

# Enhancing Transit Hotel Experiences: A Comparative Study of Interior Facility Requirements in Indonesian Transportation Hubs

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## Abstract

Short-term accommodations created to meet the needs of passengers in transit are known as transit hotels. The purpose of this study is to examine the necessary interior facilities for Indonesian transit hotels, with a focus on supporting and priority facilities. Three transit hotels situated in airports, train stations, and rest places along highways were the subject of semi-structured interviews and observations as part of a qualitative descriptive method. Qualitative analysis was performed on the gathered data, which included data reduction, data presentation, and conclusion drawing. The results show that depending on the location and length of the trip, different facilities are needed in transit hotels. All transit hotels must have priority facilities such as lobbies, reception areas, waiting lounges, and beds. On the other hand, supplementary facilities such as restaurants, fitness centres, prayer rooms, smoking areas, meeting spaces, locker rentals, and spas can be customized to fulfil the demands of users. In the end, this study offers helpful recommendations for the successful and efficient design of transit facilities for hotels, improving the transit experience for visitors to Indonesia.

**Keywords:** *interior design; priority facilities; supporting facilities; transit hotel*

## Introduction

Travellers' need for practical and effective lodging solutions is constantly driven by the dynamic global tourism industry. The constant need for people to travel for work, school, and pleasure, which frequently calls for the usage of public transit like trains and planes,

increases this need even more (Puspa et al., 2017). Transit hotels offer travellers short-term accommodation while they are navigating transportation hubs such as airports, train stations, and highway rest zones. They are an essential option in the middle of busy city life and the demands of our fast-paced society. Particularly for those with early morning or late-night travel itineraries, these hotels provide a sanctuary for travellers to rest, refresh, and utilize their transit time. Beyond just providing a place to stay, transit hotels are essential for promoting leisure, entertainment and communication, allowing passengers to relax

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from their busy travels and get ready for their next destinations.

In this context, transit hotels have become niche accommodation choices that address the particular requirements of tourists looking for stays of fewer than twenty-four hours. These facilities put an emphasis on providing quick and easy services for people who need temporary accommodations as they wait for early morning departures or deal with other travel-related difficulties. The growing popularity of tourism within transport facilities and the development of travel services in both the business and leisure sectors have had a major impact on the rise of transit hotels. Sulastiyono (2011:6) (Hidayat, 2013).

Transit hotels are fundamental accommodation choices created to fulfil the particular requirements of travellers while they are in transit, providing comfort and necessary amenities in transportation hubs. To meet the needs of passing travellers, these hotels have developed in line with the growing popularity of the transportation sector, especially in train stations and airports. In a society where people are constantly on the go, transit hotels serve as "non-places" that give a brief shelter of security and comfort. With origins in the growth of rail and air travel, their historical development is intimately related to the development of transportation (Dittmar & Ohland, 2003). Transit hotels' performance depends on how close they are to transport hubs, guaranteeing an effective location and a variety of options, like sleeping pods and pop-up hotels, to meet the growing demand for convenient and adaptable accommodation. Increased air travel and the demand for effective, environmentally friendly accommodation choices, especially in transit-oriented development (TOD) initiatives that maximize land use around transit hubs, reflect well for the future of transit hotels. To succeed in the changing hospitality market, transit hotels must still take into account issues like competitiveness and the requirements for constant innovation (Rangga et al., 2024; Smith, 2004; Wilhelmer, 2015).

With their distinctive services catered to travellers' needs, transit hotels are becoming increasingly important in meeting the demands of the growing global mobility trend. Nevertheless, transit customers' expectations for comfort and convenience are frequently not met by these customized facilities. Thus, the purpose of this study is to examine the interior amenities that Indonesian transit hotels must have, with a focus on determining the necessary and optional features that meet the needs of visitors. This study aims to offer recommendations for the interior design of transit hotels that will ultimately improve the transit experience for passengers by emphasizing efficiency and practicality. This will be accomplished by researching the different needs of transit users in different places and for different lengths of time, making sure that the facilities offered meet the changing needs of this expanding traveller group.

## Literature Review

### 1. Definition of Hotel

In the book "The Business of Hotel" (2000), the word 'hotel' was initially used in England and was first introduced in London. After 1760, the word was expected in Paris, called 'hôtel garni' or mansion, which was rented out for a day, a week, or a month (Medlik & Ingram, 2000).

