



## INTISARI

Terminal Dhaksinarga merupakan terminal induk tipe A yang terletak di Kabupaten Gunungkidul. Terminal Dhaksinarga memiliki peran penting dalam pengembangan daerah yaitu sebagai prasarana penghubung antara Gunungkidul dengan daerah lainnya ataupun dalam daerah Gunungkidul sendiri. Saat ini, lantai 2 gedung Terminal Dhaksinarga sudah difungsikan menjadi Mal Pelayanan Publik akan tetapi terminal masih sepi dan kurang diminati oleh pengunjung. Selain itu, banyak pedagang di terminal juga mengeluhkan bahwa pendapatan yang diperoleh mengalami penurunan karena sepi pengunjung terminal. Mengingat pentingnya peran terminal dalam transportasi dan pengembangan ekonomi, maka diperlukan evaluasi kesesuaian kinerja fasilitas pelayanan berdasarkan standar pelayanan yang berlaku.

Evaluasi fasilitas pelayanan dilakukan secara deskriptif kualitatif dengan menganalisis kesesuaian antara kondisi eksisting fasilitas pelayanan di lapangan dengan PM No. 40 Tahun 2015. Sirkulasi terminal juga dievaluasi dari hasil observasi lapangan. Selain itu, dilakukan juga analisis persepsi penumpang menggunakan metode *Importance Performance Analysis* (IPA) dan *Customer Satisfaction Index* (CSI). Berdasarkan hasil evaluasi, dilakukan perancangan ulang pada fasilitas yang belum tersedia maupun tidak sesuai.

Fasilitas pelayanan di Terminal Dhaksinarga berdasarkan Peraturan Menteri No. 40 Tahun 2015 didapatkan bahwa tersedia dan sesuai sebesar 71%, tersedia tetapi tidak sesuai sebesar 17%, dan tidak tersedia sebesar 12%. Kondisi sirkulasi kendaraan bus, kendaraan pribadi, maupun penumpang telah memiliki konfigurasi yang baik akan tetapi sirkulasi kendaraan pribadi masih belum optimal karena parkir kendaraan pribadi eksisting berada pada depan gedung terminal dan dapat berpotensi menyebabkan konflik. Penilaian kinerja pelayanan Terminal Dhaksinarga berdasarkan metode *Importance Performance Analysis* (IPA) didapatkan bahwa sebagian besar atribut sudah sangat baik dan perlu dipertahankan. Dari hasil perancangan ulang didapatkan bahwa fasilitas pemeriksa kelaikan kendaraan umum dirancang pada parkir bus malam AKAP eksisting dengan jumlah 6 *bays*; luas ruang terbuka hijau dirancang ulang menjadi 33% dari luas lahan total; dan perancangan jalur evakuasi mengusulkan 27 buah tanda jalur evakuasi, 5 tanda *exit*, 3 tanda jalur evakuasi tangga, 15 tanda APAR, dan 1 tanda titik kumpul. Selain itu, dilakukan perancangan ulang sirkulasi kendaraan pribadi dengan memanfaatkan lahan parkir kendaraan pribadi eksisting sehingga dapat lebih optimal.

**Kata Kunci** : Terminal, Penumpang, Fasilitas, Sirkulasi, Standar Pelayanan



## **ABSTRACT**

*Dhaksinarga Bus Terminal is a type A main terminal located in Gunungkidul Regency. Dhaksinarga Terminal has an important role in regional development, namely as a connecting infrastructure between Gunungkidul and other regions or within the Gunungkidul area itself. Currently, the 2nd floor of the Dhaksinarga Terminal building has functioned as a Public Service Mall but the terminal is still less attractive to visitors. Furthermore, merchants in the terminal also complained that the income earned had decreased due to the lack of terminal visitors. Considering the importance role of the terminals in transportation and economic development, it is necessary to evaluate the suitability of service facility performance based on applicable service standards.*

*Evaluation of service facilities is carried out in a qualitative descriptive by analyzing the suitability between the existing conditions of service facilities in the terminal with PM No. 40 of 2015. Terminal circulations is also evaluated from field observations. Moreover, passenger perception analysis was also carried out using the Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI) method. Based on the results of the evaluation, a redesign was carried out on facilities that were not yet available or not suitable.*

*Service facilities at Dhaksinarga Terminal based on Ministerial Regulation No. 40 of 2015 was found that 71% of facilities are available and appropriate, 17% of facilities are available but not suitable, and 12% of facilities are not available. The circulation conditions of buses, private vehicles, and passengers already have a good configuration, but the circulation of private vehicles is still not optimal because the existing private vehicle parking is in front of the terminal building and can potentially cause conflicts. Assessment of Dhaksinarga Terminal service performance based on the Importance Performance Analysis (IPA) method found that most of the attributes are very good and need to be maintained. From the results of the redesign, it was found that the public transportation feasibility inspection facility was designed in the existing AKAP night bus parking with a total of 6 bays; the area of green open space was redesigned to 33% of the total land area; and the design of evacuation routes proposes 27 evacuation route signs, 5 exit signs, 3 stair evacuation route signs, 15 fire extinguisher signs, and 1 gathering point sign. Furthermore, a redesign of private vehicle circulation is carried out by utilizing the existing private vehicle parking lot so that it can be more optimal.*

**Keywords :** *Terminal, Passenger, Facility, Circulation, Service Stand*