

ABSTRAK

Judul: Analisa Tingkat Kepuasan Jalur Pedestrian Terhadap Revitalisasi Trotoar Di Jalan Jenderal Sudirman Jakarta Selatan, Nama: Satria Diega Putra Mandala, NIM: 41117120041, Dosen Pembimbing : Mukhlisya Dewi Ratna Putri, MT ,2019

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan dan minat pejalan kaki terhadap kinerja jalur pejalan kaki, mengetahui tingkat kepuasan pejalan kaki di jalur pejalan kaki dan mengetahui tingkat kinerja segmen dari revitalisasi jalur pejalan kaki di Jalan Jenderal Sudirman, Jakarta Selatan. Penelitian ini dilakukan dengan membagikan kuesioner kepada 100 responden pejalan kaki dan juga melakukan observasi lapangan untuk menentukan tingkat kinerja jalan. Pemrosesan data dalam penelitian ini menggunakan Microsoft Excel dan SPSS versi 23 dan metode yang digunakan adalah Importance Performance Analysis (IPA) dan Customer Satisfaction Index (CSI). Hasil analisis data, ditemukan bahwa tingkat kepentingan dan kepuasan pejalan kaki pada kinerja jalur pejalan kaki menunjukkan bahwa di kuadran I terdapat ketertiban jalur pejalan kaki (pedagang kaki lima, parkir ilegal, dll.), Keamanan pejalan kaki dan sampah Tempat pembuangan, di kuadran II ada kebersihan jalur pejalan kaki, orang ramah penyandang cacat dan penerangan jalur pejalan kaki, di kuadran III ada bangku di jalur pejalan kaki, pengaturan taman dan jalur pengendara sepeda dan kuadran IV ada pemandangan di sekitar pejalan kaki jalur dan lebar jalur pejalan kaki. Dan untuk hasil analisis tingkat kepuasan pejalan kaki, nilai CSI adalah 72,71%, di mana pejalan kaki puas dengan fasilitas yang tersedia di pejalan kaki. Hasil analisis tingkat jalan menggunakan metode LOS menunjukkan bahwa 2017 sebelum revitalisasi diperoleh 0,701 di mana mendapatkan kategori C berarti stabil, kecepatan dapat dikontrol oleh lalu lintas sedangkan pada 2019 di mana revitalisasi trotoar telah diperoleh nilai 0,88 yang mendapat kategori D dengan arti saat ini mulai tidak stabil, kecepatan rendah dan bervariasi dan volume mendekati kapasitas. Ini karena di lokasi ini revitalisasi jalur pejalan kaki dilakukan yang meningkatkan lebar trotoar dengan mengambil badan jalan dan volume kendaraan pribadi meningkat setiap tahun, menyebabkan kemacetan di ruang jalan.

Kata Kunci: Customer Satisfaction Index , Importance performance Analysis, Pejalan kaki, Revitalisasi Trotoar, Trotoar.

ABSTRACT

Title: Analysis of Pedestrian Line Satisfaction Level Against Sidewalk Revitalization at Jalan Jenderal Sudirman, South Jakarta, Name: Satria Diega Putra Mandala, NIM: 41117120041, Counselor: Mukhlisya Dewi Ratna Putri, MT, 2019

This study aims to determine the level of satisfaction and pedestrian interest in the performance of pedestrian lanes, knowing the level of satisfaction of pedestrians on the pedestrian lane and knowing the level of performance of the segment from the revitalization of pedestrian lanes on Jenderal Sudirman Street, South Jakarta. This research was conducted by distributing questionnaires to 100 pedestrian respondents and also conducting field observations to determine the level of performance of the road. Data processing in this study uses Microsoft Excel and SPSS version 23 and the methods used are Importance performance Analysis (IPA) and the Customer Satisfaction Index (CSI).

From the results of data analysis, it was found that the level of importance and satisfaction of pedestrians on pedestrian track performance showed that in quadrant I there was order on pedestrian lines (street vendors, illegal parking, etc.), security for pedestrians and garbage dumps, in quadrant II there was cleanliness of pedestrian lanes, Friendly people with disabilities and pedestrian lane lighting, in quadrant III there are benches on the pedestrian lane, arrangement of the park and the path of cyclists and quadrants IV there are views around the pedestrian lane and the width of the pedestrian lane. And for the results of the pedestrian satisfaction level analysis, the CSI value was 72.71%, where pedestrians were satisfied with the facilities available in the pedestrian. The results of the road level analysis using the LOS method show that 2017 before revitalization is obtained 0.701 where getting category C means stable, speed can be controlled by traffic while in 2019 where the sidewalk revitalization has been obtained the value is 0.88 which gets category D with meaning the current starts to be unstable, speed is low and varies and volume is nearing capacity. This is because at this location the revitalization of the pedestrian lane is carried out which increases the width of the sidewalk by taking the body of the road and the volume of private vehicles increases every year, causing congestion in the road space.

Keywords: Customer Satisfaction Index, Importance performance Analysis, Pejalan kaki, Revitalisasi Trotoar, Trotoar.