According to the book "Design Hotels: Architectural Design", hotels are one of the primary expressions of an essence of a trip or a glimpse of the experience of visiting a place that is not one's own (Kishikawa & Kawazoe, 2007). Hotels in the 6th edition of 2018 "Metric Handbook Planning and Design Data" serve the needs of travelers, tourists, business visitors, and others looking for temporary accommodation and other services (Buxton, 2018). Different types of hotels offer different standards of quality and facilities. Hotels offer various accommodation types, including bedrooms, suites, self-catering units, and serviced apartments (Ernst & Neufert, 2014).

## 2. Standarization of Hotel

According to the book "Hotels and Resorts: Planning, Design and Refurbishment" by Fred Lawson, the level of hotel standardization depends on company policies and the extent to which brand conformity is required (Lawson, 1995). In Indonesia, there is a Decree of the Director General of Tourism No. 14/U/II/1988 regarding the business and management of hotels, where hotels are classified based on a star system, starting from the lowest class, namely one-star hotels, to the highest class, namely five-star hotels (Keputusan Direktur Jendral Pariwisata, 1988). The standard of the hotel also depends on the star. The higher the star of a hotel, the more facilities it offers.

## 3. Definition of Transit Hotel

A transit hotel is a facility offered at transportation hubs such as airports and train stations to provide accommodation for passengers during layovers or delays. These hotels provide a temporary accommodation option for people who require relaxation or need to wait for their next voyage, usually for a duration ranging from a few hours to a couple of days (Xian & Samodra, 2023). Transit hotels are essential for meeting the requirements of travellers by offering a comfortable space to unwind, recharge, and revitalise before resuming their trip (Nasution & Lubis, 2018). These establishments are specifically built to provide many amenities, including accommodations, dining choices, leisure facilities such as swimming pools and fitness centres, and event venues such as ballrooms. Transit hotels cater to the growing global mobility of humans by providing a temporary sanctuary and a feeling of permanence in otherwise transient surroundings. Generally, transit hotels are near transit places, such as airports, ports, and stations/terminals (Hapsari, 2020). Hotels play an essential role in most countries, such as providing facilities for business transactions, meetings and conferences, recreation, and entertainment (Akmallia et al., 2023; Interior et al., 2016; Medlik & Ingram, 2000).

## 4. Function of Transit Hotel

Transit hotels rent out rooms hourly and are identified by location. Airport hotels or station hotels generally provide hotel accommodation services in the short term (2 hours, 6 hours, and so on) (Putri, 2020). In the book "*The Business of Tourism*" (2007) by A.K. Bhatia, an airport hotel located near the airport aims to meet the needs of transit passengers, airport crew, and passengers who delay or cancel flights (Bhatia, 2007). Like airport hotels, transit station hotels also have similar purpose, which is to meet the needs of passengers who are in transit, train crew, and also passengers who are waiting for a night train to depart or who wish to catch a train schedule in the early hours of the morning.

In conclusion, the research that has been done on the subject emphasises the significant role that transit hotels play in the hospitality and transportation industries. These enterprises are in a highly advantageous position to provide specialised services that are tailored to meet the requirements of transit passengers who are constantly on the go. It is imperative that transit hotels prioritise efficiency, comfort, and accessibility in their design and operations strategies. This will ensure that all facilities are optimised to provide a more enjoyable experience for guests staying for a short period of time. This understanding serves as the basis for the further research that will be conducted into the specific interior facility concepts that are most suitable for transit hotels in a variety of Indonesian environments.

## Methodology

### 1. Research Method

In order to fully comprehend the phenomenon, this study used a qualitative descriptive method. The method has been effectively applied in earlier research to investigate interior standards in public buildings and is well-suited to capture the varied requirements and behaviours of transit hotel customers. According to Bogdan and Taylor(1975), descriptive data from qualitative research enables in-depth investigation and a

sophisticated comprehension of a phenomenon (Flick, 2018; Kobayak & Lvovna, 2015; Lune & Berg, 2016; Taylor et al., 2016).

