Enhancing Service User Interest Through Passenger Satisfaction: The Role Of Service Quality And Accessibility In Adi Soemarmo Airport Rail Link.

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Abstract
Background*: This study aims to analyze the direct and indirect influence of service quality and accessibility on passenger satisfaction and its impact on the intention to reuse the Adi Soemarmo Airport Train service in Solo, Indonesia. The main issues identified are the suboptimal service quality and limited accessibility of the Adi Soemarmo Airport Train, as passengers still need to use other modes of transportation to reach the station*
Materials and Methods*: The research approach employs a quantitative method with Structural Equation Modelling (SEM) analysis, involving a sample of 210 passengers.*
Results*: The research findings indicate that service quality and accessibility have both direct and indirect effects on the intention to reuse the service, with passenger satisfaction acting as a mediator.*
Conclusion: *Policymakers can utilize the findings of this research, particularly regarding the aspects of service quality and accessibility that are perceived as suboptimal by passengers. Therefore, to enhance interest in using the Adi Soemarmo Airport Train services again, improvements in service quality and accessibility supported by passenger satisfaction are necessary.*
Key Word*: Service Quality, Accessibility, Satisfaction, Repurchase Intention, Adi Soemarmo Airport Train Solo.*

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I. Introduction

Transportation plays a vital role in daily life, especially in supporting the mobility of society, which is directly linked to various economic and social aspects. In the context of national development, the transportation sector serves as a connector between regions, facilitating smooth economic activities for the community. Surakarta City, as one of the economic activity hubs in Central Java, heavily relies on land and air transportation modes to meet its residents' mobility needs. One crucial infrastructure is Adi Soemarmo Airport, which serves as the air transportation gateway for the people of Solo and its surroundings. Additionally, the presence of other transportation modes integrated with Adi Soemarmo Airport, such as the Adi Soemarmo Airport Train (KA BIAS), enhances public accessibility to the airport while simultaneously reducing traffic congestion often occurring around the area.

Adi Soemarmo Airport, which first opened for commercial flights in 1974, has continued to develop alongside the increasing demand for air transportation. KA BIAS, which began operating on December 29, 2019, offers an alternative solution for people traveling to or from Adi Soemarmo Airport. This train connects Solo Balapan Station to the airport terminal with a travel time of approximately 20 minutes and relatively affordable fares. However, the integration of this transportation mode faces several challenges, including mismatched KA BIAS schedules with flight times and limited accessibility of the station, which poses obstacles for residents, especially those living in peripheral areas.

In addressing these challenges, service quality and accessibility become key factors influencing passenger satisfaction and their intention to reuse transportation services. Previous research has shown that good service quality correlates positively with the public's interest in using transportation services sustainably (Marlena, 2018). Furthermore, easily accessible infrastructure significantly influences users' decisions in choosing the right mode of transportation (Hidayatullah, 2020). However, despite the advantages offered by KA BIAS, such as short travel time and schedule punctuality, the decline in passenger numbers using this service indicates dissatisfaction that needs immediate attention.

II. Material And Methods

This study was conducted on passengers who had used airport train services from 2024. A total of 210 subjects (both male and female) were in this study.

Study Design: field research & google form.

Study Location: Surakarta, Central of Java.

Study Duration: June 2024 to July 2024.

Sample size: 210 passanger.

Sample size calculation: The minimum sample size determination for SEM-PLS is calculated as the number of indicators multiplied by 5–10 parameters. With 42 indicators, 42 x 5 parameters = 210 respondents are required. The questionnaire distribution technique is carried out via Google Forms, targeting passengers at Adi Soemarmo Airport, Solo.

Subjects & selection method: The research population is taken from the passengers of Adi Soemarmo Airport Railways in Solo.

III. Literatur Review

Passenger Satisfaction

According to Setia K (2021), customer satisfaction refers to a person's feeling of pleasure or disappointment when comparing perceived performance of a company or product with customer expectations. Susanti (2024) defines satisfaction as an overall evaluation based on total experience with a product or service within a specific period. Darunanto (2024) emphasizes that customers tend to choose products or services that provide the highest perceived value. Yoga, Sihombing, and Tasran (2020) identify three dimensions of satisfaction: service loyalty, meeting passenger expectations, and willingness to recommend the service to others.

