

ABSTRAK

Judul: Perbandingan Evaluasi Kinerja Stasiun Kereta Commuter Sudimara dan Cisauk - Tangerang Selatan Berdasarkan Standar Pelayanan Minimum, Nama: Carrera Putri Hasenda, Nim: 41115010027, Dosen Pembimbing: Dr. Ir. Indrayati Tenridjadja Mochtar, DEA., 2019.

Stasiun Sudimara dan Cisauk merupakan stasiun kereta api kelas menengah yang terdapat di Tangerang Selatan. Kedua stasiun tersebut termasuk dalam Daerah Operasi I Jakarta. Kepadatan penumpang yang terus meningkat di Stasiun Sudimara setiap harinya menyebabkan penurunan kualitas pelayanan dan fungsi fasilitas yang mempengaruhi kepuasan penumpang. Sebagai pembanding, Stasiun Cisauk terus mengalami perbaikan fungsi fasilitas seiring dengan meningkatnya jumlah penumpang di stasiun tersebut.

Penelitian ini dilakukan dengan pengamatan langsung dan penyebaran kuesioner untuk mengevaluasi kondisi Stasiun Cisauk yang akan dibandingkan dengan Stasiun Sudimara berdasarkan standar Peraturan Menteri Perhubungan No. PM 48 Tahun 2015 dan Peraturan Menteri Perhubungan No. PM 29 Tahun 2011 menggunakan metode IPA (Importance and Performance Analysis).

Hasil evaluasi menunjukkan bahwa tingkat kinerja dan pelayanan di Stasiun Sudimara jauh lebih rendah dibandingkan dengan Stasiun Cisauk. Hal ini dapat dilihat dari luas bangunan stasiun dan lebar peron di Stasiun Sudimara yang belum memenuhi standar Peraturan Menteri Perhubungan No. PM 29 Tahun 2011, kelengkapan fasilitas yang belum memenuhi standar Peraturan Menteri Perhubungan No. PM 48 Tahun 2015, serta nilai rata-rata tingkat kinerja 3,16 dan nilai rata-rata kepuasan 3,11 (kategori Baik) yang lebih rendah dibandingkan dengan Stasiun Cisauk.

Kata Kunci : Stasiun, Commuter, Kinerja, Kepuasan, Standar Pelayanan Minimum

ABSTRACT

Title: Comparison of Performance Evaluation of Sudimara and Cisauk - Tangerang Selatan Commuter Train Stations Based on Minimum Service Standards, Name: Carrera Putri Hasenda, Nim: 41115010027, Lecturer: Dr. Ir. Indrayati Tenridjadja Mochtar, DEA., 2019.

Sudimara and Cisauk stations are middle-class train stations located in South Tangerang. Both stations are included in the Jakarta Operational Area I. Increasing passenger density at Sudimara Station every day causes a decrease in service quality and function of facilities that affect passenger satisfaction. As a comparison, Cisauk Station continues to improve the function of its facilities along with the increasing number of passengers at the station.

This research was conducted by direct observation and distribution of questionnaires to evaluate the condition of Cisauk Station which would be compared to Sudimara Station based on the standards of the Minister of Transportation Regulation No. PM 48 of 2015 and Minister of Transportation Regulation No. PM 29 of 2011 uses the IPA method (Importance and Performance Analysis).

The evaluation results show that the level of performance and service at Sudimara Station is much lower compared to Cisauk Station. This can be seen from the area of the station building and the width of the platform at Sudimara Station that has not yet met the Minister of Transportation's Regulation No. PM 29 of 2011, completeness of facilities that do not meet the standards of the Minister of Transportation Regulation No. PM 48 of 2015, as well as the average value of performance level of 3.16 and the average value of satisfaction of 3.11 (Good category) which is lower than that of Cisauk Station.

Keywords: Station, Commuter, Performance, Satisfaction, Minimum Service Standards.