



Jurnal of Sport Recreation and Leisure Management

Journal homepage: <https://journal.uny.ac.id/publications/jsrlm/index>

e-ISSN: 3109-6921



JSRLM

Jurnal of Sport Recreation and Leisure Management

The Impact of Facilities and Infrastructure on the Satisfaction of Sedayu Karst Tubing Tourists

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Received: 18 Mei 2026; Revised: 1 Juli 2026 ; Accepted: 1 Agustus 2026

Abstract:

The purpose of this research is to help determining how facilities and infrastructure at Sedayu Karst Tubing in Bantul Regency, Yogyakarta Special Region, influence visitor satisfaction. The need for safe, comfortable, and adequate facilities to provide high-quality tourism services, particularly for river tubing, sets the background to this study. Due to intensive use, several facilities at Sedayu Karst Tubing have experienced limitations and damage, potentially reducing visitor enjoyment. This research applied the descriptive method combined with a quantitative approach. All visitors to Sedayu Karst Tubing served as the study population. The sampling method employed a questionnaire and purposive sampling, a sampling technique determined by the researcher with specific criteria. Facilities and infrastructure served as the independent variables in this study, while visitor satisfaction served as the dependent variable. Data analysis was conducted using descriptive statistics and correlation analysis. The sample size of this study consisted of 85 tourists. The results show that facilities have a positive and significant impact on visitor satisfaction ($t\text{-count} = 34.207$; $\text{sig.} = 0.000$), while infrastructure gives such a positive and also significant impact toward visitor satisfaction ($t\text{-count} = 9.908$; $\text{sig.} = 0.000$). Simultaneously, facilities and infrastructure significantly influence visitor satisfaction ($F\text{-count} = 12.653$; $\text{sig.} = 0.000$). The value of Adjusted R Square is 0.217 indicates that facilities and infrastructure contribute 21.7% to visitor satisfaction, with the remainder influenced by other factors outside. In conclusion, the better the quality of facilities and also infrastructure, the higher the Septiyanto level of tourist satisfaction at Sedayu Karst Tubing.

Keywords: *facilities and infrastructure, tourist satisfaction, Sedayu Karst Tubing*

How to Quote: Guntari, E. E. & Septiyanto, A. (2026) The Effect of Facilities and Infrastructure on Tourist Satisfaction at the Sedayu Karst Tubing Site. *Recreation and Sports Leisure Time Management*, 2 (1), p.37-48

INTRODUCTION

With vast potential and opportunities for development, the tourism sector is a vital part of Indonesia's economy that promises a bright future. Natural advantages—such as its strategic location, fertile soil, and landscapes shaped by biological and geological processes—further reinforce these opportunities. To ensure visitor satisfaction, high-quality tourism facilities are needed so that this industry can grow to reach its full potential (Yudhoyono, 2021). According to (Wahid, 2015) as cited in (Anwari, 2023), tourism is the temporary travel of individuals or groups from one location to another with a specific purpose to seek happiness, balance, and new experiences.

Recreational Business Management (RBM), as a tourist destination, does not rely solely on natural beauty but must also be managed professionally to provide a safe, comfortable, and satisfying tourist experience. Recreational Business Management encompasses the planning, organizing, implementing, and supervising of all business components, including the management of tourism facilities and infrastructure. Facilities and infrastructure are crucial elements because they directly impact the smooth operation of activities and perceptions of tourists of the service quality provided.

The development of industry of tourism and the quality of facilities and infrastructure are among the key factors influencing visitor satisfaction. Tourism facilities are those used directly by tourists to support their activities, while infrastructure refers to permanent supporting facilities such as roads, electricity, water, and security systems. Adequate facilities and infrastructure create a sense of safety, comfort, and convenience for tourists during their activities. Conversely, a lack of facilities will lower service quality and negatively impact tourist satisfaction levels (Septiawan, 2021).