The qualitative descriptive approach is ideal for this study since it captures transit hotel guests' different requirements and behaviours. This strategy reveals the design and service elements that can improve transit hotel users' experiences by focusing on visitor activities and facilities requirements (Flick, 2018). This technique addresses short-term accommodation needs and exposes transit hotel interior design and facilities management issues (Izdianazia et al., 2023; Nurhalisa et al., 2022). The methodology aims to identify appropriate facility models for both staying and non-staying guests, based on real-world observations and field feedback.

## 2. Sample Selection

In order to ensure the representation of important transit locations in Indonesia, this study used a purposive sampling method to choose three transit hotels as case studies. These locations included highway rest areas (Kedaton 8 express at Rest Area KM 19, Jakarta-Cikampek Toll Road), railway stations (Rail Transit Suite Gambir at Gambir Station, Jakarta), and airports (Cordia Hotel Yogyakarta at Yogyakarta International Airport). Accessibility for on-site observations and interviews, as well as differences in the kinds and amounts of amenities provided by each hotel, were additional selection criteria.

## 3. Data Collection Techniques

Data gathering methods included semi-structured staff interviews to learn about the wants, experiences, and difficulties of guests concerning facility supply, as well as on-site inspections of the hotel's public spaces, with an emphasis on the kinds of amenities offered and visitor activities.

## 4. Participant Selection

Three to five hotel employees at each location participated in semi-structured interviews. These employees were selected based on their

direct involvement with visitors (such as receptionists and housekeeping staff) and their willingness to share their knowledge of how guests utilize and experience the facilities.

## 5. Data Analysis Methods

The survey of a few chosen case studies—the Cordia Yogyakarta Airport Transit Hotel, the Gambir Rail Transit Station Hotel, and the Kedaton 8 Express Toll Transit Hotel—led to the data analytic methodology used in this investigation. The information gathered was then reported and examined in light of the facilities these hotels provided.

To find out which transit hotel facilities satisfy the needs of transit hotel guests, data analysis was done using a qualitative descriptive method. To find common themes and trends related to visitor activities and facility use, the data was methodically sorted and categorized as part of the analytical process.

After examining each case study independently to identify the unique features of each place, a comparison of the cases was conducted to find similarities and differences. The purpose of this comparison study was to identify areas that could use improvement as well as best practices for designing and running transit hotel facilities.

The investigation's findings have produced useful information that can direct the development of future transit hotel designs and operating plans, guaranteeing that they effectively meet the various needs of their guests.

## Results

The study's results show, namely, the number of people who stay at transit hotels, the services they offer, the activities those people do, and the types of rooms they have. The room facilities provided by transit hotels are presented based on a comparative study of the availability of facilities at three samples of transit hotels, and the length or duration of the transit stay.

## 1. Visitors

The average users of transit hotels, both airport, station, and port hotels, are travelers or businessmen who were making transit. Airport hotel users are usually businessmen and tourists who need transfer facilities between the hotel and the airport nearby (Mcneill, 2009). The market segment for airport hotels is quite well represented because many tourists on the airline scale take advantage of the proximity factor between the hotel and the airport (Van Der Torre, 2003).

In addition, airport transit hotels are considered very efficient for tourists and flight crews who must arrive on time to avoid the risk of missing the flights on a predetermined schedule (Lee & Jang, 2011). The market segment for airport hotels is quite sensitive to the timeliness of services required by hotels due to the drive for the need to catch flights on schedule timely (Moro et al., 2020).

The target users of this transit hotel are business travelers who have unique characteristics, such as people who like the practicality of shortening the time, are very concerned about the offer of services and facilities, and are not concerned about costs. They usually use hotels because accommodation, food, and other functional facilities, such as meeting rooms, recreation, and relaxation area. Apart from that, there are also demands from these people for accommodation that tends to be more city-oriented, not so price sensitive, and not seasonal (Medlik, 2003). Because visitors only need a temporary stopover, the facilities offered are only needed for a short time by prioritizing the comfort factor (Ilvander et al., 2020).

## 2. Provision of Room Facilities

This section explores the particular accommodation facilities offered by the chosen transit hotels. Based on observed guest usage and needs, it analyses the kinds of facilities offered in each hotel room and classifies them as either supplementary or essential. Taking into account variables like the length of stay

and the reason for the trip, this research takes into account the different needs of transit passengers. This part attempts to give a thorough grasp of the existing state of provision and identify possible areas for development to suit the various needs of transit guests by carefully collecting and assessing the room facilities.

