

INTISARI

Kualitas pelayanan jalan mencakup kinerja komponen-komponen infrastruktur jalan meliputi struktur perkerasan jalan, geometrik jalan, bangunan pelengkap jalan, perlengkapan jalan, pemanfaatan bagian-bagian ruang jalan, manajemen rekayasa lalu lintas dan capaian kepuasan perjalanan. Evaluasi kinerja pelayanan jalan dilaksanakan dengan penilaian kondisi operasional arus lalu lintas meliputi tingkat pelayanan jalan dan kapasitas jalan, tetapi harus juga dilakukan analisis kinerja pelayanan jalan dalam bentuk penilaian kepuasan pengguna jalan. Penelitian ini bertujuan untuk mengidentifikasi kinerja pelayanan jalan ditinjau dari aspek tingkat kepentingan dan tingkat penerapan komponen-komponen infrastruktur jalan berdasarkan persepsi pengguna jalan.

Penelitian ini melakukan survei kepada pengguna jalan provinsi di Provinsi Kalimantan Barat meliputi sepeda motor, kendaraan ringan dan kendaraan berat untuk memperoleh data kinerja pelayanan jalan. Analisis data yang menggunakan metode *Importance Performance Analysis* (IPA), *Customer Satisfaction Index* (CSI) dan *Structural Equation Modeling* (SEM). Tahap pertama menganalisis kinerja pelayanan jalan ditinjau dari tingkat kepentingan dan tingkat penerapan komponen-komponen infrastruktur jalan berdasarkan persepsi pengguna jalan menggunakan metode IPA. Tahap kedua menganalisis tingkat kepuasan pengguna jalan terhadap kinerja pelayanan jalan menggunakan metode CSI. Tahap selanjutnya menganalisis pengaruh komponen-komponen infrastruktur jalan terhadap kinerja pelayanan jalan menggunakan metode SEM.

Hasil analisis menunjukkan kinerja pelayanan jalan provinsi dari 88 sub indikator penilaian kinerja pelayanan jalan yang harus dilakukan penanganan serius berdasarkan persepsi pengguna jalan terhadap jalan provinsi dalam kota sebanyak 41 sub indikator dan jalan provinsi luar kota sebanyak 49 sub indikator. Hasil penilaian indeks kepuasan pengguna jalan terhadap kinerja pelayanan jalan provinsi dalam kota sebesar 0,75 dan jalan provinsi luar kota sebesar 0,73. Hasil analisis SEM menunjukkan kontribusi pengaruh komponen-komponen infrastruktur jalan provinsi dalam kota yang mempengaruhi capaian kepuasan pengguna jalan berturut-turut dari yang terbesar meliputi pemanfaatan bagian-bagian ruang jalan sebesar 84,7%, struktur perkerasan jalan sebesar 80,4%, manajemen rekayasa lalu lintas sebesar 77,6%, geometrik jalan sebesar 73,4%, perlengkapan jalan sebesar 67,8% dan bangunan pelengkap jalan sebesar 58,2%. Selanjutnya, kontribusi pengaruh komponen-komponen infrastruktur jalan provinsi luar kota yang mempengaruhi capaian kepuasan pengguna jalan berturut-turut dari yang terbesar meliputi struktur perkerasan jalan sebesar 82,2%, pemanfaatan bagian-bagian ruang jalan sebesar 80,7%, geometrik jalan sebesar 76,6%, manajemen rekayasa lalu lintas sebesar 74,3%, perlengkapan jalan sebesar 63,3% dan bangunan pelengkap jalan sebesar 58,9%.

Kata Kunci: kinerja pelayanan jalan, IPA, CSI, SEM, kepuasan pengguna jalan

ABSTRACT

The quality of road services includes the performance of road infrastructure components including road pavement structures, road geometry, road complementary buildings, road equipment, utilization parts of road space, traffic engineering management and achievement of travel satisfaction. Evaluation of road service performance is carried out by assessing the operational conditions of traffic flow including road service level and road capacity, but an analysis of road service performance must also be carried out in the form of road user satisfaction assessment. This study aims to identify the performance of road services in terms of the level of importance and the level of application of road infrastructure components based on the perceptions of road users.

This study conducted a survey of provincial road users in West Kalimantan Province including motorcycles, light vehicles and heavy vehicles to obtain road service performance data. Data analysis using Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI) and Structural Equation Modeling (SEM) methods. The first stage is to analyze the performance of road services in terms of the level of importance and the level of application of road infrastructure components based on the perception of road users using IPA. The second stage analyzes the level of satisfaction of road users on the performance of road services using the CSI method. The next stage is to analyze the effect of road infrastructure components on road service performance using the SEM method.

The results of the analysis show that the provincial road service performance of 88 sub-indicators of road service performance assessment that must be taken seriously based on the perception of road users towards provincial roads within the city are 41 sub-indicators and provincial roads outside the city are 49 sub-indicators. The results of the assessment of the road user satisfaction index on the service performance of provincial roads within the city are 0.75 and provincial roads outside the city are 0.73. The results of the SEM analysis show the contribution of the influence of the components of the provincial road infrastructure within the city that affects the achievement of road user satisfaction, from the largest to the largest including the utilization of road space parts by 84.7%, road pavement structure by 80.4%, engineering management traffic is 77.6%, road geometric is 73.4%, road equipment is 67.8% and road complementary buildings are 58.2%. Furthermore, the contribution of the influence of the components of the provincial road infrastructure outside the city that affect the achievement of road user satisfaction, from the largest to the largest, includes the structure of the pavement by 82.2%, the utilization of parts of the road space by 80.7%, the geometric by 76.6%, traffic engineering management by 74.3%, road equipment by 63.3% and road complementary buildings by 58.9%.

Keywords: road service performance, IPA, CSI, SEM, road user satisfaction