

# **EVALUASI PELAYANAN TRANSPORTASI PUBLIK KERETA REL LISTRIK YOGYAKARTA-SOLO**

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## **ABSTRAK**

Pemilihan angkutan dalam suatu perjalanan menjadi pertimbangan penting dalam memenuhi kebutuhan sarana Transportasi. Pertumbuhan jumlah kendaraan bermotor yang sangat pesat setiap tahunnya membuat kemacetan di Kota Yogyakarta dan Kota Solo semakin parah. Untuk mengurangi kemacetan dibutuhkan transportasi alternatif lain seperti kereta api listrik. Berbagai kebijakan telah dibuat oleh PT. *Commuter* Indonesia selaku operator dalam meningkatkan pelayanan Kereta Rel Listrik.. Penelitian ini bertujuan untuk mengetahui penilaian penumpang Kereta Rel Listrik yang dibagi dalam empat kategori penumpang berdasarkan usia responden, jenis kelamin responden, pekerjaan responden, dan frekuensi seberapa sering menggunakan Kereta Rel Listrik. Penelitian ini merupakan penelitian kuantitatif. Data dikumpulkan melalui kuesioner dan teori yang digunakan untuk melakukan penilaian terhadap variabel fasilitas, variabel kualitas pelayanan dan variabel kepuasan konsumen. Hasil penilaian dari tiga variabel penelitian responden penelitian menunjukkan secara umum kualitas pelayanan pola cukup baik

Kata kunci: *Penilaian Penumpang, Variabel Fasilitas, Variabel Kualitas Pelayanan, Variabel Kepuasan Konsumen*

# EVALUATION OF YOGYAKARTA-SOLO ELECTRIC RAIL PUBLIC TRANSPORTATION SERVICES

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## ABSTRACT

The choice of transportation on a trip is an important consideration in meeting the needs of transportation facilities. The very rapid growth in the number of motorized vehicles every year makes congestion in the city of Yogyakarta and Solo even worse. To reduce congestion, other alternative transportation such as electric trains are needed. Various policies have been made by PT. Commuter Indonesia as the operator in improving Electric Rail Train services. This study aims to determine the assessment of Electric Rail Train passengers who are divided into four categories of passengers based on the age of the respondent, the gender of the respondent, the respondent's occupation, and the frequency of how often to use the Electric Rail Train. This research is a quantitative research. Data were collected through questionnaires and the theory used to evaluate the facility variable, service quality variable and customer satisfaction variable. The results of the assessment of the three research variables of the research respondents show that in general the service quality of the pattern is quite good

**Keywords:** Passenger Assessment, Facility Variable, Service Quality Variable, Consumer Satisfaction Variable