### A. Comparative Results of Availability of Facilities at Hotel Cordia Yogyakarta, Rail Transit Suite Gambir, and Kedaton 8 Express Bekasi

Based on the observations, the availability of interior facilities at Hotel Transit Cordia Yogyakarta, Rail Transit Suite Gambir, and Kedaton 8 Express Bekasi differ one with another. It is found that the facilities provided by transit hotels in Indonesia still comply with the standard of star hotel facilities in general.

The following table presents the tabulation of the categorization of transit hotel facilities based on a comparative study of three transit hotels, i.e., Hotel Cordia Yogyakarta, Hotel Rail Transit Suite Gambir, and Hotel Kedaton 8 Express Bekasi.

Table 1. Tabulation of Transit Hotel Facilities Categorization

|                      | Hotel Cordia, Yogyakarta | Hotel Rail Transit Suite, Gambir | Hotel Kedaton 8 Express, Bekasi |
|----------------------|--------------------------|----------------------------------|---------------------------------|
| <b>Lobby</b>         | ✓                        | ✓                                | ✓                               |
| <b>Prayer Room</b>   | ✓                        | ✓                                | ○                               |
| <b>Meeting Room</b>  | ✓                        | ○                                |                                 |
| <b>Locker Rental</b> | ○                        | ✓                                | ○                               |
| <b>Smoking Room</b>  | ✓                        | ○                                | ○                               |
| <b>Public Toilet</b> | ✓                        | ✓                                | ✓                               |
| <b>Lounge</b>        | ✓                        | ✓                                | ✓                               |
| <b>Gym</b>           | ✓                        | ○                                | ○                               |
| <b>Bedroom</b>       | ✓                        | ✓                                | ✓                               |

Note: ✓: available, ○: not available

Source: Author

Based on the findings above, it can be explained that several facilities are provided by the three transit hotels. The facilities were found in only two hotels, and facilities were owned by one hotel. The facilities owned by the three transit hotels are the lobby, public bathrooms, lounge, and bedrooms. The facilities only available in two transit hotels have are prayer rooms, meeting rooms, and lounges. Facilities that are only owned by one transit hotel are locker rental, smoking room, and gym. From the results of the explanation above, there is no written regulation or

standardization of transit hotels, making facilities of transit hotels in Indonesia vary. From the results of the explanation above, there is no written regulation or standardization of transit hotels, making facilities of transit hotels in Indonesia vary.

## B. Duration of Transit Stay

From the observations & interviews results, these three hotels offer different length of stay and facilities depending on the visitor's transit duration.

Table 2. Transit Length Analysis with Provided Facilities

|   | Hotel Cordia, Yogyakarta  | Hotel Rail Transit Suite, Gambir  | Hotel Kedaton 8 Express, Bekasi   |
|---|---|---|---|
| <b>Visitor Transit Duration</b>                   | Guest room can only be rented for a maximum of 4 hours if the user wishes to stay for a short period. However, it can be rented per day   | It accepts guest room rental orders for a minimum of 4, 8, 12 hours to a day  | A minimum room rental duration of 3 hours and a maximum of 12 hours. It cannot be a full day considering the e-toll expiry          |
| <b>Facilities Required Based on Trip Duration</b> | <1 hour: Can use the toilet, prayer room, smoking room, restaurant, and meeting room (for rent).<br>>4-24 hours: Can use rooms (for rent), toilets, fitness center, spa services, prayer room, restaurant, smoking room, and a meeting room | Not renting a room: Can use a shower room and lockers at an additional cost.<br>>4, 8, 12 hours and per day: prayer room, guest room (for rent), lobby, shower room, and toilet | Not rented: can use a meeting room, toilet and vending machine.<br>>3 hours – 12 hours: room, vending machine, toilet, meeting room |

Source: Author

Table 2 compares transit duration and facilities at three Indonesian transit hotels: Hotel Cordia Yogyakarta, Hotel Rail Transit Suite Gambir, and Hotel Kedaton 8 Express Bekasi. According to the chart, transit hotels have varying lengths of stay and location-specific amenities.

