

ABSTRAK

Judul: Analisis Kepuasan Pengguna KRL Commuter Line Terhadap Fasilitas dan Pelayanan di Stasiun Manggarai dan Di Atas Kereta Api Commuter Jabodetabek, Nama : Dimas Pratama, NIM : 41121120032, Dosen Pembimbing : Dr. Ir. Hermanto Dwiatmoko, MStr., IPU, 2023

Stasiun kereta api merupakan infrastruktur yang penting dalam sistem transportasi perkotaan. Salah satu stasiun yang memiliki peran strategis adalah Stasiun Manggarai, yang menjadi pusat transit bagi pengguna KRL *Commuter Line* Jabodetabek. Penelitian ini menganalisis kepuasan pengguna KRL *Commuter Line* terhadap fasilitas dan pelayanan di Stasiun Manggarai dan di atas kereta api *commuter* jabodetabek

Metode pengumpulan data melalui survei lapangan dan kuesioner pada pengguna KRL *Commuter Line*. Untuk metode analisis menggunakan *Importance Performance Analysis (IPA)*, dan *Customer Satisfaction Index (CSI)*. Hasil analisis menunjukkan bahwa fasilitas dan pelayanan di Stasiun Manggarai dan di atas kereta api *commuter* jabodetabek telah memenuhi standar PM No. 63 Tahun 2019 tentang Standar Pelayanan Minimum. Selain itu, tingkat kepuasan pengguna terhadap kinerja fasilitas dan pelayanan sangat baik dengan nilai 91% dan kepuasan responden sebesar 80,54% merasa puas dengan layanan yang diberikan

Sebagai rekomendasi, diperlukan perbaikan dan peningkatan fasilitas sesuai standar seperti sistem pemadam kebakaran dan area khusus untuk penumpang kursi roda untuk meningkatkan kualitas pelayanan di Stasiun Manggarai dan di atas KRL *Commuter Line* agar tingkat kepuasan pengguna meningkat.

Kata Kunci : Stasiun Manggarai, KRL *Commuter Line*, Fasilitas, Pelayanan, Kepuasan Pengguna, *Importance Performance Analysis (IPA)*, *Customer Satisfaction Index (CSI)*.

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ABSTRACT

Title: Analysis of User Satisfaction of KRL Commuter Line Towards Facilities and Services at Manggarai Station and on Commuter Trains in Jabodetabek Region, Name: Dimas Pratama, Student ID: 41121120032, Lecturer: Dr. Ir. Hermanto Dwiatmoko, MStr., IPU Year: 2023

Train stations are essential infrastructures in urban transportation systems. One of the strategically important stations is Manggarai Station, which serves as a transit hub for KRL Commuter Line users in the Jabodetabek area. This research analyzes the satisfaction of KRL Commuter Line users with the facilities and services at Manggarai Station and on the commuter train.

Data was collected through field surveys and questionnaires administered to KRL Commuter Line users. The data were then analyzed using the Importance Performance Analysis (IPA) dan Customer Satisfaction Index (CSI) methods. The analysis results indicate that the facilities and services at Manggarai Station and on the commuter train have met the standards set by PM No. 63 of 2019 regarding Minimum Service Standards. Moreover, the satisfaction level of users with the performance of facilities and services is very good, with a score of 91%, and 80.54% of the respondents are satisfied with the provided services.

As a recommendation, improvements and enhancements in facilities, such as fire extinguishing systems and designated areas for passengers with wheelchairs, are needed to enhance the quality of services at Manggarai Station and on the KRL Commuter Line, thus increasing user satisfaction levels.

Keywords : Manggarai Station, KRL Commuter Line, Facilities, Services, User Satisfaction, Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI).

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