
ABSTRAK

Judul : Analisis Kinerja Dan Pelayanan Bus AKAP PO. Putri Candi AKAP Rute Terminal Kalideres, Jakarta – Terminal Bypass Lampung, Nama : Michael Simanjuntak, Nim : 41114010004, Dosen Pembimbing : Ir. Sylvia Indriany. MT, 2018

Seiring berkembangnya penduduk dan tingkat ekonomi, pergerakan lalu lintas dari kawasan Provinsi Lampung ke Jakarta berkembang pesat. Sehingga penyediaan moda transportasi bus AKAP sangatlah diperlukan guna memperlancar aktifitas ekonomi masif. Salah satu penyedia jasa transportasi AKAP adalah Po. Putri Candi, seiring dengan usia guna kendaraan maka perlu dilakukan penelitian untuk menilai kinerja dan kualitas pelayanan, sehingga diketahui besarnya tingkat kepuasan penumpang terhadap kinerja bus Putri Candi rute terminal Kalideres – terminal Bypass Lampung. Untuk mencapai tujuan tersebut dilakukan survey primer untuk melihat kinerja operasional berdasar SK Dirjen Perhubungan Darat No.SK.687/AJ.206/DRJD/2002 dan kuisisioner nantinya dianalisis dengan IPA.

Dari hasil analisis dengan mengacu berdasar SK Dirjen Perhubungan Darat No.SK.687/AJ.206/DRJD/2002 mengenai standar kinerja operasional bus Putri Candi yang didapat dari pengguna rute Terminal Kalideres – Terminal Bypass, menyatakan bahwa kinerja operasional bus Putri Candi sudah baik dan memenuhi standar kinerja operasional berdasar pada SK Dirjen Perhubungan Darat. Kemudian dari hasil analisis IPA berdasar pada Permenhub No. 98 tahun 2013 yang merupakan prioritas utama adalah kurangnya mengenai fasilitas bus seperti tempat duduk, nomor tempat duduk, AC, fasilitas kebersihan dan juga adanya pintu darurat, sebagai pintu keluar darurat pada saat terjadi kecelakaan atau kebakaran.

Kata Kunci : Pelayanan Bus Putri Candi, Dimensi tingkat pelayanan, AKAP

ABSTRACT

Title : Performance Analysis of Intercity bus Putri Candi route Kalideres, Jakarta – Lampung Bypass. Name: Michael Simanjuntak, NIM: 41114010004., Supervisor: Ir. Sylvia Indriany, MT, 2018

Along with the development of the population and the economic level, the movement of traffic from the Lampung Province to Jakarta is growing rapidly. So that the provision of AKAP bus transportation modes is needed to facilitate massive economic activity. One of the AKAP transportation service providers is Po. Putri Candi, , along with the age of use of vehicles it is necessary to conduct research to assess the performance and quality of service, so that the level of passenger satisfaction is known to the performance of the Putri Candi bus route terminal Kalideres - Lampung Bypass terminal. To achieve these objectives, a primary survey was conducted to look at operational performance based on the Decree of the Director General of Land Transportation No.SK.687 / AJ.206 / DRJD / 2002 and the questionnaire was later analyzed by IPA.

From the results of the analysis with reference to the Decree of the Director General of Land Transportation No.SK.687 / AJ.206 / DRJD / 2002 regarding the standard performance of the Putri Candi bus obtained from Terminal Kalideres route users - Bypass Terminal, stated that the operational performance of Putri Candi bus was good and met operational performance standards based on the Decree of the Director General of Land Transportation. Then from the results of the IPA analysis based on Permenhub No. 98 of 2013 which is a top priority is the lack of bus facilities such as seating, number of seats, air conditioning, cleaning facilities and also the presence of emergency doors, as emergency exits in the event of an accident or fire.

Keywords: Putri Candi Bus Service, IPA