

Analisis Kualitas Layanan Pencegahan Kekerasan Seksual pada KRL Commuter Line dari Perspektif Pengguna = Analysis of the Quality of Sexual Violence Prevention Services on KRL Commuter Line from User's Perspective

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Abstrak

Penelitian ini membahas mengenai kualitas layanan pencegahan kekerasan seksual pada KRL Commuter Line berdasarkan sudut pandang pengguna di Jabodetabek. Penelitian ini bertujuan untuk menilai kualitas layanan Commuter Line berdasarkan metode Importance Performance Analysis yang membandingkan nilai kinerja dengan kepentingan layanan serta mengidentifikasi layanan apa yang dianggap penting sehingga perlu diperbaiki sebagai bentuk intervensi pemerintah guna mencegah terjadinya kekerasan seksual di KRL Commuter Line. Dalam merumuskan atribut layanan, penelitian ini menggunakan enam dimensi dari teori Inisiatif Pencegahan Kekerasan Seksual oleh Gekoski et al (2015) yaitu formal surveillance, natural surveillance, raising awareness, technology, women only transportation, dan other initiative. Teknik pengumpulan data yang digunakan dalam penelitian ini adalah mix method, yakni melalui survei dengan menyebarkan kuesioner secara online, wawancara mendalam, dan studi kepustakaan. Penyebaran kuesioner dilakukan melalui platform Google Form dengan menghasilkan sebanyak 134 responden. Hasil penelitian menunjukkan bahwa berdasarkan penilaian Importance Performance Analysis, secara keseluruhan tingkat kesesuaian pada 23 atribut layanan pencegahan kekerasan seksual di KRL Commuter Line di Jabodetabek adalah 80,27% yang berarti kualitas layanan sudah cukup baik. Terdapat 11 atribut layanan yang dianggap penting oleh pengguna yang pada diagram kartesius berada pada Kuadran I dan Kuadran II.

.....This study discusses the quality of sexual violence prevention services on the KRL Commuter Line based on user perspectives in Jabodetabek. This study aims to assess service quality of sexual violence prevention services on the KRL Commuter Line based on the Importance Performance Analysis method which compares performance level with importance level and identifies what services are considered important so that they need to be improved as a form of government intervention to prevent sexual violence on the KRL Commuter Line. In formulating service attributes, this study uses six dimensions of the Sexual Violence Prevention Initiative theory by Gekoski et al (2015), namely formal surveillance, natural surveillance, raising awareness, technology, women only transportation, and other initiative. This research use mix method as data collection method, through surveys by distributing questionnaires online, in-depth interviews, and literature studies. The questionnaire was distributed through the Google Form platform with 134 respondents. The results showed that based on the Importance Performance Analysis assessment, the overall level of conformity to 23 attributes of sexual violence prevention services on the KRL Commuter Line in Jabodetabek is 80.27% which means the service quality is quite satisfactory. There are 11 service attributes that are considered important by users which on the kartesius diagram located in Quadrant I and Quadrant II.