

## ABSTRAK

Judul : Analisa Pengaruh Fasilitas Pelayanan Terhadap Jumlah Penumpang Pada Angkutan Kereta *Commuter Line* Rute Stasiun Kebayoran Lama – Stasiun Rawa Buntu Selama PPKM Level 1, Nama : Nindi Sere Octavia Simarmata, NIM : 41119110181, Dosen Pembimbing : Dr. Ir. Nunung Widyaningsih, Pg. Dipl. Eng. IPM, Tahun : 2022.

Tujuan dari penelitian ini adalah menganalisa karakteristik penumpang, fasilitas pelayanan dan pengaruh fasilitas pelayanan terhadap jumlah penumpang pada Kereta *commuter line* di Jabodetabek.

Data penelitian dikumpulkan secara langsung melalui survei dan kuesioner. Data tersebut dianalisa menggunakan metode *Importance Performance Analysis*. Pada analisa terdapat empat kuadran berdasarkan importance dan performancenya yang digambarkan kedalam bentuk diagram yang disebut diagram kartesius.

Hasil penelitian menunjukkan bahwa karakteristik dari penumpang kereta *commuter line* lebih dominan pada penumpang dengan jenis kelamin perempuan, usia penumpang dominan 17 sampai dengan 29 tahun, pendidikan penumpang dominan lulusan Diploma, pekerjaan penumpang dominan sebagai karyawan swasta, dan pendapatan penumpang dominan Rp.5.000.000 sampai dengan Rp.9.999.999. Dari rata-rata kinerja fasilitas pelayanan pada Stasiun Kebayoran Lama mencapai 2,858. Maka secara keseluruhan kinerja fasilitas pelayanan dianggap cukup. Dari rata-rata kepentingan fasilitas pelayanan pada Stasiun Kebayoran Lama mencapai 3,463. Maka secara keseluruhan kinerja fasilitas pelayanan dianggap penting.

Kata Kunci : Commuter Line, Kepentingan, Kinerja, IPA

## **ABSTRACT**

*Title : Analysis of the Effect of Service Facilities on the Number of Passengers on Commuter Line Train Transportation On Commuter Route Transportation Kebayoran Lama Station – Rawa Buntu Station During PPKM Level 1, Name : Nindi Sere Octavia Simarmata, NIM : 41119110181, Supervisor : Dr. Ir. Nunung Widyaningsih, Pg. Dipl. Eng. IPM, Year : 2022.*

*The purpose of this study is to analyze the characteristics of passengers, service facilities and the effect of service facilities on the number of passengers on the commuter line train in Jabodetabek. Research data were collected directly through surveys and questionnaires.*

*The data was analyzed using the Importance Performance Analysis method. In the analysis, there are four quadrants based on importance and performance which are described in the form of a diagram called a Cartesian diagram.*

*The results showed that the characteristics of commuter line train passengers were more dominant in female passengers, the dominant passenger age was 17 to 29 years, the education of the passengers was dominant with Diploma graduates, the passenger's occupation was dominant as a private employee, and the dominant passenger income was Rp.5.000.000. up to Rp.9.999.999. From the average performance of service facilities at Kebayoran Lama Station it reached 2.858. So the overall performance of service facilities is considered sufficient. From the average importance of service facilities at Kebayoran Lama Station it reached 3,463. So the overall performance of service facilities is considered important.*

*Keywords : Commuter Line, Importance, Performance, IPA*