

Abstrak

Penumpang KA Penataran yang cukup tinggi serta volume naik turun penumpang KA Penataran pada Stasiun Sidoarjo dan Stasiun Malang yang tergolong tinggi dibandingkan dengan stasiun lain di lintas pelayanan KA Penataran serta Factor Keamanan dan kenyamanan penumpang di dalam kereta mengingat rute KA Penataran yang relatif panjang. Penelitian ini dilakukan untuk memberikan usulan peningkatan kinerja fasilitas pelayanan penumpang didalam KA Penataran serta di Stasiun Sidoarjo dan Stasiun Malang berdasarkan tingkat kepentingan penumpang terhadap tingkat kinerja pelayanan dengan metode Importance Permormance Analysis (IPA) dan Customer Satisfaction Index (CSI). Kinerja pelayanan KA Penataran berdasarkan hasil analisis Importance Permormance Analysis (IPA) diketahui bahwa kinerja beberapa fasilitas pelayanan belum sesuai dengan tingkat kepentingan yang tinggi. Berdasarkan hasil Customer Satisfaction Index (CSI) didapat nilai 0,64 yang berarti nilai indek kepuasan penumpang berada pada kriteria cukup puas. Kinerja pelayanan Stasiun Sidoarjo dan Stasiun Malang berdasarkan hasil analisis Importance Permormance Analysis (IPA) diketahui bahwa kinerja beberapa fasilitas pelayanan stasiun belum sesuai dengan tingkat kepentingan yang tinggi. Berdasarkan Customer Satisfaction Index (CSI) didapat nilai 0,62 pada Stasiun Sidoarjo yang berarti nilai indek kepuasan penumpang berada pada kriteria cukup puas dan didapat nilai 0,66 pada Stasiun Malang yang berarti nilai indek kepuasan penumpang berada pada kriteria puas. Rekomendasi usulan peningkatan kinerja pelayanan KA Penataran, yaitu: Penyediaan perlengkapan P3K di setiap kereta, peningkatan pelayanan petugas terhadap kesabaran dan keramahan terhadap penumpang, perbaikan fasilitas ac yang rusak atau kurang dingin, penyediaan led display di setiap kereta, penyediaan ramp di pintu kereta. Pada Stasiun Sidoarjo, yaitu: penyediaan perlengkapan satu set alat pemadam kebakaran, meningkatkan peron menjadi peron tinggi dengan panjang 235 meter, penambahan ruang tunggu dengan luas 134 meter, memisahkan ruang tunggu dengan akses masuk stasiun, menambah loket tiket atau vending machine jadi 8 unit, penyediaan ramp dengan kemiringan 10 derajat. Pada Stasiun Malang, yaitu: meningkatkan peron mejadi peron tinggi, memisahkan akses masuk bagi penumpang KA Lokal dengan penumpang KA Jarak Jauh, perbaikan fasilitas toilet seperi kloset dan keran air dan dan menjaga kebersihan toilet, menambah loket tiket atau vending machine jadi 11 unit, penyediaan tangga platform khusus dan ramp penumpang difabilitas

Kata Kunci: Kinerja, Pelayanan, Kereta Api, Peningkatan, Penumpang, Fasilitas Stasiun

Abstract

The Penataran train passengers are quite high and the up and down volume of the Penataran train passengers at Sidoarjo Station and Malang Station is relatively high compared to other stations on the Penataran train service line and the factor of safety and comfort of passengers on the train considering the relatively long route of the Penataran train. This study was conducted to provide suggestions for improving the performance of passenger service facilities in the Penataran Train and at Sidoarjo Station and Malang Station based on the level of passenger interest in the level of service performance using the Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI) methods. The performance of the Penataran train service based on the results of the Importance Performance Analysis (IPA) analysis shows that the performance of several service facilities is not in accordance with the high level of importance. Based on the results of the Customer Satisfaction Index (CSI) obtained a value of 0.64 which means the value of the passenger satisfaction index is in the criteria of being quite satisfied. The service performance of Sidoarjo Station and Malang Station based on the results of the Importance Performance Analysis (IPA) analysis shows that the performance of some station service facilities is not in accordance with the high level of importance. Based on the Customer Satisfaction Index (CSI) obtained a value of 0.62 at Sidoarjo Station, which means the value of the passenger satisfaction index is in the quite satisfied criteria and a value of 0.66 is obtained at Malang Station, which means the passenger satisfaction index value is in the satisfied criteria. Recommendations for improving the service performance of the Penataran train, namely: Provision of first aid kits on every train, improvement of staff service for patience and friendliness to passengers, repair of damaged or not cold air conditioning facilities, provision of led displays on each train, provision of ramps at train doors. At Sidoarjo Station, namely: providing a set of fire extinguishers, increasing the platform to a high platform with a length of 235 meters, adding a waiting room with an area of 134 meters, separating the waiting room with access to the station, adding ticket counters or vending machines to 8 units, provision of a ramp with a slope of 10 degrees. At Malang Station, namely: upgrading the platform to a high platform, separating entry access for local train passengers from long-distance train passengers, repairing toilet facilities such as closets and water faucets and maintaining the cleanliness of toilets, adding ticket booths or vending machines to 11 units, providing special platform stairs and disabled passenger ramp

Keywords: *Performance, Service, Train, Upgrade, Passenger, Station Facilities.*