

## INTISARI

Pemerintah berkewajiban melaksanakan pelayanan angkutan kereta api yang terjangkau oleh seluruh masyarakat. Berdasarkan hal tersebut dikeluarkan Peraturan Presiden Nomor 53 Tahun 2012, yang menugaskan PT KAI untuk melaksanakan Kewajiban Pelayanan Publik (*Public Service Obligation*/PSO) di angkutan kereta api. Dalam pengoperasian kereta api PSO, dilakukan audit setiap triwulan sekali berdasarkan fasilitas pelayanan dan kinerja operasional nya yang disesuaikan dengan Standar Pelayanan Minimum (SPM). Penelitian ini bertujuan mengevaluasi pelaksanaan kereta PSO di Daop 6 Yogyakarta, yang merupakan salah satu area kerja terluas PT KAI, untuk memastikan kualitas pelayanan yang diberikan penyedia jasa.

Evaluasi pada penelitian ini dilakukan terhadap fasilitas pelayanan dan kinerja operasional. Penilaian kualitas fasilitas pelayanan kereta api menggunakan formulir berdasarkan SPM 2019, dengan bobot tiap fasilitas ditentukan dengan metode *Analytical Hierarchy Process* (AHP). Sesuai Kontrak PSO tahun 2022, nilai kualitas pelayanan harus  $\geq 95\%$  agar dinyatakan laik operasi. Evaluasi kinerja operasional dilakukan berdasarkan *load factor*, kelambatan, dan kenyamanan ruang duduk.

Daop 6 Yogyakarta memiliki 6 rangkaian kereta PSO, yang terdiri dari 3 rangkaian KA Bengawan, 2 KA Bandara YIA, dan 1 KA BIAS. Hasil evaluasi kualitas pelayanan untuk ketiga KA Bengawan (292) memiliki nilai pelayanan kurang lebih 90%, dengan kekurangan fasilitas terdapat pada jumlah dan letak CCTV, lampu yang tidak berfungsi, dan *flushing* toilet yang tidak berfungsi. KA BIAS (564) memiliki hasil nilai pelayanan 91,50% dengan kekurangan fasilitas terdapat pada jumlah serta koneksi CCTV dan lampu yang tidak berfungsi. KA Bandara YIA (7063) memiliki nilai pelayanan 100%, akan tetapi untuk KA Bandara YIA (7066) memiliki nilai 91,43% dengan kekurangan fasilitas yaitu CCTV yang tidak terkoneksi dan suhu dibawah 27°C. Teridentifikasi terdapat 1 kereta api PSO yang dinyatakan sudah laik operasi dan 5 kereta yang kurang laik operasi. Pada evaluasi kinerja operasional, evaluasi dilakukan berdasarkan lintas pelayanan atau relasi kereta. Hasil evaluasi kinerja operasional berupa *load factor*, kelambatan, dan kenyamanan ruang duduk untuk seluruh KA milik Daop 6 Yogyakarta sudah memenuhi.

Kata kunci: Daop 6 Yogyakarta, Kewajiban Pelayanan Publik (PSO), Standar Pelayanan Minimum (SPM), Kinerja Operasional, *Analytical Hierarchy Process* (AHP)

## ABSTRACT

*The government is obliged to carry out rail transportation services that are affordable to all people. Based on this, Presidential Regulation Number 53 of 2012 was issued, which assigned PT KAI to carry out Public Service Obligation (PSO) in rail transportation. In the operation of PSO trains, audits are carried out every quarter based on service facilities and operational performance adjusted to the Minimum Service Standards (SPM). This research aims to evaluate the implementation of the PSO trains in Operation Area 6 Yogyakarta, which is one of PT KAI's largest work areas, to ensure the quality of service provided by service providers.*

*Evaluation in this research is carried out on service facilities and operational performance. Assessment of the quality of rail service facilities uses a form based on the 2019 SPM, with a score of the weight of each facility determined by the Analytical Hierarchy Process (AHP) method. According to the 2022 PSO contract, service quality value must be  $\geq 95\%$  to be declared operationally feasible. Operational performance evaluation is based on load factor, slowness, and sitting room comfort.*

*Operation Area 6 Yogyakarta has 6 PSO train series, 3 Bengawan trains, 2 YIA Airport trains, and 1 BIAS train. The evaluation results of service quality for the three Bengawan trains (292) have a service value of approximately 90%, with a lack of facilities found in the number and location of CCTV, lights, and flushing that need to be fixed. BIAS train (564) has a service value of 91.50%, with a lack of facilities in the number and CCTV connections and lights that need to be fixed. YIA Airport train (7063) has a service value of 100%, but YIA Airport Train (7066) has a value of 91.43%, with a lack of facilities, namely CCTV that is not connected and temperatures below 27°C. It is identified that one PSO train was declared operationally feasible, and five trains were not operationally feasible. The evaluation of operational performance is carried out based on cross-service or train relations. The operational performance evaluation results in load factor, slowness, and seating comfort for all Operation Area 6 Yogyakarta trains have been fulfilled.*

*Keywords: Operation Area 6 Yogyakarta, Public Service Obligation (PSO), Minimum Service Standards (SPM), Operational Performance, Analytical Hierarchy Process (AHP)*