

# **EVALUASI KINERJA PELAYANAN STASIUN KERETA API BERDASARKAN STANDAR PELAYANAN MINIMUM (SPM)**

## **(Studi Kasus: Stasiun Besar Semarang Tawang)**

Nor Muhammad Abdus Salam<sup>[1]</sup> Ir. Dibyo Susilo, M.M., M.T.<sup>[2]</sup>

Program Studi Teknik Sipil Fakultas Sains dan Teknologi Universitas Teknologi Yogyakarta;  
e-mail:[1]Abduss346@gmail.com, [2]Dibyo.susilo@uty.ac.id

### **ABSTRAK**

Kereta api merupakan salah satu moda transportasi yang menjadi solusi dari permasalahan perpindahan penduduk yang menyangkut efisiensi waktu dalam jumlah besar. Tingginya minat masyarakat terhadap moda transportasi kereta api harus diimbangi dengan meningkatkan kualitas pada stasiun. Stasiun Semarang Tawang merupakan Stasiun kelas besar tipe A yang terletak di Kota Semarang, Provinsi Jawa Tengah. Menteri Perhubungan Republik Indonesia telah mengeluarkan peraturan yaitu PM 63 Tahun 2019 tentang Standar Pelayanan Minimum (SPM) sehingga stasiun kereta api perlu dievaluasi dan dilakukan standarisasi dengan peraturan yang berlaku. Terdapat tiga bahasan dalam penelitian ini, yaitu standarisasi fasilitas yang ada di stasiun Semarang Tawang berdasarkan Peraturan Menteri Perhubungan PM 63 Tahun 2019, menentukan fasilitas pelayanan apa saja yang perlu diperbaiki, evaluasi kinerja pelayanan stasiun berdasarkan kepuasan pengguna jasa. Hasil pengamatan langsung kondisi Stasiun Semarang Tawang, terdapat beberapa jenis pelayanan yang masih belum sesuai dengan PM 63 Tahun 2019 untuk bagian keselamatan, bagian kehandalan/keteraturan, dan di bagian kemudahan. Berdasarkan metode IPA fasilitas pelayanan berdasarkan penilaian pengguna jasa, atribut yang perlu diperbaiki yaitu: fasilitas kesehatan, fasilitas CCTV, toilet, kebersihan stasiun, fasilitas ATM. Berdasarkan dengan metode CSI hasil dari penilaian pengguna jasa diperoleh nilai 83,61% yang artinya bahwa penumpang di Stasiun Semarang Tawang sudah sangat puas terhadap kinerja dan fasilitas yang di berikan.

Kata Kunci: Evaluasi, Kinerja, Stasiun Kereta Api, SPM, IPA, CSI

**EVALUATION OF TRAIN STATION SERVICE PERFORMANCE BASED ON MINIMUM  
SERVICE STANDARDS (MSS)  
(Case Study: Semarang Tawang Grand Station)**

Nor Muhammad Abdus Salam[1] Ir. Dibyو Susilo, M.M., M.T.2]

Civil Engineering Study Program, Faculty of Science and Technology, Yogyakarta Technology University;  
e-mail:[1]Abduss346@gmail.com, [2]Dibyو.susilo@uty.ac.id

**ABSTRACT**

The train is a mode of transportation that is a solution to the problem of population movement which involves the efficiency of large amounts of time. The high level of public interest in rail transportation must be balanced by improving the quality of stations. Semarang Tawang Station is a large type A class station located in Semarang City, Central Java Province. The Minister of Transportation of the Republic of Indonesia has issued a regulation, namely PM 63 of 2019 concerning Minimum Service Standards (SPM), so that train stations need to be evaluated and standardized with applicable regulations. There are three discussions in this research, namely standardizing existing facilities at Semarang Tawang station based on Minister of Transportation Regulation PM 63 of 2019, determining what service facilities need to be improved, and evaluating station service performance based on service user satisfaction. As a result of direct observation of the condition of Semarang Tawang Station, there are several types of services that are still not in accordance with PM 63 of 2019 in terms of safety, reliability/regularity, and convenience. Based on the IPA method of service facilities based on service user assessments, the attributes that need to be improved are: health facilities, CCTV facilities, toilets, station cleanliness and ATM facilities. Based on the CSI method, the results of the service user assessment obtained a score of 83.61%, which means that passengers at Semarang Tawang Station are very satisfied with the performance and facilities provided.

**Keywords:** Evaluation, Performance, Train Station, SPM, IPA, CSI