

Persepsi pengguna transportasi publik terhadap kinerja pelayanan transit transportasi antarmoda di kawasan Transit Oriented Development (TOD) Dukuh Atas, Jakarta = Perceptions of public transportation users towards the performance of intermodal transportation transit services in the Transit Oriented Development (TOD) area of Dukuh Atas, Jakarta

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Abstrak

Kinerja pelayanan transit di DKI Jakarta masih membutuhkan peningkatan pada beberapa aspek pelayanan seperti keandalan, kenyamanan dan keamanan suatu moda transportasi. Atas dasar permasalahan tersebut, penelitian ini membahas tentang kinerja pelayanan transit di Kawasan TOD Dukuh Atas, Jakarta. Dalam pengukurannya, penelitian ini menggunakan delapan dimensi terkait kinerja pelayanan transit dari Eboli dan Mazzulla (2011) yaitu rute dan karakteristik, keandalan pelayanan, kenyamanan dan kebersihan, biaya, informasi, keamanan serta keselamatan, layanan pelanggan dan lingkungan. Penelitian ini menggunakan pendekatan kuantitatif dengan metode pengumpulan data mix-method yaitu melalui wawancara dan penyebaran kuesioner kepada 100 orang responden. Hasil dari penelitian ini menunjukkan bahwa persepsi pengguna transportasi publik terhadap kinerja pelayanan transit di Kawasan TOD Dukuh Atas termasuk kedalam kategori “Baik”. Meski begitu, terdapat beberapa temuan seperti keluhan mengenai halte TransJakarta yang terlalu jauh, keterlambatan moda transjakarta, kepadatan penumpang pada jam sibuk dan ketiadaan petugas di dalam moda TransJakarta.

.....The performance of public transit service in DKI Jakarta province still needs some improvement in several aspects of service such as reliability, comfort and security of transport modes. Based on the issues, this study examined the service performance of public transit in the TOD Area of Dukuh Atas, Jakarta. For measuring the results, this study uses eight dimensions of public transit performance from Eboli and Mazzulla (2011) namely routes and security, service, comfort and cleanliness, cost, information, security, and safety, customer service and the environment. This study uses a quantitative approach with mixed method data collection through interviews and distributing questionnaires to 100 respondents. The result of this study shown that the perceptions of public transportation users towards performance of transit service in the Dukuh Atas TOD Area is included in the “Good” category. However, there are several issues such as the distance of the TransJakarta bus stop, delays in the TransJakarta service, crowdedness of passengers during rush hours and the absence of officers in the TransJakarta.