Satisfaction is an emotion—which can take the form of joy or disappointment—which increases from making comparison of the perceived outcomes of a product with customers' expectations. According to Kotler and Keller (2009:138) as cited in (Zakaria, 2017), there are several factors that influence visitors' decisions, such as price—where lower pricing while maintaining equivalent quality means visitors do not have to spend money to obtain a specific product or service—as well as the emotional atmosphere that creates positive experiences such as happiness, pride, or satisfaction (Sopiah, 2020) as cited in (Jennifer, 2024). If the results align with expectations, they will feel happy or satisfied. The purpose of a tourist attraction is to draw visitors; here, visitor happiness plays a significant role, particularly in increasing revenue for the company operating the business. Customer satisfaction serves as a measure of how effectively a business can serve its existing customers. Feelings of happiness or disappointment arise due to discrepancies. According to Binawa et al. (2023), as cited in (Bangkulu, 2024), tourist satisfaction is defined as the sense of joy or fulfillment experienced by an individual after visiting a tourist destination.

According to research by Brilliani et al. (2024), there is a regency in the Special Region of Yogyakarta known as Bantul Regency. This regency covers an area of 506.85 km² and consists of 17 subdistricts. In this region, there is a legend about Nyi Roro Kidul, whom many people believe resides on the southern coast, particularly at Parangtritis Beach. In addition, Bantul Regency offers a variety of tourist attractions, including cultural sites, natural attractions, and man-made sites. Good infrastructure is a vital support system that serves tourists by meeting their needs when visiting their desired locations, which is essential for tourism development. From the perspective of today's tourists, a destination's reputation is a crucial element that cannot be overlooked. This is because a tourist destination's image plays a major role in making a sense of safety and comfort for the visitors who wish to visit a spot of tourist. By understanding the elements of safety and comfort at a destination, tourists are more likely to visit that place without hesitation. Therefore, for tourist site managers, the image that has been built regarding a location can serve as a benchmark for improving tourist satisfaction.

According to an interview with Aris Miftahurrohmad, a staff member at Sedayu Karst Tubing, on December 13, 2025, the attraction opened on May 15, 2016. According to annual data for the Sedayu Karst Tubing attraction, in 2024 there were approximately 8,000 visitors to the site, making it important to assess the facilities and infrastructure's quality. The current facilities and infrastructure at Karst Tubing Sedayu include approximately 10 restrooms, separate men's and women's changing rooms, gazebos, a pavilion, a canteen, a dining area, a children's play area, a storage area for tubing equipment, a field, a parking lot, a cashier/reception area, a prayer room, lockers for storing belongings, and signage leading to the attraction. Sedayu Karst Tubing currently employs one staff member for administration and documentation, one full-time guide, and 12 freelance guides. The safety, comfort, and enjoyment of tourists are top priorities in tubing, a specialized form of tourism. In practice, tour operators must

consider the suitability and availability of tubing equipment. When engaging in river activities, tubing equipment helps ensure the comfort and safety of tourists.

The equipment used for tubing consists of life jackets, helmets, tubes, and tubing shoes, with 100 pieces of each item. This quantity was originally intended to meet visitors' needs during operating hours. However, heavy use and prolonged wear and tear have caused some of the equipment to become damaged. Currently, out of the 100 pieces of tubing equipment available, only about 80 are still in good condition, while the rest have sustained damage to varying degrees. The limited number of usable tubing equipment poses a problem in itself, especially when visitor numbers increase or the facility is crowded. The existing tubing facilities are often insufficient to serve all visitors simultaneously, forcing management to implement a session-based system. The purpose of this system is to ensure that all visitors can still enjoy the tubing activity in turns, although this may potentially affect service efficiency and visitor wait times. According to the points outlined, it recognizes the importance of this study, titled "The Influence of Facilities and Infrastructure on Visitor Satisfaction at Sedayu Karst Tubing," to gain insights and provide a basis for evaluation. Additionally, this study serves as a reference for the development of facilities and infrastructure. Therefore, it is believed that the findings of this study will provide useful additional insights. To date, according to Karst Tubing Sedayu, no previous research have examined the influence of the infrastructure and facilities at that location.