Repurchase Intention

Wulandari (2024) describes repurchase intention as the desire to buy a product again due to satisfaction with a prior purchase. Luhgiatno (2024) defines it as a consumer's interest in a product that motivates them to buy it again, while Wardhana (2024) suggests that repurchase intention is a planned purchase based on careful consideration. Priyansah (as quoted by Ardhiansyah, 2023) outlines four dimensions to assess repurchase intention: transactional, referential, preferential, and exploratory.

Service Quality

Service quality is critical in shaping passenger satisfaction. According to Rafi (2022), passengers evaluate service quality based on speed, accuracy, friendliness, and comfort. Sulistiyowati (2018) describes service quality as the desired level of excellence and control over that level to meet customer needs. Hasan (2020) defines it as a company's ability to meet or exceed customer expectations, highlighting the gap between actual service and customer expectations. Ricardianto (2023) identifies five dimensions of service quality (tangible, reliable, responsive, assurance, empathy) based on the SERVQUAL model.

Accessibility

Accessibility refers to the ease and convenience of interaction between locations, facilitated by transportation networks (Tamin, 2000). According to Romadhani (2024), accessibility is fundamental for connecting land use and transportation systems, enabling seamless travel. Nur (2021) highlights accessibility as a way to create equal opportunities for all. Yunastiawan and Pramana (2018) outline four dimensions: safety, access to services, cost, and travel distance.

IV. Hypothesis Development

H1: Service Quality and Passenger Satisfaction

Service quality plays a vital role in passenger satisfaction. Four key elements—speed, accuracy, friendliness, and comfort—are essential in achieving satisfaction. Satisfactory service leads to higher levels of customer retention and loyalty. When passenger expectations are met or exceeded, satisfaction is enhanced, which directly impacts passenger satisfaction. H1: Service quality positively affects passenger satisfaction.

H2: Accessibility and Passenger Satisfaction

Good accessibility enhances passenger comfort and satisfaction by facilitating a smoother and more enjoyable journey. Properly connecting and providing easy access to travel services can increase passenger satisfaction. Accessibility is associated with ease of travel, availability of information, and convenience, all of which significantly improve the level of passenger satisfaction. H2: Accessibility positively affects passenger satisfaction.

H3: Service Quality and Repurchase Intention

High service quality encourages passengers to return to use railway services. Satisfying service quality acts as a catalyst for passengers' willingness to use the service again, making it a key factor in repurchase intention. The overall perception of the quality of service affects passengers' desire to return to use the railway service. H3: Service quality positively influences repurchase intention.

H4: Accessibility and Repurchase Intention

Accessibility, especially in terms of information availability and ease of travel, plays a significant role in fostering repurchase intention. When passengers can easily access and use services, they are more likely to return and make further use of the service. Good accessibility provides comfort, safety, and convenience, which in turn increases repurchase intention. H4: Accessibility positively affects repurchase intention.

H5: Passenger Satisfaction and Repurchase Intention

Passenger satisfaction is closely linked to repurchase intention. Satisfied passengers are more inclined to use services again, indicating a higher level of loyalty. Satisfaction serves as a psychological factor that drives customers to purchase again. Therefore, H5: Passenger satisfaction positively and significantly affects repurchase intention.

H6: Service Quality and Repurchase Intention through Passenger Satisfaction

Improving service quality leads to higher passenger satisfaction, which subsequently increases repurchase intention. Service quality can mediate the relationship between passenger satisfaction and repurchase intention. Therefore, the quality of the service influences passenger satisfaction, which can enhance the intention to repurchase railway services in the future. H6: Service quality positively and significantly affects passenger satisfaction.

