



## INTISARI

Terminal Giri Adipura di Kabupaten Wonogiri, Jawa Tengah, adalah terminal penumpang Tipe A dengan luas lahan mencapai 50.800 meter persegi. Setelah mengalami relokasi pada tahun 2010, terminal ini diresmikan pada tanggal 16 Oktober 2014 oleh Kementerian Perhubungan. Walaupun telah beroperasi hampir satu dekade, terminal ini mengalami tantangan kurangnya kunjungan. Fasilitas seperti los makanan dan minuman seringkali sepi, dan operator bus, terutama AKDP, jarang menggunakan terminal ini. Oleh karena itu, evaluasi kinerja pelayanan Terminal Giri Adipura menjadi sangat penting untuk meningkatkan daya tarik bagi penumpang dan mendukung peran vitalnya sebagai penghubung antara Kabupaten Wonogiri dan daerah lain dalam konteks transportasi dan pertumbuhan ekonomi.

Evaluasi fasilitas pelayanan terminal dilakukan secara menyeluruh dengan pendekatan deskriptif kualitatif maupun kuantitatif, dengan fokus pada penilaian sejauh mana kondisi lapangan sesuai dengan ketentuan yang diatur dalam Peraturan Menteri Perhubungan No. 40 Tahun 2015. Selain itu, evaluasi ini mencakup analisis alur lalu lintas terminal berdasarkan pengamatan lapangan. Dilaksanakan juga survei wawancara dengan 136 penumpang menggunakan kuesioner. Hasil survei ini kemudian dianalisis dengan metode *Importance Performance Analysis* (IPA) untuk mengevaluasi pandangan penumpang terhadap terminal.

Hasil evaluasi menunjukkan bahwa berdasarkan Peraturan Menteri Perhubungan No. 40 Tahun 2015, sekitar 51% fasilitas pelayanan tersedia dan memenuhi persyaratan, 15% tersedia namun tidak memenuhi persyaratan, dan 34% tidak tersedia sama sekali. Sirkulasi lalu lintas untuk kendaraan umum, kendaraan pribadi, dan penumpang dinilai memiliki konfigurasi yang memadai. Analisis kinerja Terminal Giri Adipura menggunakan metode IPA menunjukkan bahwa sebagian besar atribut telah berkinerja baik dan perlu dipertahankan. Dalam konteks perancangan ulang, direncanakan penambahan 26 unit fasilitas Alat Pemadam Api Ringan (APAR), perbaikan fasilitas kendaraan umum, area merokok, tempat istirahat awak kendaraan, sudut baca, tempat penitipan barang, dan jalur evakuasi beserta rambunya.

**Kata kunci:** Standar Pelayanan Terminal, Terminal Penumpang, Fasilitas Terminal, Sirkulasi, Jalur Evakuasi.



## ***ABSTRACT***

Giri Adipura Terminal in Wonogiri Regency, Central Java, is a Type A passenger terminal with a land area of 50,800 square meters. After undergoing relocation in 2010, the terminal was inaugurated on October 16, 2014 by the Ministry of Transportation. Despite having been in operation for almost a decade, the terminal suffers from a lack of traffic. Facilities such as food and beverage stands are often deserted, and bus operators, especially AKDP, rarely use the terminal. Therefore, an evaluation of Terminal Giri Adipura's service performance is crucial to improve its attractiveness to passengers and support its vital role as a link between Wonogiri Regency and other regions in the context of transportation and economic growth.

The evaluation of terminal service facilities was conducted thoroughly with a descriptive qualitative and quantitative approach, with a focus on assessing the extent to which field conditions are in accordance with the provisions stipulated in the Minister of Transportation Regulation No. 40 of 2015. In addition, this evaluation includes an analysis of the terminal's traffic flow based on field observations. An interview survey was also conducted with 136 passengers using a questionnaire. The results of this survey were then analyzed using the Importance Performance Analysis (IPA) method to evaluate passengers' views of the terminal.

The evaluation results show that based on Minister of Transportation Regulation No. 40 of 2015, about 51% of service facilities are available and meet the requirements, 15% are available but do not meet the requirements, and 34% are not available at all. Traffic circulation for public vehicles, private vehicles, and passengers is considered to have adequate configuration. Analysis of the performance of Terminal Giri Adipura using the IPA method shows that most attributes have performed well and need to be maintained. In the context of redesign, it is planned to add 26 units of Light Fire Extinguisher (APAR) facilities, improvements to public vehicle facilities, smoking areas, vehicle crew rest areas, reading corners, luggage storage, and evacuation routes and their signs.

**Keywords:** Service Standards for Terminals, Passenger Terminals, Terminal Facilities, Circulation, Evacuation Routes.