METHODS

This research applied such a quantitative approach using descriptive methods. The study population consists of all tourists visiting Karst Tubing Sedayu. The technique of sampling applied was purposive sampling, and the instrument was by giving a questionnaire. The independent variables include facilities and infrastructure, while the dependent variable is tourist satisfaction. The data were getting analyzed by applying descriptive statistics and also multiple linear regression to determine the relationships among variables.

RESULT & DISCUSSION

Result

A. Respondent Characteristics

The respondents' characteristics were obtained by distributing questionnaires to tourists at Sedayu Karst Tubing using purposive sampling. The respondent data included gender, age, place of residence, and number of visits. This data is presented in the form of frequency tables and percentages to facilitate understanding of the study's respondents.

1. Gender

Table 1. Frequency of Gender

Gender	Frequency	Percentage
Female	64	75,29%
Male	21	24,71%
Total	85	100,00%

According to the table, it is able to be defined that the number of female respondents is higher than that of male respondents. Female respondents account for 75.29%, while male respondents account for 24.71%.

2. Age

Based on age, the composition of the respondents is broken down in detail as follows:

Table 1. Frequency Of Age

Age	Frequency	Percentage
>20 years	19	22,35%
20-30 years	62	72,94%
31-40 years	4	4,71%
Total	85	100,00%

3. Residence

Table 2. Frequency by Residential Area

Residential Area	Frequency	Percentage
Yogyakarta	44	51,76%
Jakarta	4	4,71%
Surabaya	7	8,24%
Semarang	26	30,59%
Tangerang	1	1,18%
Bekasi	1	1,18%
Nganjuk	1	1,18%
Bandung	1	1,18%
Total	85	100,00%

According to the table, it is defined that respondents of 51.76% reside in Yogyakarta, while 48.24% live outside Yogyakarta. These percentages indicate that visitors to Karst Tubing Sedayu come from both Yogyakarta and other areas, such as Jakarta, Surabaya, Semarang, Tangerang, Bekasi, Nganjuk, and Bandung.

4. Number of Visits

Table 3. Frequency Number of Visit

Number of Visit	Frequency	Percentage
1 time	25	29,41%
2-3 times	43	50,59%
>3 times	17	20,00%
Total	85	100,00%

The table shows that visitors who visited 2–3 times made up the largest percentage of respondents, at 50.59%. Visitors who visited once accounted for 29.41%, and those who visited more than three times accounted for 20.00%. This suggests that many visitors return to Karst Tubing Sedayu it is not merely a “one-time” destination, but rather offers an experience that makes people want to come back again.

B. Data Analysis

1. Descriptive Analysis of Variables

This can be defined as technique that was done on purpose to determine the mean value for each variable. The results show that the range of 1.00–1.75 corresponds to “very small,” 1.76–2.50 to “low,” 2.51–3.25 to “large,” and 3.26–4.00 to “very large.” Based on the calculations, the descriptive statistics for the variables are as follows:

a. Facility Variables

The descriptive analysis of the facility variables for the 6 questions is as follows:

Table 4. Descriptive Analysis of Facility Variables

No	Item	Mean	Kategori	Std. Deviasi	Keterangan
1	P1	3,37	Sangat Tinggi	0,511	Variasi Kecil
2	P2	3,40	Sangat Tinggi	0,493	Variasi Kecil
3	P3	3,24	Tinggi	0,554	Variasi Kecil
4	P4	3,49	Sangat Tinggi	0,570	Variasi Kecil
5	P5	3,20	Tinggi	0,507	Variasi Kecil
6	P6	2,31	Rendah	0,889	Variasi Tinggi
	Rata-rata	3,17	Tinggi	0,587	Variasi Kecil

In terms of data distribution, the standard deviation ranged from 0.49 to 0.88. These values indicate that respondents’ answers tended to be consistent, as they did not deviate significantly from the mean. However, item P6 had the largest standard deviation (0.88), indicating that respondents’ views on that item varied the most. The overall average score was 19.03; this resulted in a total average score of 3.17, which falls within the upper range when divided by the number of items (6). These results demonstrate that respondents generally gave positive ratings to the factors under study.

a. Infrastructure Variables

The descriptive analysis of the infrastructure variables for the 8 questions is as follows:

Table 5. Descriptive Analysis of Infrastructure Variables

No	Item	Mean	Kategori	Std. Deviasi	Keterangan
1	P1	3,24	Tinggi	0,575	Variasi Kecil
2	P2	3,22	Tinggi	0,645	Variasi Sedang
3	P3	3,35	Sangat Tinggi	0,571	Variasi Kecil
4	P4	3,41	Sangat Tinggi	0,541	Variasi Kecil
5	P5	1,89	Rendah	0,873	Variasi Besar
6	P6	3,16	Tinggi	0,651	Variasi Sedang
7	P7	3,36	Sangat Tinggi	0,553	Variasi Kecil
8	P8	3,18	Tinggi	0,607	Variasi Sedang
	Rata-rata	3,1	Tinggi	0,618	Variasi Sedang

The overall average score was 24.84, with a total of 8 items, resulting in a score of approximately 3.10. This score falls within the high range, indicating that respondents generally gave positive ratings to the factors under study.

c. Tourist Satisfaction Variables

The descriptive analysis of tourist satisfaction variables was calculated based on the following 6 questions:

Table 6. Descriptive Analysis of Tourist Satisfaction Variables

No	Item	Mean	Kategori	Std. Deviasi	Keterangan
1	P1	2,54	Tinggi	0,852	Variasi Tinggi
2	P2	3,28	Sangat Tinggi	0,478	Variasi Kecil
3	P3	3,35	Sangat Tinggi	0,571	Variasi Kecil
4	P4	3,12	Tinggi	0,65	Variasi sedang
5	P5	3,36	Sangat Tinggi	0,553	Variasi Kecil
6	P6	3,42	Sangat Tinggi	0,52	Variasi Kecil
Rata-rata		3,18	Tinggi	0,604	Variasi Sedang

The total average score was 19.09, which, when divided by the number of items (6), yields a score of approximately 3.18. This score falls into the high category, meaning that, overall, the variables under study were rated positively by the respondents.

2. Classical Assumption Tests

a. Normality Test

This test tends to determine whether the residuals are normally distributed. A good model is one in which residuals are normally distributed. To detect this, it should examine the distribution of data along the diagonal axis on the Normal PP Plot of standardized regression coefficients as the decision-making of basis. If the data points are clustered surrounding the line and also follow the diagonal line, the model is considered normal and also fit to help predicting the independent variable; otherwise, it is not. Another method for testing normality is the One-Sample Kolmogorov-Smirnov test. The criteria of testing are:

- If the value of significance (Asym Sig, 2-tailed) > 0.05, data are distributed normally.
- If the value of significance (Asym Sig, 2-tailed) is < 0.05, then the data are getting not distributed normally.

Table 7. Normality Test Results

One-Sample Kolmogorov-Smirnov Test		
		Unstandardized Residual
N		85
Normal Parameters ^{a,b}	Mean	.0000000
	Std. Deviation	1.40583373
Most Extreme Differences	Absolute	.090
	Positive	.056
	Negative	-.090
Test Statistic		.090
Asymp. Sig. (2-tailed)		.089 ^c

The test revealed a value of significance $0.89 > 0.05$, revealing that data are normally distributed.

b. Linearity Test this study was used to help determining whether there is found a linear relationship between variable X and variable Y. Based on the ANOVA table output, a linearity value < 0.05 indicates a linear relationship.

Table 8. Linearity Test Results

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.232	2	25.616	12.653	.000 ^b
	Residual	166.015	82	2.025		
	Total	217.247	84			
a. Dependent Variable: KepuasanWisatawan						
b. Predictors: (Constant), Prasarana, Sarana						

According to the table, the outcomes of the linearity test for the variables “Facilities” (X1) and “Infrastructure” (X2) in relation to tourist satisfaction (Y) show a linearity value of $0.000 < 0.05$, which show a linear relationship among variables “Facilities” (X1) and also “Infrastructure” (X2) and tourist satisfaction (Y).

c. Multicollinearity Test

The presence of a perfect or nearly perfect linear relationship of independent variables is known as multicollinearity. If some or all of the independent variables in a regression model have a perfect linear relationship, this is known as multicollinearity. Indicators of multicollinearity include examining the value of VIF and also Tolerance. If the VIF value is < 10 and the Tolerance value is > 0.1 , these results indicate the absence of multicollinearity (Mardiatmoko, 2020).

