

Abstract

The First Mile and Last Mile problem arises and challenges commuters daily, especially in regions where public transportation still needs to be well developed. This research aims to understand the public's perspective on the First Mile-Last Mile system at the Jakarta Mass Rapid Transit station. To gain perspective, this research uses a mixed-methods technique that involves an online survey as the quantitative approach and interviews as the qualitative one. This research finding indicates that, while the First-Mile Last Mile limitations do affect preference, more macro-level complications incite it in the first place. The inadequacy and weakness of the FMLM integration system do not directly affect the public's preference for public transportation. It could also be argued from the results that there are more complexities behind those limitations, given the current policy and socioeconomic and political context.