H7: Accessibility and Repurchase Intention through Passenger Satisfaction

Good accessibility improves passenger satisfaction, which influences repurchase intention. Accessibility, when combined with satisfaction, creates a positive impact on passengers' willingness to use railway services again. It affects the ease of travel, cost, safety, and convenience, ultimately affecting passengers' repurchase decisions. H7: Accessibility positively and significantly affects repurchase intention through passenger satisfaction.
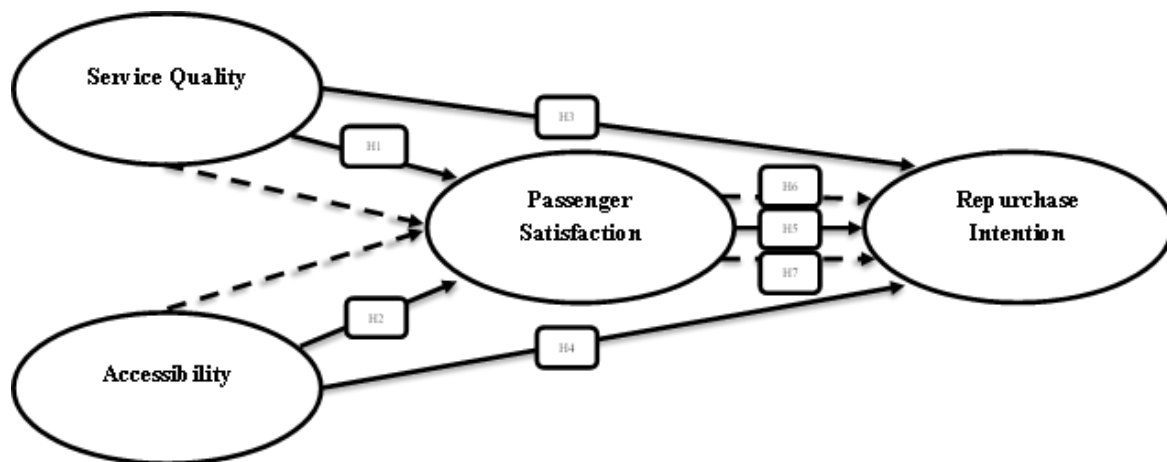

Image 1. Conceptual Framework

V.   Result

Convergent Validity Test

Convergent Validity aims to assess the validity of the relationship between indicators and their constructs or latent variables. The reflective indicator calculation model for Convergent Validity is evaluated based on the correlation between item scores and latent variables estimated by PLS. The rule of thumb used for convergent validity is an outer loading > 0.7, communality > 0.5, and Average Variance Extracted (AVE) > 0.5 (Abdillah & Hartono, 2015).

Table 1. Validity Convergent

	Accessibility	Passenger satisfaction	Service quality	Repurchase intention	Information
A1	0,900				Valid
A10	0,916				Valid
A11	0,909				Valid
A12	0,922				Valid
A13	0,905				Valid
A2	0,915				Valid
A3	0,924				Valid
A4	0,898				Valid
A5	0,904				Valid
A6	0,912				Valid
A7	0,901				Valid
A8	0,906				Valid
A9	0,910				Valid
PS1		0,925			Valid
PS2		0,902			Valid
PS3		0,914			Valid
PS4		0,894			Valid
PS5		0,917			Valid
PS6		0,919			Valid
SQ1			0,910		Valid
SQ10			0,900		Valid
SQ11			0,909		Valid
SQ12			0,919		Valid
SQ13			0,911		Valid
SQ14			0,914		Valid
SQ15			0,903		Valid
SQ2			0,904		Valid
SQ3			0,901		Valid
SQ4			0,922		Valid
SQ5			0,913		Valid
SQ6			0,910		Valid
SQ7			0,918		Valid
SQ8			0,912		Valid
SQ9			0,913		Valid
RI1				0,880	Valid
RI2				0,865	Valid
RI3				0,868	Valid
RI4				0,886	Valid
RI5				0,911	Valid
RI6				0,914	Valid
RI7				0,910	Valid
RI8				0,912	Valid

Discriminant Validity Evaluation

Table 2. Hetotrait-Monitrait Ratio (HTMT) Value

	X2	Y	X1	Z
Accessibility	0.909			
Passenger satisfaction	0.461	0,912		
Service quality	0.775	0.463	0.911	
Repurchase intention	0.539	0.687	0.544	0.893

Reliability Test

The measurement of the outer model is not only used to assess convergent validity and discriminant validity but can also be conducted to determine the reliability of constructs, which can be assessed through Cronbach's alpha and composite reliability. Composite reliability is a method of measuring the true value of a construct's reliability, while Cronbach's alpha is a method of measuring the lower bound of a construct's reliability. The rule of thumb is that the alpha or composite reliability value should be greater than 0.7, although a value of 0.6 is still acceptable (Hair, 2018).

Table 3. Cronbach Alpha & Composite Reliability Value

	Cronbach's Alpha	*Composite Reliability*	*Information*
Accessibility	0.983	0.984	Reliabel
Passenger satisfaction	0.960	0.967	Reliabel
Service quality	0.985	0.986	Reliabel

Repurchase intention	0.964	0.969	Reliabel

Based on the results of the SmartPLS output, all variables show Cronbach alpha and composite reliability values, with the majority having values > 0.7. Therefore, it can be concluded that the constructs have good reliability, in accordance with the minimum threshold required.

