

ABSTRAK

Kebutuhan akan infrastruktur fisik sangat penting untuk menunjang kemudahan aksesibilitas kegiatan dan perkembangan di perkotaan. Infrastruktur fisik itu misalnya adalah jalur pedestrian. Jalur pedestrian merupakan salah satu prasarana infrastruktur fisik berupa jalan yang diperuntukan bagi aktifitas pejalan kaki. Dalam peraturan menteri pekerjaan umum nomor: 03/prt/m/2014/2011 tentang pedoman perencanaan, penyediaan, dan pemanfaatan prasarana dan sarana jaringan pejalan kaki di kawasan perkotaan.

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan metode yang digunakan dalam pengumpulan data penelitian ini adalah melalui teknik penyebaran kusioner, dokumentasi dan observasi langsung dilapangan. Sedangkan untuk pengolahan data menggunakan *SPSS versi 24*, metode *Importance Performance Analysis (IPA)*, *Customer Satisfaction Index (CSI)* dan *Level Of Service (LOS)*.

Hasil analisis data, ditemukan bahwa tingkat kepentingan dan kepuasan pejalan kaki pada kinerja jalur pejalan kaki menunjukkan bahwa di kuadran I terdapat pemandangan di sekitar jalur pedestrian dan lebar jalur pedestrian, di kuadran II ada kebersihan jalur pedestrian, bangku jalur pedestrian, keamanan untuk pejalan kaki, tempat pembuangan sampah, penataan taman dan penerangan jalur pedestrian, di kuadran III ada ramah penyandang disabilitas dan jalur pengendara sepeda dan kuadran IV ada ketertiban pada jalur pedestrian (PKL, Parkir Liar, dll).

Dan untuk hasil analisis tingkat kepuasan pejalan kaki, nilai CSI adalah 81,04%, di mana pejalan kaki puas dengan fasilitas yang tersedia di pejalan kaki. Hasil analisis jalan trotoar menggunakan metode LOS menunjukkan bahwa mendapatkan kategori A berarti ruas trotor sudah sesuai harapan pejalan kaki.

Kata kunci : *Importance Performance Analysis, Customer Satisfaction Index, Level Of Service, Pejalan Kaki, Revitalisasi Pedestrian, Trotoar.*

ABSTRACT

The need for physical infrastructure is very important to support the ease of accessibility of activities and developments in urban areas. Physical infrastructure, for example, is a pedestrian path. The pedestrian path is one of the physical infrastructure infrastructure in the form of a road intended for pedestrian activities. In the regulation of the minister of public works number: 03/prt/m/2014/2011 concerning guidelines for planning, providing, and utilizing pedestrian network infrastructure and facilities in urban areas.

This study aims to determine the level of satisfaction of the method used in collecting data in this study is through questionnaires, documentation and direct observation in the field. Meanwhile, for data processing using SPSS version 24, Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI) and Level Of Service (LOS) methods.

The results of data analysis, it was found that the level of importance and satisfaction of pedestrians on the performance of the pedestrian path shows that in quadrant I there are views around the pedestrian path and the width of the pedestrian path, in quadrant II there is cleanliness of pedestrian paths, pedestrian path benches, security for pedestrians, garbage disposal sites, garden arrangements and pedestrian path lighting, in quadrant III there are people with disabilities friendly and bicycle lanes and quadrant IV there is order on pedestrian paths (PKL, Illegal Parking, etc.).

And for the results of the analysis of the level of pedestrian satisfaction, the CSI value is 81.04%, where pedestrians are satisfied with the facilities available on pedestrians. The results of the analysis of the pavement using the LOS method show that getting category A means that the trotor segment is in line with pedestrian expectations.

Keywords: Importance Performance Analysis, Customer Satisfaction Index, Level Of Service, Pedestrians, Pedestrian Revitalization, Sidewalks.