Short-term guests can hire rooms at Cordia Hotel, Yogyakarta for up to 4 hours, or per day. Rentable toilets, prayer rooms, smoking rooms, restaurants, and conference spaces are available for trips under an hour. Visitors can rent rooms, toilets, fitness centre, spa, prayer room, restaurant, smoking room, and

conference room for 4-24 hours. These different facilities demonstrate Hotel Cordia's commitment to transit travellers' short- and long-term needs.

Hotel Rail Transit Suite, Gambir rents rooms for 4, 8, 12 or 24 hours. Facilities vary by visitor length of stay. Visitors without a room can use the shower and locker room for a charge. A prayer room, rental guest rooms, lobby, shower room, and toilet are accessible for 4, 8, 12 hours and per day. Providing showers and lockers for non-room renters shows flexibility in fulfilling short transit needs.

Kedaton 8 Express Hotel, Bekasi's room rental policy is 3–12 hours, not whole day, due to e-toll validity. Based on stay length, facilities are changed. Visitors without rooms can utilise conference rooms, bathrooms, and vending machines. Visitors can use rooms, vending machines, restrooms, and conference spaces for 3–12 hours. This shows that the hotel prioritises practical and effective facilities for short-term customers.

According to the table, transit hotels at airports like Hotel Cordia Yogyakarta have greater amenities and longer stays than transit hotels in toll road and station rest areas. The hotel's transit location substantially affects the availability of facilities and the length of room rental. Airport hotels serve guests with longer and more diversified transit needs, whereas rest area hotels fulfil shorter and more practical rest needs.

### 3. Visitor Activity

The reciprocal relationship between atmosphere and behavior is influenced by interior design factors and the dominant characteristics of the humans' interaction. From the results of observations on the three research samples, it can be concluded that transit hotels have two types of visitors, i.e., those who stay and those who do not stay. Visitors who stayed overnight usually had a relatively long transit time or wished to spend their transit time for resting (sleeping). Based

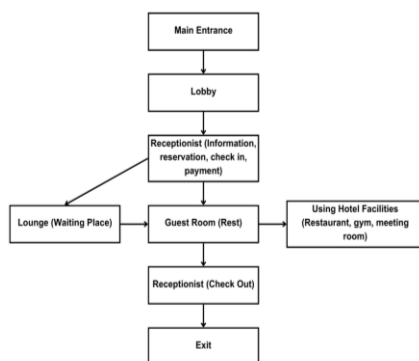
on the interview results, it was found that the type of visitors who did not stay overnight usually had a relatively short transit time or wanted to enjoy their transit time by using entertaining facilities. In contrast, the category of transit hotel visitors are business persons and tourists. Besides, visitors of airport hotel are also from the government and usually stay for more than one day. Hotel visitors often use meeting rooms for meeting purposes, while many foreign tourists also have more extended stays. Usually, for a maximum of three days, they are more interested in visiting tourist attractions in the area. Thus, the duration of stay is also longer. As for visitors, while waiting for departure, they do not stay overnight. They only use hotel facilities, such as restaurants.

There are other interview results, namely the room attendant at the Kedaton 8 Express hotel. Hotel visitors are generally toll users who are tired and need to take rest to prevent accidents. Visitors who come in the morning are usually those who do staycations and leave early in the morning. Meanwhile, visitors at night are usually those who are exhausted during the trip. Most of them will choose to rest (sleep). As for providing meeting rooms for people who require online meetings or conferences.

The results of the analysis of the characteristics and activities based on the category of transit visitors, along with types of facilities are required at the transit hotel, are as follows:

#### Overnight visitors

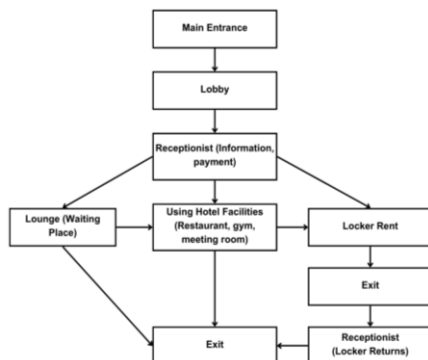
Chart 1. Overnight Transit Visitor Activity Flow  
Source: Author



