one-unit increase in PSC tariff contributes positively to PSC revenue by 266,493.599 units.
2. Every one-unit increase in passenger volume contributes positively to PSC revenue by 29,396.605 units.
3. Every one-unit increase in flight connectivity contributes positively to PSC revenue by 414,244.621 units, although this effect is statistically weak.

The constant value is negative, which statistically represents the intercept of the model when all independent variables are zero. Since such a condition is not practically meaningful in airport operations, the constant does not carry substantive economic interpretation.

Table 1. Partial Regression Results (t-Test)

Variable	B	t-value	Sig.	VIF
PSC Tarif	266,493.599	3.821	0.019	5.847
Passenger Volume	29,396.605	2.223	0.090	6.873
Flight Connectivity	414,244.621	0.321	0.764	3.120

Source: Processed SPSS Output (2025)

Simultaneous Test and Model Fit

Table 2. Model Summary and F-Test

R	R ²	Adjusted R ²	F	Sig.	Durbin-Watson
0.979	0.958	0.926	30.368	0.003	1.258

Source: Processed SPSS Output (2025)

The F-test result shows a significance value of 0.003, which is lower than 0.05. This indicates that PSC tariff policy, passenger volume, and flight connectivity simultaneously influence PSC revenue. Therefore, the regression model is statistically significant as a whole. The coefficient of determination ($R^2 = 0.958$) indicates that 95.8% of the variation in PSC revenue can be explained by the independent variables. The Adjusted R^2 value of 0.926 suggests that 92.6% of PSC revenue variation is explained after adjusting for the number of predictors in the model. This demonstrates a very strong explanatory power. However, it is important to acknowledge that PSC revenue is structurally related to tariff and passenger volume. Since PSC revenue is mathematically derived from tariff multiplied by passenger volume, a high R^2 value is theoretically expected. Thus, while the statistical strength of the model is high, the structural relationship between variables must be considered in interpretation.

Hypothesis Testing and Interpretation

Effect of Tariff Policy on PSC Revenue

The t-test result for PSC tariff shows a significance value of 0.019, which is lower than 0.05. This indicates that tariff policy has a statistically significant positive effect on PSC revenue. Therefore, H1 is accepted. This finding confirms that tariff adjustment plays a dominant role in determining PSC revenue. The increase in PSC tariff in 2023 from IDR 30,000 to IDR 66,600 resulted in a substantial rise in revenue despite declining passenger volume. This demonstrates that during the post-pandemic recovery period, price adjustments had a stronger marginal impact on revenue performance compared to traffic growth. From a regulatory and economic perspective, this finding supports the view that airport charging systems function as strategic revenue management tools, particularly when passenger recovery remains unstable.

Effect of Passenger Volume on PSC Revenue

The significance value for passenger volume is 0.090. At a 5% significance level, this variable is not statistically significant. However, at a 10% level, the effect becomes marginally significant. Thus, H2 is not supported at $\alpha = 0.05$, but it shows moderate influence. Traditionally, passenger volume is the primary driver of aeronautical revenue because PSC is levied per passenger. However, during the observed period, the large increase in tariff appears to overshadow the effect of passenger volume. In other words, revenue growth during 2023–2025 was more price-driven than traffic-driven. This finding suggests that in recovery phases, revenue stabilization can be achieved through pricing strategies even when traffic recovery is incomplete.

Effect of Flight Connectivity on PSC Revenue

The significance value for flight connectivity is 0.764, which is far above 0.05. Therefore, H3 is rejected. This indicates that flight connectivity does not have a significant direct effect on PSC revenue. While connectivity is important for long-term competitiveness and passenger accessibility, its influence on PSC revenue appears to operate indirectly through passenger volume rather than directly affecting revenue levels.

DISCUSSION

The empirical findings reveal a clear pattern: tariff policy is the most influential determinant of PSC revenue at Frans Kaisiepo International Airport during the post-COVID-19 period. Passenger volume shows moderate influence, while flight connectivity does not demonstrate a significant direct effect. These results illustrate that airport revenue in regional contexts can be highly sensitive to regulatory pricing decisions. In situations where traffic recovery is uneven, adjusting tariff levels may provide faster financial stabilization than relying solely on passenger growth. The non-significant effect of connectivity highlights an important structural insight. Increasing flight frequency or route availability does not automatically translate into revenue growth unless it successfully stimulates passenger demand. Thus, connectivity should be viewed as a supporting variable rather than a direct revenue determinant.

Beyond regulatory and operational factors, the literature highlights the importance of service-related aspects in supporting airport revenue growth. According to Usman et al. (2023), enhanced service orientation and airport service quality improve passenger satisfaction, thereby encouraging greater use of airport facilities and services that generate aeronautical income. While the current study focuses on tariff policy, passenger volume, and flight connectivity, the findings of Usman et al. imply that service quality may indirectly influence revenue performance and should be considered as a complementary factor in understanding airport financial outcomes during the post-pandemic recovery period. Overall, the findings suggest that in the post-pandemic recovery phase, revenue management strategies at regional airports may prioritize tariff optimization while gradually restoring connectivity and passenger demand.

CONCLUSION

This study analyzes the influence of PSC tariff policy, passenger volume, and flight connectivity on PSC revenue at Frans Kaisiepo International Airport during the 2018–2025 period in the post-COVID-19 context. The results show that PSC tariff policy has a significant positive effect on PSC revenue, indicating that pricing adjustments play a dominant role in revenue performance. Passenger volume demonstrates a positive but statistically weaker effect at the 5% significance level, while flight connectivity does not have a significant direct impact on PSC revenue. Simultaneously, the three variables significantly explain variations in PSC revenue, with a high coefficient of determination.

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These findings suggest that in the recovery phase, regulatory pricing strategies may provide stronger short-term revenue stabilization compared to traffic growth alone. However, the limited number of annual observations and the structural relationship between tariff and passenger volume should be considered when interpreting the results. Future research is recommended to use higher-frequency data and apply more advanced time-series approaches to strengthen empirical robustness and broaden generalizability.

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