

## ABSTRAK

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Program Studi : Teknik Sipil  
Judul Skripsi : Analisis Tingkat Pelayanan Trans Metro Pasundan Bandung Raya Koridor 2 Berdasarkan *Importance Performance Analysis* (IPA) dan *Customer Satisfaction Index* (CSI)  
Pembimbing : Muhammad Isradi, ST, MT. Ph.D

Penelitian ini bertujuan untuk menilai kinerja operasional dan kepuasan pengguna Transportasi Metro Pasundan Bandung Raya Koridor 2, serta mengidentifikasi kondisi pelayanan berdasarkan standar *World Bank* dan Peraturan Menteri No. 29 Tahun 2015. Sampel sebanyak 105 responden dipilih dari populasi 369.320 penumpang Trans Metro Pasundan Koridor 2 menggunakan rumus slovin. Hasil penelitian menunjukkan bahwa *load factor* dan *travel time* sesuai standar, namun beberapa *load factor* belum memenuhi standar. Prioritas peningkatan kepuasan penumpang meliputi penyediaan fasilitas di shelter/halte, ketersediaan Poll, dan lainnya. *Customer Satisfaction Index* sebesar 73.078 menunjukkan kepuasan penumpang berada dalam kategori "Puas" terhadap pelayanan.

Kata Kunci: Trans Metro Pasundan, Indeks Performance Analysis, *Customer Satisfaction Index*, Kinerja, Kepuasan.

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*The aim of this study is to assess the operational performance and user satisfaction of the Trans Metro Pasundan Bandung Raya Corridor 2 transportation system, as well as to identify service conditions based on World Bank standards and Ministerial Regulation No. 29 of 2015. A sample of 105 respondents was selected from a population of 369,320 Trans Metro Pasundan Corridor 2 passengers using the Slovin's formula. The research findings indicate that the load factor and travel time meet the standards, although some load factors do not meet the criteria. Priorities for improving passenger satisfaction include providing facilities at shelters/stops, availability of polls, among others. The Customer Satisfaction Index of 73.078 suggests that passengers are "Satisfied" with the service performance.*

*Keywords: Trans Metro Pasundan, Indeks Performance Analysis, Customer Satisfaction Index, Satisfaction, Performance.*