

**ABSTRAK**

*Judul : Analisis Tingkat Kepuasan Pejalan Kaki Terhadap Tingkat Pelayanan Jalur Pejalan Kaki Di Jalan Raya Bogor Kota Jakarta Timur (Studi Kasus Depan Kawasan Pasar Induk Kramat Jati), Nama : Ririn Rustiyanti, NIM : 41116320049, Dosen Pembimbing : Aditia Kesuma Negara Dalimunte, S.T, M.T, 2023.*

*Fasilitas pejalan kaki dirancang dengan mempertimbangkan karakteristik pejalan kaki agar dapat melakukan perjalanan dengan nyaman. Namun pengembangan fasilitas pejalan kaki belum menjadi prioritas dibandingkan dengan fasilitas lainnya, terutama bagi kendaraan bermotor. Ada berbagai penyebab, seperti pengalihan fungsi jalur pejalan kaki menjadi parkir liar dan tempat berusaha bagi pedagang kaki lima. Sehingga membuat pejalan kaki merasa tidak nyaman. Salah satu masalah tentang pengalihan fungsi jalur pejalan kaki menjadi tempat berusaha bagi pedagang kaki lima terjadi di Jalan Raya Jakarta Bogor di kawasan Pasar Induk Kramatjati Kota Jakarta Timur. Hampir sebagian besar jalur pejalan kaki digunakan untuk tempat berusaha. Dampaknya, membuat pejalan kaki kesulitan berjalan dan sering menimbulkan kemacetan. Selain itu kenyamanan pejalan kaki terganggu karena harus berjalan kaki di sisi jalan raya yang dapat membahayakan keselamatan bagi pejalan kaki. Tujuan dari penelitian ini untuk mengetahui karakteristik pejalan kaki, menganalisis tingkat pelayanan jalur pejalan kaki, menganalisis tingkat kepuasan pejalan kaki, serta merekomendasikan alternatif solusi untuk memberikan kenyamanan pejalan kaki. Penelitian ini menggunakan metode Highway Capacity Manual (HCM) tahun 2000 untuk memperhitungkan karakteristik pejalan kaki dan menganalisis tingkat pelayanan pejalan kaki. Metode Importance Performance Analysis (IPA) dan Customer Service Index (CSI) untuk mengetahui tingkat kepuasan pejalan kaki. Dari hasil penelitian arus pejalan kaki rata-rata sebesar 3,41 ped/m/menit, kecepatan pejalan kaki rata-rata sebesar 32,78 m/menit, kepadatan pejalan kaki rata-rata sebesar 1,328 ped/m<sup>2</sup>, dan ruang bebas pejalan kaki rata-rata sebesar 0,75 m<sup>2</sup>/ped. Tingkat pelayanan berdasarkan arus pejalan kaki adalah LOS A, tingkat pelayanan pejalan kaki berdasarkan kepadatan adalah LOS D, tingkat pelayanan berdasarkan ruang adalah LOS E. Sedangkan perhitungan IPA terdapat empat atribut yang masuk kedalam kuadran A dimana dalam kuadran A pelayanan dianggap penting namun tingkat kepuasan masih rendah, dengan metode CSI kepuasan pejalan kaki sebesar 48,87% berada pada kriteria “kurang puas”.*

*Kata Kunci : Pejalan Kaki, Fasilitas Pejalan Kaki, Level Of Service (LOS), Customer Service Index (CSI), Importance Performance Analysis (IPA).*

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**ABSTRACT**

*Title : Analysis of Pedestrian Satisfaction Levels of Pedestrian Service Levels on Jalan Raya Bogor City of East Jakarta (Front Case Study of the Kramatjati Main Market Area), Name : Ririn Rustiyanti, NIM : 41116320049, Advisor : Aditia Kesuma Negara Dalimunte, S.T, M.T, 2023.*

*Pedestrian facilities are designed by considering the characteristics of pedestrians so that they can travel comfortably. However, the development of pedestrian facilities has not become a priority compared to other facilities, especially for motorized vehicles. There are various causes, such as the conversion of the function of pedestrian paths into illegal parking and places of business for street vendors. This makes pedestrians feel uncomfortable. One of the problems regarding the conversion of the function of the pedestrian path into a place of business for street vendors occurred on Jalan Raya Jakarta Bogor in the Pasar Induk Kramatjati area, East Jakarta City. Most of the pedestrian paths are used for places of business. As a result, it is difficult for pedestrians to walk and often causes traffic jams. In addition, the comfort of pedestrians is disturbed because they have to walk on the side of the main road which can endanger the safety of pedestrians. The purpose of this study is to determine the characteristics of pedestrians, analyze the service level of pedestrian paths, analyze the level of pedestrian satisfaction, and recommend alternative solutions to provide pedestrian comfort. This study uses the Highway Capacity Manual (HCM) method in 2000 to take into account the characteristics of pedestrians and analyze the level of pedestrian service. Importance Performance Analysis (IPA) and Customer Service Index (CSI) methods to determine the level of pedestrian satisfaction. From the results of the study, the average pedestrian flow was 3.41 ped/m/minute, the average pedestrian speed was 32.78 m/minute, the average pedestrian density was 1.328 ped/m<sup>2</sup>, and the pedestrian free space was an average of 0.75 m<sup>2</sup>/ped. The service level based on pedestrian flow is LOS A, the pedestrian service level based on density is LOS D, and the service level based on space is LOS E. While the IPA calculation there are four attributes that fall into quadrant A where in quadrant A service is considered important but the level of satisfaction is still low. low, with the CSI method pedestrian satisfaction of 48.87% in the "less satisfied" criteria.*

*Keywords: Pedestrian, Pedestrian Facilities, Level Of Service (LOS), Customer Service Index (CSI), Importance Performance Analysis (IPA).*