Structural Model Test (Inner Model)

The inner model can be evaluated by looking at the R-Square value and significance. The structural model test (inner model) in this study was processed using SmartPLS software version 4.1.0.

R-Square

R-Square is used to measure the extent of variation in the independent variables affecting the dependent variables. The R-Square value approaching 1 indicates that the variation in the dependent variable is highly influenced by the variation in the independent variables (Abdillah & Jogiyanto, 2015). The calculated R-Square value can be seen in Table 6.

Table 4. R-Square Value of Endogenous Latent Variables

	R Square	*R Square Adjusted*
Passenger satisfaction (Y)	0.240	0.234
Repurchase intention (Z)	0.546	0.541

From the output of the algorithm calculation, the R-Square value essentially uses these two variables as they are influenced by other variables. As seen in Table 7, the R-Square value for the Customer Satisfaction variable is 0.234, and for the Repurchase Intention variable, it is 0.541. This result indicates that 23.4% of the Customer Satisfaction variable is influenced by the Service Quality and Accessibility variables, while the Repurchase Intention variable shows that 54.1% is influenced by the Customer Satisfaction variable.

Significance Value

The significance value can be determined by looking at the path coefficient values (path coefficient) and the T-statistic value, which can be obtained through bootstrapping. The path coefficient represents the model showing the relationship between the hypothesized constructs. The path coefficient has value criteria: if the path coefficient value is > 0, it indicates a positive influence between the two variables, and if the path coefficient value is < 0, it indicates a negative influence between the two variables. Through bootstrapping, we can obtain the T-statistic. A value is considered significant if the T-statistic is greater than 1.96 (significance level 5%) or greater than 1.64 (significance level 10%) for each path relationship. In this study, a significance level of 5% was used. Below is the diagram of the path coefficient & T-statistic for the variables in this study. Hypothesis testing in this study was conducted by evaluating the T-statistic and P-values, with the condition that the T-statistic > T table (1.96) and the P-value < 0.05 or alpha 5%. Below is the table of path coefficient & T-statistic values.
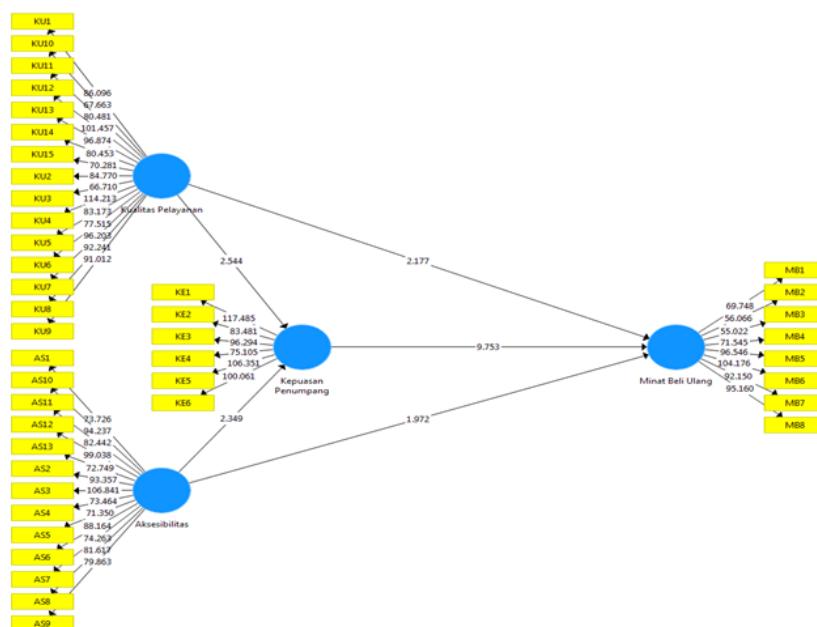

Image 2. Path Diagram of Bootstrapping Measurement Results

Table 5. Path Coefficient & T Statistic

	Original Sample	*Standard Deviation*	*T Statistic*	*P Values*	*Information*
A -> PS	0.256	0.109	2.349	0.019	Significant
A -> RI	0.157	0.079	1.972	0.049	Significant
PS -> RI	0.533	0.055	9.753	0.000	Significant
SQ -> PS	0.264	0.104	2.544	0.011	Significant
SQ -> RI	0.176	0.081	2.177	0.030	Significant