The procedure for overnight guests at transit hotels entails entering through the main door, proceeding to the reception area for check-in, utilising the room facilities for relaxation, and accessing other amenities such as restaurants and gyms. Finally, guests check out at the reception and exit the hotel. The interior design must facilitate prolonged periods of relaxation, necessitating rooms that are serene and cosy. It is important that amenities such as lounges, gyms, and restaurants are conveniently located near the rooms to provide a tranquil environment. The reception area should be created with efficiency in mind to enable quick and smooth check-in and check-out procedures. The influence of the design on behaviour is substantial, as a pleasant hotel atmosphere and helpful facilities can boost relaxation and enhance the entire transportation experience for visitors.

**Non-staying visitors**

Chart 2. Non-staying Visitor Activity Flow  
 Source: Author



Non-resident guests at transit hotels initiate their activity by entering through the main entrance, which then leads them to the reception area. These guests make use of amenities such as restaurants and gyms without actually staying in the hotel rooms. They then proceed to check out at the reception. The architectural specifications for these visitors mandate that communal spaces such as lounges, restaurants, and recreational amenities be planned to have a layout that is spacious and conveniently reachable from the main entrance. The design should also incorporate space for concise and energetic activities. The influence of such a design on behaviour is essential; by enabling convenient access to recreational and dining amenities, it can greatly improve the experience of visitors who have limited time at the hotel.

**4. Available Room Types**

The following table presents a finding of the types of rooms available at transit hotels of airport, station, and rest area.

Table 3. Available Room Types at Transit Hotels

|                             | Hotel Cordia, Yogyakarta  | Hotel Rail Transit Suite, Gambir   | Hotel Kedaton 8 Express, Bekasi                 |
|-----------------------------|---|--|---|
| <b>Number of Room Types</b> | Three types of bedrooms   | Five types of bedrooms   | Three types of bedrooms                         |
| <b>Room Type</b>            | 1. Double twin room<br>2. Double murphy room<br>3. Deluxe double room | 1. Pod room<br>2. Single room<br>3. Double room<br>4. Twin room<br>5. Executive room | 1. Single bed<br>2. Double bed<br>3. Triple bed |

Source: Author

Each sample of transit hotels does not have the same room type. Yogyakarta Cordia Airport Hotel has 3 types of bedrooms with different bed sizes, the same atmosphere, use of colors and materials. Hotel Rail Transit Suite Gambir has 5 varied types of bedrooms ranging from room types that one person can only use to rooms with large sizes and complete facilities. Hotel Kedaton 8 Express Bekasi has 3 types of rooms with 3 different bed sizes that can be

used as needed, such as bedrooms with a single bed for 1 person, to bedrooms with triple beds for up to 3 occupants and are usually rented by families.

The interior design of transit hotels must cater to the distinct needs of two main types of visitors: those who stay overnight and those who do not. Comfort and privacy are paramount for overnight guests, while efficiency and ease of access to facilities are crucial for short-stay visitors. Consequently, the design of the lobby, reception area, and circulation paths should facilitate easy access to necessary amenities for both visitor types, ensuring a quick and comfortable experience. Additionally, the interior design should create an ambiance that positively influences visitor behavior, aligning with their specific purposes for visiting the transit hotel. In conclusion, an effective interior design enhances the experience for both staying and non-staying guests, improving their satisfaction and the hotel's operational efficiency through thoughtful design strategies that address the unique requirements and behaviors of all guests.

The results in this section demonstrate how complex and varied the needs for interior facilities in transit hotels are. The observed differences between various transit locations and times highlight the necessity of a customized approach to facility supply, giving priority to necessary amenities while carefully



integrating additional services according to particular user requirements and situations. These results lay the groundwork for a more thorough examination of the consequences for transit hotel operations, design, and guest experience in the section that follows.

## Discussion

In this discussion section, the authors strive to deepen the research topics regarding the analysis of interior facility needs at transit hotels located at airports, toll road rest areas, and stations based on data obtained through observation, interviews, and literature studies.

The interior facilities of the airport hotel (Cordia) are more complete than the other two hotels. The hotel does not only provide locker rentals, but also it provides the facilities that have been adjusted to the activities and visitors at the airport. Visitors at the airport are not only for leisure but also for business. The average time for airport transit is much longer, which can be caused by flight delays and so on. Then the facilities provided are much more complete.

