

## INTISARI

Stasiun Manggarai masuk dalam daftar stasiun tersibuk di wilayah Jabodetabek. Data dari PT KCI tahun 2021 rata – rata penumpang kereta commuter masa pandemi Covid-19 sebanyak 8.338 orang/hari , sedangkan rata-rata jumlah penumpang sebelum masa pandemi 22.495 orang/hari. Stasiun Manggarai juga merupakan stasiun sentral dengan 538 perjalanan atau 54% dari total perjalanan KA Commuter transit di stasiun Manggarai. Berdasarkan fenomena tersebut kinerja fasilitas layanan penumpang dianggap sangat penting. Penelitian ini bertujuan untuk menelaah regulasi dalam pemenuhan standar pelayanan minimum layanan fasilitas di stasiun kereta api Manggarai, menganalisis kinerja eksisting layanan fasilitas di stasiun kereta api Manggarai, dan mengevaluasi serta memberikan masukan berupa pemikiran dalam pemenuhan standar pelayanan minimum layanan fasilitas di stasiun kereta api Manggarai.

Dalam penelitian ini metode yaang digunakan yaitu deskriptif kualitatif. Tahapan pengolahan data menggunakan metode *Important Performance Analysis (IPA)* serta dengan alat bantu statistik untuk uji validitas dan reliabilitas dengan metode *Bevariate Pearson* dan *Crobach Alpha*. Penelitian ini juga akan mengumpulkan data hasil survei persepsi responden dari lokasi studi yaitu Stasiun Manggarai kelas besar tipe A dengan karateristik stasiun perkotaan.

Hasil penelitian memberikan masukan berupa pemikiran dalam pemenuhan standar pelayanan minimum layanan fasilitas di stasiun kereta api Manggarai diperoleh dari total 47 atribut penilaian, pada diagram *cartesius* terdapat 2 atribut memiliki tingkat kinerja masih rendah berada pada kuadran I dengan prioritas utama, kuadran II pertahankan prestasi dengan anggota 22 atribut, 17 atribut memiliki kinerja kurang baik berada di kuadran III dengan proritas rendah, kuadran IV kondisi berlebihan, dengan anggota 6 atribut.

Kata kunci : Layanan fasilitas stasiun kereta api, standar pelayanan minimal, metode analisis *IPA*

## **ABSTRACT**

*Manggarai Station is included in the list of the busiest stations in the Greater Jakarta area. Data from PT KCI in 2021 the average commuter train passenger during the Covid-19 pandemic was 8,338 people/day, while the average number of passengers before the pandemic was 22,495 people/day. Manggarai Station is also a central station with 538 trips or 54% of the total Commuter rail transit trips at Manggarai Station. Based on this phenomenon, the performance of passenger service facilities is considered very important. This study aims to examine the regulation in the fulfillment of minimum service standards of facility services at Manggarai railway station, analyze the performance of existing facility services at Manggarai railway station, and evaluate and provide input in the form of thinking in the fulfillment of minimum service standards of facility services at Manggarai railway station.*

*In this study the method used is descriptive qualitative. Stages of data processing using the method of Important Performance Analysis (IPA) and with statistical tools to test the validity and reliability of the method Bivariate Pearson and Cronbach Alpha. This study will also collect data on respondents' perception survey results from the study location, namely Manggarai Station Large Class Type A with urban station characteristics.*

*The results of the study provide input in the form of thinking in the fulfillment of minimum service standards of facility services at Manggarai railway station obtained from a total of 47 assessment attributes, on the Cartesian diagram there are 2 attributes have a low level of performance is in quadrant I with top priority, quadrant II maintain achievement with 22 attributes, 17 attributes have poor performance is in quadrant III with low priority, quadrant IV excessive conditions, with 6 attributes.*

*Keywords : train station facility Service, minimum service standard, IPA analysis method.*