

Kereta Rel Listrik (KRL) *Commuter Line* Jogja-Solo diresmikan sesuai dengan Keputusan Menteri Perhubungan Nomor 41 Tahun 2021 yang merupakan pengganti kereta-kereta komuter sebelumnya. Pengoperasian KRL *Commuter Line* Jogja-Solo diharapkan dapat meningkatkan pelayanan jasa angkutan kereta api, keselamatan lalu lintas kereta api, pelayanan aksesibilitas dan mobilitas antarmoda, kenyamanan bagi pengguna jasa, dan utamanya memberikan kinerja pengoperasian yang baik, sehingga dapat meningkatkan jumlah pengguna jasa layanan KRL *Commuter Line* Jogja-Solo. Penelitian ini bertujuan untuk mengetahui karakteristik perilaku pengguna, kinerja operasi dan pelayanan, serta adaptasi kebiasaan baru (*post* pandemi) KRL *Commuter Line* Jogja-Solo, dikarenakan peresmian KRL *Commuter Line* Jogja-Solo dilakukan di tengah suasana pandemi Covid-19.

Pengumpulan data penelitian dilakukan dengan menyebarkan kuisioner kepada responden dengan menggunakan *google form*. Analisis dilakukan dengan menggunakan beberapa metode yaitu untuk mengetahui kinerja operasional dan kinerja pelayanan KRL *Commuter Line* Jogja-Solo, untuk kinerja pelayanan dilakukan dengan analisis *Importance Performance Analysis* (IPA). Analisis probabilitas pemilih digunakan teknik *stated preference* yang selanjutnya dianalisis dengan *Multinomial Logistic Regression* (MLR). Kemudian dilakukan analisis pemilihan trend terbaik dengan MAPE, MAD, dan MSD dan pengusulan kebijakan dan skema berkaitan dengan adaptasi *post* pandemi baik dari segi operasional, skema transit, dan finansial.

Hasil penelitian ini menunjukkan bahwa perilaku pengguna tidak hanya tergantung pada tarif yang ditawarkan akan tetapi juga dipengaruhi oleh indikator-indikator lain. Kapasitas lintas Yogyakarta-Solo Balapan masih dapat dimanfaatkan untuk dilakukan penambahan frekuensi KRL *Commuter Line* Jogja-Solo dimana kapasitas lintas yang direkomendasikan 207 KA/Hari sedangkan kondisi eksisting jumlah kereta sebanyak 141 KA/Hari. Terdapat beberapa indikator yang masih perlu untuk ditingkatkan berkaitan dengan kinerja pelayanan KRL *Commuter Line* Jogja-Solo diantaranya yaitu fasilitas bagi penumpang berkebutuhan khusus dan tempat kursi roda, sedangkan untuk fasilitas integrasi indikator yang harus ditingkatkan yaitu jarak antar peron dengan kereta dan ketersediaan tempat parkir di stasiun. Perkiraan jumlah penumpang KRL dirumuskan dengan *trend* linier (model *trend* terbaik) yaitu dengan persamaan $Y = 34.455,473x - 66.812.529,455$. Adaptasi kebiasaan baru yang diusulkan yaitu berupa skema dan kebijakan baik dari segi operasional (minimalisasi 3 C, metode *stop-skipping*, dan digitalisasi layanan), transit (fasilitas *park and ride*, integrasi moda, pembangunan kawasan TOD, dan sewa sepeda), finansial (pengusulan perubahan nilai TAC, subsidi KRL, penganangan GNNT, dan integrasi tiket/single tiket). Usulan adaptasi tersebut diharapkan dapat meningkatkan pelayanan yang humanis dengan memperhatikan aspek kebersihan dan kesehatan bagi para pengguna KRL *Commuter Line* Jogja-Solo.

Kata kunci : Perilaku, Kinerja Operasi KRL *Commuter Line* Jogja-Solo, *Post* pandemi.

The Jogja-Solo Commuter Line Electric Railway was inaugurated in accordance with the Decree of the Minister of Transportation Number 41 of 2021 which is a replacement for the previous commuter trains. The use of the Jogja-Solo Commuter Line Electric Rail Train as urban rail transportation is an implementation and embodiment of the transportation provision within the inter-regional Yogyakarta and Solo. The operation of the Jogja-Solo Commuter Line is expected to improve the rail transportation services, the rail traffic safety, the accessibility services and the intermodal mobility, the convenience for service users, and the major is to provide good operating performance, so it can help increase the number of the Jogja-Solo Commuter Line service users. This study aims to determine the characteristics of user behaviour, the operation and service performance, as well as the adaptation of new habits (post-pandemic) for the Jogja-Solo Commuter Line due to the inauguration of the Jogja-Solo Commuter Line held in the midst of the pandemic of Covid-19.

Research data collection was carried out by distributing questionnaires to respondents using google forms. The analysis was carried out using several methods, namely to determine the operational performance and service performance of the Jogja-Solo Commuter Line, for service performance it was carried out with an Importance Performance Analysis (IPA) analysis. Voter probability analysis is used with stated preference technique along with Multinomial Logistic Regression (MLR). Then, an analysis of the operation and service performance of the Jogja-Solo Commuter Line is performed in this study, also service analysis using the Importance Performance Analysis method. Those analyses are carried out to get an overview of the overall operation and service performance.

The result of this study indicates that user behaviour does not only depend on the cost offered but is also influenced by other indicators. The capacity of the Yogyakarta-Solo Balapan crossing can still be utilized to increase the frequency of the Jogja-Solo Commuter Line where the recommended traffic capacity is 207 Trains/Day while the existing condition of the train number is 141 Trains/Day. Several indicators that still need to be improved related to the service performance of the Jogja-Solo Commuter Line, including facilities for passengers with special needs and wheelchairs space, while for the integration facilities, indicators that must be improved are the distance between the platform with the train, and the availability of parking spaces at the station. The estimated number of Commuter Line passengers is formulated with a linear trend (the best trend model) with the equation $Y = 34,455.473x - 66,812,529,455$. The proposed new habit adaptations are in the form of schemes and policies both from an operational perspective (minimization of 3 C's, stop-skipping methods, and digitization of services), transit (park and ride facilities, mode integration, TOD area development, and bicycle rental), financial (proposals for changes in the value of TAC, Commuter Line subsidies, declaration of GNNT, and integration of tickets/single tickets). The proposed adaptation is expected to improve the services more humanist by paying attention to the hygiene and health aspects for users of the Jogja-Solo Commuter Line.

Keywords: Behaviour, Operational Performance of the Jogja-Solo Commuter Line, Post-pandemic.