On the other hand, Station Hotel (Rail Transit Suite) does not provide meeting rooms, smoking rooms, restaurants, and gyms. This is because the space provided for hotels is limited and adjusted to the needs of transit station visitors based on their waiting time. Transit time or waiting at the station is shorter than at the airport.

Likewise, hotels in the rest area (Kedaton 8 Express) provides fewer facilities than the airport and station hotels. This is adjusted to the needs of visitors who prioritize rest (sleep), so they do not get tired while driving and consider the expiration time of the e-toll. There is not much time to enjoy other facilities except for resting, so the facilities offered are not as many as the other two hotels.

The short or extended duration of a guest's stay is crucial factor that determine the hotel's criteria as a transit or residential hotel (Medlik & Ingram, 2000). Based on the facilities provided by the hotel, we can determine the duration of the transit. Transit hotels are characterized that visitors' duration of stay at the hotel is relatively short, from less than 2 hours to a maximum of 3 days. Thus, services, traffic, layout, and equipment are delivered quickly and efficiently. Also, there is availability of adequate information facilities related to departure schedules and means of transportation. Hotels in transportation facilities that have longer transit duration tend to provide more complete and varied service facilities with more varied rental duration. Meanwhile, transit in a short time will maximize what visitors need, the rental time given is only short. At the three hotels, it can be concluded that the facilities that visitors usually use during transit according to their transit time are as follows:

Table 4. Transit Length Analysis with Offered Facilities

| Visitor transit duration        | <2 hour<br>(no stay) | >3 – 6 hour<br>(stay/no stay) | >6– 12 hour<br>(stay) | Per day<br>(stay) |
|---------------------------------|----------------------|-------------------------------|-----------------------|-------------------|
| <b>Commonly used facilities</b> | - Public toilet      | - Pod room                    |                       | - Bedroom         |
|                                 | - Locker             | - Bedroom                     | - Bedroom             | - Restaurant      |
|                                 | - Restaurant         | - Lounge                      | - Restaurant          | - Spa             |
|                                 | - Meeting room       | - Restaurant                  | - Spa                 | - Meeting room    |
|                                 | - Lounge             | - Meeting room                | - Meeting room        | - Gym             |
|                                 | - Prayer room        | - Locker                      | - Gym                 |                   |
|                                 | - Spa                | - Spa                         |                       |                   |

Source: Author

Table 4 presents a comprehensive examination of the length of time spent in transit and the amenities provided, categorised by the duration of guest stays, at three transit

hotels. Visitors with a transit time of less than 2 hours who do not remain overnight often make use of various public facilities such as public bathrooms, locker rentals, restaurants,

conference spaces, lounges, prayer rooms, and spas. Guests with a duration of stay ranging from 3 to 6 hours, regardless of whether it is overnight or not, have access to various amenities including sleeping pods, bedrooms, lounges, restaurants, meeting spaces, locker rentals, and spas. Facilities like as bedrooms, a restaurant, a spa, meeting spaces, and a gym are offered for visits lasting between 6 and 12 hours. Day visitors are granted access to bedrooms, a restaurant, a spa, meeting rooms, and a gym.

An examination of the three hotels reveals the presence of primary and ancillary amenities. This study focuses on the activities of transit visitors and the available and unavailable facilities in the three transit hotels being compared. The primary amenities typically present in all three hotels consist of the lobby, reception area, information centre, lounge/waiting area, and bedrooms. Various hotels offer a range of amenities such as locker rental, prayer room, smoking room, conference room, gym, spa, and restaurant. This analysis emphasises the significance of offering amenities that cater to the specific duration of visitors' transit in order to enhance their comfort and happiness.

