

# Kualitas Pelayanan Kereta Rel Listrik Jabodetabek pasca Perubahan Rute dan Pola Transit di Stasiun Manggarai = Service Quality of Jabodetabek Commuter Line after Route Shift and Transit Pattern in Manggarai Station

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## Abstrak

Dihapusnya rute KRL Bogor–Kampung Bandan dan Cikarang–Jakarta Kota mengharuskan sebagian penumpang untuk transit di Stasiun Manggarai. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan kereta rel listrik Jabodetabek pasca perubahan rute dan pola transit di Stasiun Manggarai. Teori yang digunakan adalah evaluation of the railway service quality oleh Eboli, Fu, & Mazulla dengan dimensi: safety, cleanliness, comfort, service, other, information, dan personnel menggunakan pendekatan kuantitatif. Teknik pengumpulan data yang digunakan adalah mixed method melalui survei, wawancara, observasi, dan studi kepustakaan. Dari pengumpulan data, diperoleh sebanyak 106 responden survei, 6 narasumber wawancara. Penilaian kualitas pelayanan dalam penelitian ini terbagi dalam kategori: sangat tidak puas, puas, dan sangat puas. Kualitas pelayanan dari dimensi safety, comfort, other, dan information termasuk memuaskan. Dimensi pelayanan yang tergolong sangat memuaskan adalah cleanliness, service, dan personnel. Secara keseluruhan, kualitas pelayanan KRL dinilai memuaskan, namun masih ditemui berbagai masalah yang perlu ditindaklanjuti.

.....The elimination of the Bogor–Kampung Bandan and Cikarang–Jakarta Kota commuter line requires some passengers to transit at Manggarai Station. This study aims to determine the service quality of Jabodetabek commuter line after the shift of routes and transit patterns at Manggarai Station. The evaluation of the railway service quality by Eboli, Fu, & Mazulla is used with quantitative approach. The data collection technique used is mixed method through surveys, interviews, observations, and literature studies. From data collection, 106 survey respondents and 6 interview sources were obtained. The assessment of service quality in this study is divided into categories: very dissatisfying, satisfying, and very satisfying. The dimensions of safety, comfort, other, and information is valued as satisfying. The dimensions of service classified as very satisfying are cleanliness, service, and personnel. Overall, the quality of KRL services is considered satisfactory, but there are various problems ought to be resolved.