Bootstrap Testing is used to minimize issues related to data non-normality in research. The results of the bootstrap testing evaluation from PLS analysis are as follows:

Hypothesis 1 (Service Quality has a positive impact on Customer Satisfaction)
The evaluation of Hypothesis 1 indicates that there is a relationship between the Service Quality variable and Customer Satisfaction, as shown by the path coefficient value of 0.264 and a T-Statistics value of 2.544, which is greater than the T-Table value of 1.960. The P-Value is 0.011, which is smaller than 0.05. Based on these results, it can be concluded that 15 indicators of Service Quality have a positive and significant relationship with Customer Satisfaction, consistent with the first hypothesis. Therefore, **Hypothesis 1 is accepted.**

Hypothesis 2 (Accessibility has a positive impact on Customer Satisfaction)
The evaluation of Hypothesis 2 indicates that there is a relationship between the Accessibility variable and Customer Satisfaction, as shown by the path coefficient value of 0.256 and a T-Statistics value of 2.349, which is greater than the T-Table value of 1.960. The P-Value is 0.019, which is smaller than 0.05. Based on these results, it can be concluded that 13 indicators of Accessibility have a positive and significant relationship with Customer Satisfaction, consistent with the second hypothesis. Therefore, **Hypothesis 2 is accepted.**

Hypothesis 3 (Service Quality has a positive impact on Repurchase Intention)
The evaluation of Hypothesis 3 indicates that there is a relationship between the Service Quality variable and Repurchase Intention, as shown by the path coefficient value of 0.176 and a T-Statistics value of 2.177, which is greater than the T-Table value of 1.960. The P-Value is 0.030, which is smaller than 0.05. Based on these results, it can be concluded that 15 indicators of Service Quality have a positive and significant relationship with Repurchase Intention, consistent with the third hypothesis. Therefore, **Hypothesis 3 is accepted.**

Hypothesis 4 (Accessibility has a positive impact on Repurchase Intention)
The evaluation of Hypothesis 4 indicates that there is a relationship between the Accessibility variable and Repurchase Intention, as shown by the path coefficient value of 0.157 and a T-Statistics value of 1.972, which is greater than the T-Table value of 1.960. The P-Value is 0.059, which is smaller than 0.05. Based on these results, it can be concluded that 13 indicators of Accessibility have a positive and significant relationship with Repurchase Intention, consistent with the fourth hypothesis. Therefore, **Hypothesis 4 is accepted.**

Hypothesis 5 (Customer Satisfaction has a positive impact on Repurchase Intention)
The evaluation of Hypothesis 5 indicates that there is a relationship between the Customer Satisfaction variable and Repurchase Intention, as shown by the path coefficient value of 0.533 and a T-Statistics value of 9.753, which is greater than the T-Table value of 1.960. The P-Value is 0.000, which is smaller than 0.05. Based on these results, it can be concluded that 6 indicators of Customer Satisfaction have a positive and significant relationship with Repurchase Intention, consistent with the fifth hypothesis. Therefore, **Hypothesis 5 is accepted.**

Mediation Test

Table 6. Indirect Effect

	Original Sample	*Standard Deviation*	*T Statistic*	*P Values*	Information
SQ-> PS-> RI	0.136	0.059	2.327	0.020	Significant
A-> PS-> RI	0.141	0.059	2.394	0.017	Significant

Hypothesis 6 (Service Quality has a positive impact on Repurchase Intention through Customer Satisfaction)
The result of the test for the Service Quality variable on Repurchase Intention through Customer Satisfaction as a mediating variable shows a P-Value of 0.020 (P-Value < 0.05) and a T-Statistic value of 2.327 (T-Calculated > T-Table, significance at 5% = 1.960). This indicates that the Service Quality variable has an indirect effect on Repurchase Intention mediated by Customer Satisfaction. Therefore, **Hypothesis 6 is accepted.**
Hypothesis 7 (Accessibility has a positive impact on Repurchase Intention through Customer Satisfaction)

The result of the test for the Accessibility variable on Repurchase Intention through Customer Satisfaction as a mediating variable shows a P-Value of 0.017 (P-Value < 0.05) and a T-Statistic value of 2.394 (T-Calculated > T-Table, significance at 5% = 1.960). This indicates that the Accessibility variable has an indirect effect on Repurchase Intention mediated by Customer Satisfaction. Therefore, **Hypothesis 7 is accepted.**

VI.   Discussion

The Influence of Service Quality on Customer Satisfaction.