Multicollinearity tests are used to determine whether multicollinearity is present. These tests are conducted to identify the absence or presence multicollinearity, which can be determined by checking that the value of Tolerance is > 0.100 and also value of VIF < 10.00 ; if these conditions are met, it means there is found no multicollinearity. If the value of Tolerance is < 0.100 and also value of VIF is > 10.00 , this indicates the presence of multicollinearity.

Table 9. Multicollinearity Test Results

Coefficients ^a			
Model		Collinearity Statistics	
		Tolerance	VIF
1	Sarana	0,764	1,309
	Prasarana	0,764	1,309
a. Dependent Variable: KepuasanWisatawan			

Based on the multicollinearity test in the table, the values of Tolerance for the variables “Facilities” (X1) and “Infrastructure” (X2) are $0.764 > 0.100$, and the VIF values for X1 and X2 are $1.309 < 10.00$. Based on the results of the multicollinearity test, the regression model is free from multicollinearity.

d. Heteroscedasticity Test

This test is used on purpose to help determining and testing bias in the model analysis. Regression models that contain bias or deviations often have inconsistent data variance, which complicates model estimation.

Table 11. Results of the Heteroscedasticity

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4,306	1,746		2,466	0,018
	Sarana	- 0,113	0,099	-0,196	-1,142	0,260
	Prasarana	- 0,092	0,070	-0,227	-1,325	0,192
a. Dependent Variable: LN_RES						

According the results above, it can be known the significance values for the “facilities” variable were $0.260 > 0.05$ and for the “infrastructure” variable were $0.192 > 0.05$. It can be meant that this model does not exhibit any problem of heteroscedasticity.

3. Multiple Linear Regression Analysis

Table 12. Results of the Multiple Linear Regression

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.452	.215		43.862	.000
	Sarana	.405	.012	.840	34.207	.000
	Prasarana	.078	.008	.243	9.908	.000
a. Dependent Variable: KepuasanWisatawan						

The following regression equation is derived from the findings of the analysis of multiple linear regression presented:

$$Y = 9,452 + 0,405X_1 + 0,078X_2$$

Legend:

Y = Tourist Satisfaction

X₁ = Facilities

X₂ = Infrastructure

Interpretation of the Regression Equation

a. Constant (9.452)

A constant value of 9.452 shows that if “Facilities” and also “Infrastructure” are held constant or set to zero, tourist satisfaction is 9.452.

b. Coefficient for Facilities (0.405)

The regression coefficient for Facilities is 0.405, indicating that a 1-unit increase in Facilities raises tourist satisfaction by 0.405. This means that Facilities have a positive effect and are the most dominant variable.

c. Infrastructure Coefficient (0.078)

The infrastructure coefficient value of 0.078 shows that a 1-unit rise in infrastructure is going to increase tourist satisfaction by 0.078, meaning that infrastructure has a positive but weak effect.

4. Coefficient of Determination (R^2)

According to Sugiyono (2016:231) as cited in (Setiani T, 2018), “The coefficient of determination, which is equivalent to the square of the correlation coefficient (r^2), is a value used in correlation analysis.” Since the coefficient of determination (R^2) is made on purpose to demonstrate the strength of influences o variables under study, its calculation is based on the assumption that all other variables stay constant . The formula used for (R^2) is:

$$Kd = R^2 \times 100\%$$

Explanation:

Kd = Coefficient of Determination

r = Correlation coefficient

The determination coefficient amounts to 100%. If it is not 100%, the difference from 100% represents the influence of other factors affecting the dependent variable (Y).