As for the results of the comparative analysis of the three hotels, there are primary and supporting facilities. This is based on the transit visitors' activities and the existing and non-existing facilities in the three comparative study object hotels. Here are the results of the analysis:

Table 5. Transit Hotel Priority and Supporting Facilities

| Primary facilities                      | Supporting facilities |
|---|-----------------------|
| Lobby, receptionist, information center | Locker rent           |
| Lounge/waiting room                     | Gym                   |
| Bedroom                                 | Smoking room          |
| Public toilet                           | Restaurant            |
|   | Prayer room           |
|   | Meeting room          |
|   | Spa                   |

Source: Author

The findings suggest that the location of a transit hotel has a significant impact on the quality and extent of the amenities offered. Transit hotels located near airports will be required to offer a more extensive selection of amenities in order to cater to the diverse demands of guests. These amenities may include meeting rooms, spas, and fitness centres. On the other hand, hotels situated at stations and rest areas may simply need to provide fundamental services like guestrooms and public restrooms. This strategy guarantees that guests of all kinds, whether they are staying overnight or merely utilising the facilities briefly, can have a pleasant and effective experience.

Two of the three hotels used as the study objects are star rated. Hotel Cordia Yogyakarta is a 3-star hotel, while Hotel Rail Transit Suite Gambir is a 2-star hotel. It can also be observed that the room facilities provided are according to the star hotel rating standards. According to the Regulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia Number PM.53/HM.001/MPEK/2013 concerning Hotel Business Standards, Star Hotels are those that have met the assessment criteria for classifying one, two-, three-, four- and five-star hotels. There are absolute criteria and non-absolute criteria according to the star classification (Menteri Pariwisata dan Ekonomi Kreatif, 2013).

A hotel must meet the standard requirements set either by the government, department, or company. In addition, the non-regulatory standards adopted by the Hotel and Lodging Association and other institutions also need to be met. Hotel facilities provide personalized service to all their customers (Plunkett & Reid, 2013). Transit hotels themselves do not have specific requirements. Therefore standardization of star hotels can be considered for aspects of transit hotel facilities. Then the next consideration is that because the location of the transit hotel is close to transportation facilities; thus, the facilities offered have to be adjusted to the needs of transit visitors and the length of transit duration.

Those who stay at airport hotels usually consider the distance and ease of access for transfers between the hotel and the airport, for example, business travelers or tourists. In addition, business meetings that bring together employees from delocalized companies are also common in airport hotels (Mcneill, 2009). Therefore, a meeting room is one of the supporting facilities required in a transit hotel at the airport. Other entertaining transit hotel support facilities can also be provided more fully, considering the long transit duration.

Based on the analysis of the room types in the three transit hotel samples, it is found that transit hotels in Indonesia currently do not have the same room type standardization; instead, they follow the standard star-rated hotels in general. The room types at Hotel Cordia Yogyakarta follow the standard 3-star hotel room types, and Hotel Rail Transit Suite Gambir follows the standard 2-star hotel room types. In contrast, Hotel Kedaton 8 Express Bekasi does not follow the standard star hotel room types because the hotel is not included in the five-star hotel classification. The types of rooms provided are also adjusted to where the hotel is located due to the needs of transit tourists with different transportation methods, each of which has different needs for transit or resting time.

## Conclusion

This study has clarified the distinctive features and specific needs of transit hotels in comparison to conventional hotels. Transit hotels conform to the overall criteria of star-rated hotels, but their main differentiating factor is their focus on meeting the unique requirements of temporary guests. The demand for faster services and amenities available for hourly rental is of utmost importance, in stark contrast to traditional hotels that normally offer room rents on a daily basis. The results emphasise the significance of essential amenities such as lobbies, reception areas, information centres, lounges, and bedrooms. These must be accompanied by additional facilities that cater to the various

requirements of transit visitors, such as locker rentals, prayer rooms, smoking areas, meeting rooms, gyms, spas, and restaurants.

Ultimately, transit hotels should prioritise efficiency and comfort in their design and operational methods to effectively accommodate the rapid turnover of visitors. The examination of three transit hotels in Indonesia, namely Hotel Cordia Yogyakarta, Hotel Rail Transit Suite Gambir, and Hotel Kedaton 8 Express Bekasi, reveals that the geographical position has a substantial impact on the variety and excellence of amenities offered. Airport transit hotels provide a wider range of facilities to cater to longer transit periods, whereas toll road rest area hotels prioritise practical and necessary services for shorter stays. The in-depth knowledge of transit hotel operations may guide future designs and service enhancements, guaranteeing that the distinct requirements of both short-term and overnight guests are efficiently fulfilled.

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