According to the statistical calculations, it can be concluded that the Service Quality variable has a positive and significant direct impact on the Customer Satisfaction variable. This is supported by the test results showing a path coefficient of 0.264 and a T-Statistic value of 2.544, which is greater than the T-Table value of 1.960. Therefore, Hypothesis 1 is accepted. The research results indicate that 15 indicators of Service Quality—such as Appearance, Equipment, Facilities, Information, Employee Expertise, Service Provision, Timely and Accurate Service, Employee Response to Passenger Assistance, Employee Trust with Passengers, Politeness of Employees, Employees' Polite Language, Employees Serving with a Smile and Friendliness, Employees Serving with a Positive Mindset, Fair Treatment in Service, and Employees Prioritizing Customer Needs—affect Customer Satisfaction. If passengers experience ease of use, their Customer Satisfaction will increase. This finding aligns with research by Rafi (2022), which concluded that Service Quality has a positive impact on Customer Satisfaction.

The Influence of Accessibility on Customer Satisfaction.

Based on the statistical calculations, it can be concluded that the Accessibility variable has a positive and significant direct impact on Customer Satisfaction. This is confirmed by the test results showing a path coefficient of 0.256 and a T-Statistic value of 2.349, which is greater than the T-Table value of 1.960. Therefore, Hypothesis 2 is accepted. The research results indicate that 13 indicators of Accessibility—such as Vehicle Condition, Road Condition, Equipment Usage, Safety, Driver's Physical and Mental Condition, Perceived Accessibility, Accessibility for Disabled Passengers, Physical Access, Transportation Fare, Fuel Cost, Distance Traveled to and from the airport, Route Availability, Road Infrastructure, and Travel Time—affect Customer Satisfaction. If passengers experience ease of use, their Customer Satisfaction will increase. This finding aligns with research by Pradina (2024), which concluded that Accessibility has a positive impact on Customer Satisfaction.

The Influence of Service Quality on Repurchase Intention.

According to the statistical calculations, it can be concluded that the Service Quality variable has a positive and significant direct impact on Repurchase Intention. This is confirmed by the test results showing a path coefficient of 0.176 and a T-Statistic value of 2.177, which is greater than the T-Table value of 1.960. Therefore, Hypothesis 3 is accepted. The research results indicate that 15 indicators of Service Quality—such as Appearance, Equipment, Facilities, Information, Employee Expertise, Service Provision, Timely and Accurate Service, Employee Response to Passenger Assistance, Employee Trust with Passengers, Politeness of Employees, Employees' Polite Language, Employees Serving with a Smile and Friendliness, Employees Serving with a Positive Mindset, Fair Treatment in Service, and Employees Prioritizing Customer Needs—affect Repurchase Intention. If passengers perceive the quality of service provided, their Repurchase Intention will increase. This finding aligns with research by Sari (2019), which concluded that Service Quality has a positive impact on Repurchase Intention.

The Influence of Accessibility on Repurchase Intention.

According to the statistical calculations, it can be concluded that the Accessibility variable has a positive and significant direct impact on Repurchase Intention. This is confirmed by the test results showing a path coefficient of 0.157 and a T-Statistic value of 1.972, which is greater than the T-Table value of 1.960. Therefore, Hypothesis 4 is accepted. The research results indicate that 13 indicators of Accessibility—such as Vehicle Condition, Road Condition, Equipment Usage, Safety, Driver's Physical and Mental Condition, Perceived Accessibility, Accessibility for Disabled Passengers, Physical Access, Transportation Fare, Fuel Cost, Distance Traveled to and from the airport, Route Availability, Road Infrastructure, and Travel Time—affect Repurchase Intention. If passengers experience ease of accessibility, their Repurchase Intention will increase. This finding aligns with research by Sitorus (2024), which concluded that Accessibility has a positive impact on Repurchase Intention.

The Influence of Customer Satisfaction on Repurchase Intention.

According to the statistical calculations, it can be concluded that the Customer Satisfaction variable has a positive and significant direct impact on Repurchase Intention. This is confirmed by the test results showing a path coefficient of 0.533 and a T-Statistic value of 9.753, which is greater than the T-Table value of 1.960.