Table 13. Results of the Coefficient of Determination Test Koefisien Determinasi (R^2)

Model Summary ^b				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.486 ^a	.236	.217	1.42287
a. Predictors: (Constant), Prasarana, Sarana				
b. Dependent Variable: Kepuasan Wisatawan				

The adjusted R-squared value was determined to be 0.217 based on the outcomes of test. These results indicate that 21.7% of the variation in visitor satisfaction at Karst Tubing Sedayu can be attributed to the facilities and infrastructure variables, while 78.3% is attributed to other aspects outside.

5. Hypothesis Testing

A. Partial Test (t-test)

To help determining whether every independent variable (X) gives such a significant influence toward dependent variable (Y), a partial test (t-test) is applied. The following equation derives the formula for the t-test:

Table 14. Results of the t-Test Uji Hipotesis

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	9.452	.215		43.862	.000
	Sarana	.405	.012	.840	34.207	.000
	Prasarana	.078	.008	.243	9.908	.000
a. Dependent Variable: Kepuasan Wisatawan						

a. Facilities

Based on the t-test, the t-value for the facilities was 34.207. The t-value of 34.207 is greater than t-value of 1.989. The level of significance is $0.000 < 0.05$. This means that facilities give such a positive influence toward tourist satisfaction.

b. Infrastructure

Based on the t-test, the t-value for the infrastructure was 9.908. The t-value of 9.908 is known than t-value of 1.989. The level of significance is $0.000 < 0.05$. This means that infrastructure gives such a positive influence toward tourist satisfaction.

B. F-Test (Simultaneous)

Table 15. Results of the F-Testa.

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	51.232	2	25.616	12.653	.000 ^b
	Residual	166.015	82	2.025		
	Total	217.247	84			
a. Dependent Variable: Kepuasan Wisatawan						
b. Predictors: (Constant), Prasarana, Sarana						

According to the F-test, the calculated F-value was 12.653. The F-value of $12.653 > F$ -value of 3.11, and the level of significance is $0.000 < 0.05$. This means that the facilities and infrastructure variables jointly influence the satisfaction of tourists at Sedayu Karst Tubing.

Discussion

1. Facilities give a positive influence tourist satisfaction at Sedayu Karst Tubing

The outcomes of the t-test show that the t-value for the facilities variable (34.207) is more significant than the critical t-value (1.989), indicating that facilities have a positive influence toward tourist satisfaction at Sedayu Karst Tubing. It is able to be concluded that if the facilities at Karst Tubing Sedayu are in good condition and continue to improve, this will also lead to increased tourist satisfaction at Karst Tubing. Conversely, if the facilities are not in good situation or quality of facilities declines, this will give such a negative influence toward tourist satisfaction. These are consistent with H1, as the facilities give such a positive influence toward tourist satisfaction at Sedayu Karst Tubing.

The findings are supported by previous research (Marianti, 2019) titled: “The Influence of Tourism Facilities and Infrastructure on Tourist Satisfaction at the Lejja Hot Springs Tourist Attraction, Soppeng Regency.” This study demonstrates that infrastructure gives such a positive and also significant influence on tourist satisfaction at the Lejja Hot Springs Tourist Attraction in Soppeng Regency. It is important to emphasize that infrastructure takes such a crucial role in tourist levels of satisfaction.

Visitors to the Sedayu Karst Tubing tourist attraction can easily take advantage of the facilities provided by the owners and managers. By paying attention to and understanding what visitors want, the available facilities will become better and more comprehensive, which will ultimately increase visitor satisfaction and boost visitor numbers.

The facilities were perceived as very good and also satisfactory by tourists to Karst Tubing Sedayu, as evidenced by the fact that items 1 through 6 received an average score of over 3.17, which falls within the very high range. Statement item 4 received the highest average score of 3.49. This item states, “Staff provide instructions before using the facilities,” meaning that the staff at Karst Tubing Sedayu provide friendly and helpful instructions, so that visitors feel the hospitality offered.

