

ABSTRAK

Judul : Evaluasi Kinerja Stasiun Kereta Api Kereta Rel Listrik Duri Berdasarkan Standar Pelayanan Minimum, Nama : Trio Fiki Arisma, NIM : 41114010023, Dosen Pembimbing : Nunung Widyaningsih, Dr, Dipl. Ing, 2019

Stasiun Duri merupakan stasiun kereta api kelas besar yang terletak di Jalan kali anyer, Tambora, Jakarta Barat. Membeludaknya volume penumpang sebagai masalah penting di stasiun karena tempat bersentuhan langsung dengan pengguna jasa kereta api dan secara tidak langsung cerminan dari kinerja penyedia jasa kereta api.

Penelitian ini untuk mengevaluasi kebutuhan peron mengacu pada Peraturan Menteri Perhubungan Nomor 29 Tahun 2011 tentang persyaratan teknis bangunan stasiun kereta api, evaluasi kepuasan penumpang dan kinerja stasiun yang akan dibandingkan dengan Peraturan Menteri Perhubungan Nomor PM 48 Tahun 2015 tentang Standar Pelayanan Minimum Angkutan Orang Dengan Kereta Api di Stasiun, serta melakukan pengamatan time headway dan frekuensi.

Hasil pengamatan langsung di Stasiun Duri menunjukkan kebutuhan lebar peron sebesar 4.45 m. Kinerja Stasiun yang belum memenuhi Standar Pelayanan Minimum seperti layanan penjualan tiket, toilet, mushola, ruang boarding dan ruang ibu menyusui. Rata – rata tingkat kepuasan penumpang terhadap pelayanan dan fasilitas Stasiun Duri yaitu puas dengan bobot rata – rata 3.85 dan rata – rata tingkat kinerja stasiun yaitu baik dengan bobot rata – rata 3.80 dari skor tertinggi 5. Time headway rerata untuk kereta pada tujuan Depok, Nambo, Bogor sebesar 12 menit dengan frekuensi 5 kendaraan/menit, sedangkan tujuan Angke, Jatinegara sebesar 10 menit dengan frekuensi 6 kendaraan/menit, dan tujuan Tangerang sebesar 24 menit dengan frekuensi 2 kendaraan/menit.

Kata kunci : *Stasiun, SPM, Kepuasan Penumpang, Time Headway*

ABSTRACT

Title : Evaluation of The Performance of a Thorn Electric Railroad Train Station Based on Minimum Service Standards. Name : Trio Fiki Arisma, NIM : 41114010023, Lecturer : Nunung Widyaningsih, Dr, Dipl. Ing. 2019

Duri Station is a large class train station located on street Kali Anyer, Tambora, West Jakarta. Increasing passenger volume is an important problem at the station because the place is in direct contact with users of railroad services and indirectly reflects the performance of the train service providers.

This study to evaluate platform requirements refers to the Minister of Transportation Regulation No. 29 of 2011 concerning the technical requirements of railway station building, evaluation of passenger satisfaction and station performance which will be compared with Minister of Transportation Regulation No. PM 48 of 2015 concerning Minimum Service Standards for Train People at the Station, as well as observing time headway and frequency.

The direct observation at Duri Station shows the need for platform width of 4.45 m. The performance of stations that have not met the Minimum Service Standards such as ticket sales services, toilets, prayer rooms, boarding rooms and nursing mothers rooms. The average level of passenger satisfaction with Duri Station services and facilities is satisfied with the average weight of 3.85 and the average level of station performance which is good with an average weight of 3.80 from the highest score 5. Average time headway for trains at Depok, Nambo , Bogor for 12 minutes with a frequency of 5 vehicles/minute, while Angke destination, Jatinegara for 10 minutes with a frequency of 6 vehicles/minute, and destination Tangerang for 24 minutes with a frequency of 2 vehicles / minute.

Keywords : Station, SPM, Passenger Satisfaction, Time Headway