Therefore, Hypothesis 5 is accepted. The research results indicate that 6 indicators of Customer Satisfaction—such as Reuse, Reputation and Credibility, Good Service, Meeting Needs and Wants, Experience, and Price—affect Repurchase Intention. If passengers feel satisfied, their Repurchase Intention will increase. This finding aligns with research by Pratama (2019), which concluded that Customer Satisfaction has a positive impact on Repurchase Intention.

The Influence of Service Quality on Repurchase Intention through Customer Satisfaction as a Mediating Variable.

The influence of Service Quality on Repurchase Intention through Customer Satisfaction as a mediating variable shows a significant positive relationship. The hypothesis test was conducted by first testing the relationship between Customer Satisfaction and Repurchase Intention. From this test, a value was obtained. This means that Service Quality has a positive impact on Repurchase Intention. For mediation, the Sobel test was used to test the relationship between the mediating variable and the dependent variable. The Sobel test yielded a T value of 2.327, which is greater than the T-Table value. Therefore, the indirect effect model of Service Quality on Repurchase Intention through Customer Satisfaction is accepted. It can be concluded that Customer Satisfaction enhances the effect of Service Quality on Repurchase Intention. This is supported by research by Nining (2024), which concluded that Service Quality has a positive impact on Repurchase Intention and that Service Quality significantly influences Customer Satisfaction. Thus, it can be concluded that Customer Satisfaction mediates the influence of Service Quality on Repurchase Intention.

The Influence of Accessibility on Repurchase Intention through Customer Satisfaction as a Mediating Variable.

The influence of Accessibility on Repurchase Intention through Customer Satisfaction as a mediating variable shows a significant positive relationship. The hypothesis test was conducted by first testing the relationship between Accessibility and Repurchase Intention. From this test, a value was obtained. This means that Accessibility has a positive impact on Repurchase Intention. For mediation, the Sobel test was used to test the relationship between the mediating variable and the dependent variable. The Sobel test yielded a T value of 2.394, which is greater than the T-Table value. Therefore, the indirect effect model of Accessibility on Repurchase Intention through Customer Satisfaction is accepted. It can be concluded that Customer Satisfaction enhances the effect of Accessibility on Repurchase Intention. This is supported by research which concluded that Accessibility has a positive impact on Repurchase Intention and that Accessibility significantly influences Customer Satisfaction. Thus, it can be concluded that Customer Satisfaction mediates the influence of Accessibility on Repurchase Intention.

VII. Conclusion

The Direct Influence of Service Quality on Customer Satisfaction and Repurchase Intention. Service quality directly has a positive influence on both customer satisfaction and repurchase intention. This means that the better the service quality perceived by customers, the more significant its role in affecting customer satisfaction. When customers feel that the service they receive meets or exceeds their expectations, they experience satisfaction with the Airport Railway Service at Adi Soemarmo Solo. As a result, when passengers feel that the service provided is up to or surpasses their expectations, they are likely to use the service again.

The Direct Influence of Accessibility on Repurchase Intention and Customer Satisfaction. Accessibility directly has a positive influence on both customer satisfaction and repurchase intention. This means that easy accessibility, as perceived by customers, plays an important role in influencing their satisfaction. When passengers feel that they can easily access the service, they are more likely to be satisfied with the Airport Railway Service at Adi Soemarmo Solo. Additionally, when passengers feel that the accessibility provided is convenient, they are more likely to repurchase the service.

The Positive Influence of Customer Satisfaction on Repurchase Intention. Customer satisfaction has a positive influence on repurchase intention. This means that the more satisfied customers are, the more likely they are to use the Airport Railway Service at Adi Soemarmo Solo again.

The Indirect Influence of Service Quality on Repurchase Intention through Customer Satisfaction. Service quality indirectly influences repurchase intention through customer satisfaction. This means that if passengers experience high-quality and satisfying service, the Airport Railway Service at Adi Soemarmo Solo can continue to maintain customer satisfaction and encourage repeat usage. Thus, the passengers' experience with service quality and their satisfaction with the service can indirectly enhance their intention to repurchase.

The Indirect Influence of Accessibility on Repurchase Intention through Customer Satisfaction. Accessibility also has an indirect influence on repurchase intention through customer satisfaction. If passengers experience easy and pleasant accessibility, the Airport Railway Service at Adi Soemarmo Solo can maintain

customer satisfaction and foster repurchase intention. Therefore, passengers' experience with accessibility and satisfaction with the service can indirectly increase their repurchase intention.

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