2. Infrastructure has a positive influence toward visitor satisfaction at Sedayu Karst Tubing

The t-value for infrastructure, 9.908, is significantly higher than the t-value of 1.989. These reveal that infrastructure gives such a positive influence toward visitor satisfaction at Sedayu Karst Tubing. If the infrastructure at Karst Tubing is in good situation or quality, visitors will be satisfied, and their satisfaction levels will increase. If the infrastructure at Karst Tubing is in poor quality, this will negatively impact visitor satisfaction; in other words, visitors will not enjoy their time at Karst Tubing. These results align with H2, as infrastructure gives such a positive influence toward tourist satisfaction at Karst Tubing Sedayu.

This study aligns with the findings of a study (Potoppoy, 2019) titled “The Influence of Facilities and Infrastructure on Tourist Satisfaction in the Mount Bromo Tourism Area.” Based on those findings, infrastructure takes such an important role to help determining tourist satisfaction. This conclusion is clearly evident from the T-test results, where the calculated T-value of 9.908 is above the critical T-value of 1.989. These results indicate that infrastructure—that is, the physical facilities that support comfort—contributes to tourist satisfaction.

The facilities were rated positively by Karst Tubing visitors, as evidenced by the fact that each facility indicator received a high average score and a wide range of scores. The item number five received the lowest score of average being compared to the other items, at 1.89. This statement is a negative indicator, with the text: “Lack of adequate shops offering a variety of products or souvenirs in the tourist area.” Many visitors, particularly those from outside the city, desire the availability of souvenir shops, as these shops are one of the facilities that support the area’s tourist appeal. Despite this, items 1 through 5 have average scores that fall within the “very good” range. One of the infrastructure indicators that has highest score—3.41—states: “There are adequate public facilities, including restrooms, shower areas, and places of worship.”

3. Facilities and infrastructure give a positive influence on the satisfaction of tourists at Sedayu Karst Tubing

The outcomes of the F-test indicated that F-value (12.653) was known higher than F-value (3.11), indicating that facilities and infrastructure have an equal positive influence or, collectively, a positive impact toward satisfaction of tourists at Sedayu Karst Tubing. When facilities and also infrastructure are in good quality or condition, they provide a high level of comfort for tourists. Conversely, if facilities and infrastructure are in poor quality, tourist satisfaction will not be achieved. This finding aligns with Hypothesis 3, as various facilities and infrastructure collectively have a positive influence on tourist satisfaction with Sedayu Karst Tubing.

The outcomes are supported by Moh Anwari (2023) in his study titled “The Influence of Tourism Facilities and Infrastructure on Tourist Satisfaction at the Bangsring Floating House Tourist Attraction in Banyuwangi,” defines that facilities and infrastructure have a positive effect on tourist satisfaction.

Zikmund, McLeod, and Gilbert in Suryadana and Octavia (2015) as cited in (Rosyidah et al., 2017) define satisfaction as “a post-purchase evaluation arising from a comparison between pre-purchase expectations and the product’s actual performance.” Engel, as cited in Payangan (2014) in (Rosyidah et al., 2017), describes satisfaction as “the feeling of pleasure or disappointment experienced by an individual as a result of comparing their perception of a product’s performance with their expectations.” Furthermore, Suryadana and Octavia (2015) in (Rosyidah et al., 2017) explain that when a product’s performance fails to meet expectations, tourists feel dissatisfied; when performance fits for expectations, they will get to feel satisfied; and when performance exceeds expectations, they will also feel more satisfied.

CONCLUSION

Based on the research findings, facilities and infrastructure give such a significant positive impact on visitor satisfaction at Karst Tubing Sedayu. The t-test analysis shows that facilities (t-calculated = 34.207; sig. 0.000 < 0.05) and infrastructure (t-calculated = 9.908; sig. 0.000 < 0.05) each have a significant impact on visitor satisfaction. Furthermore, the F-analysis shows that the calculated F-value reached 12.653 with a significance level of 0.000 < 0.05, indicating that facilities and infrastructure collectively have a significant influence on visitor satisfaction. So, the better the quality of the facilities and infrastructure provided, the level of visitor satisfaction is also higher at Karst Tubing Sedayu.

ACKNOWLEDGMENT

The author is going to deliver and send much gratitude to all those who played an important role in this study for their advice, guidance, and support. In particular, the author would like to thank the owners and managers, as well as the tourists who agreed to participate as respondents.

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