

## INTISARI

Rumah Sakit Bhayangkara Prof. Awaloedin Djamin Semarang merupakan tempat pelayanan kesehatan bagi masyarakat yang ada di Kota Semarang. Tingginya tingkat kunjungan di RS Bhayangkara Semarang, membuat fasilitas parkir tidak mampu lagi menampung kendaraan. Pengunjung yang tidak mendapatkan ruang parkir, memilih parkir di badan jalan, sehingga mengganggu kelancaran lalu lintas di Jalan Majapahit, Semarang. Penelitian ini bertujuan untuk mengevaluasi pelayanan parkir berdasarkan tingkat kepuasan dan karakteristik parkir di Rumah Sakit Bhayangkara Prof. Awaloedin Djamin Semarang.

Penelitian ini menggunakan 2 jenis data yaitu data primer dan sekunder. Data Primer berupa data waktu keluar-masuk dan jumlah kendaraan melalui survei plat kendaraan yang digunakan untuk mendapatkan karakteristik parkir serta tingkat kepuasan didapatkan dengan melakukan penyebaran kuisioner. Sedangkan data sekunder berupa denah lahan parkir dan jumlah pelaku kegiatan untuk memperkirakan kebutuhan ruang parkir di lingkungan Rumah Sakit Bhayangkara Prof. Awaloedin Djamin yang diperoleh dengan meminta pada instansi terkait.

Berdasarkan hasil pengamatan di RS Bhayangkara dan analisis data maka didapatkan nilai indeks parkir tertinggi sebesar 105%. Nilai indeks parkir yang sudah melebihi 100% memiliki arti bahwa pada saat jam puncak, fasilitas parkir di RS Bhayangkara Semarang tidak dapat memuat kendaraan yang akan parkir. Persepsi responden terhadap fasilitas parkir di RS. Bhayangkara Semarang adalah 'Puas' dengan presentase 42%. Kinerja pelayanan parkir RS. Bhayangkara memerlukan beberapa perbaikan. Perbaikan yang direkomendasikan diantaranya, perbaikan dan penambahan marka parkir; perbaikan kondisi perkerasan; penambahan rambu-rambu; pemakaian *curb/stopper*; penambahan kanopi atau pohon perindang; perbaikan gerbang dan sirkulasi parkir; penerapan pembatasan; penambahan lahan parkir; serta penerapan smart parking system.

Kata Kunci : Karakteristik Parkir, Indeks Parkir, Tingkat Kinerja Parkir

## ABSTRACT

Bhayangkara Hospital Prof. Awaloedin Djamin Semarang is a place for health services for people in the city of Semarang. The high level of visits at Bhayangkara Hospital Semarang, makes parking facilities no longer able to accommodate vehicles. Visitors who do not get a parking space, choose to park on the road, thus disturbing the smooth traffic on Jalan Majapahit, Semarang. This study aims to evaluate parking services based on the level of satisfaction and parking characteristics at Bhayangkara Prof. Hospital. Awaloedin Djamin Semarang.

This study uses 2 types of data, primary and secondary data. Primary data in the form of in-out time data and the number of vehicles through a vehicle plate survey which is used to get parking characteristics and the level of satisfaction obtained by distributing questionnaires. While secondary data in the form of a parking lot plan and the number of people using health services to estimate the need for parking spaces in the Bhayangkara Hospital Semarang was obtained by asking the relevant agencies.

Based on the results of observations at Bhayangkara Hospital and data analysis, the highest parking index value was obtained at 105%. The parking index value that has exceeded 100% means that during peak hours, the parking facilities at Bhayangkara Hospital Semarang cannot accommodate vehicles that will park. Respondents' perception of parking facilities at the hospital. Bhayangkara Semarang is 'Satisfied' with a percentage of 42%. The parking service performance needs some improvement. The recommended improvements include, repair and addition of parking markings; improvement of pavement conditions; addition of signs; use of curb/stopper; the addition of a canopy or shade tree; repair of gates and parking circulation; application of restrictions; more parking area; as well as the implementation of smart parking systems.

**Keywords :** Parking Characteristic, Parking Index, Parking performance level