

INTISARI

Kereta Api Lokal Bandung Raya merupakan kereta api perkotaan yang berjalan secara *commuter* yang dalam 1 hari melayani sebanyak 40 perjalanan meliputi 20 perjalanan dengan keberangkatan awal Stasiun Padalarang menuju Stasiun Cicalengka serta 20 perjalanan dengan keberangkatan awal Stasiun Cicalengka menuju Stasiun Padalarang.

Berdasarkan hasil *Importance and Performance Analysis* (IPA) diketahui rata-rata hasil tingkat kesesuaian dan prioritas kereta Api Lokal Bandung Raya sebesar 90,10%. Dari hasil analisis *Customer Satisfaction Index* (CSI) nilai yang diperoleh sebesar 70,16% yang berarti penumpang puas dengan pelayanan di dalam Kereta Api Lokal Bandung Raya.

Kata Kunci: *Importance and Performance Analysis* (IPA), *Customer Satisfaction Index* (CSI), Kereta Api Lokal Bandung Raya



ABSTRACT

Lokal Bandung Raya Train is an urban train that runs on a commuter basis which in 1 day serves as many as 40 trips including 20 trips with an initial departure from Padalarang Station to Cicalengka Station and 20 trips with an initial departure from Cicalengka Station to Padalarang Station.

Based on the Importance and Performance Analysis (IPA) results, it is known that the average result of the suitability level and priority of the Lokal Bandung Raya Train is 90.10%. From the analysis of the Customer Satisfaction Index (CSI), the value obtained is 70.16%, which means that passengers are satisfied with the service on the Lokal Bandung Raya Train.

Keywords: Importance and Performance Analysis (IPA), Customer Satisfaction Index (CSI), Bandung Raya Local Train

