

Stasiun Wates adalah stasiun kereta api kelas I yang terletak di Kecamatan Wates Kabupaten Kulon Progo dan termasuk dalam Daerah Operasi VI Yogyakarta. Stasiun ini merupakan stasiun utama di Kulon Progo dan melayani operasional kereta api penumpang, baik lokal maupun antarkota yang saat ini bertambah sibuk dengan beroperasinya KA Bandara mulai tahun 2021. Dari beberapa moda transportasi darat di Kulon Progo, kereta api merupakan moda transportasi yang banyak diminati masyarakat serta pengunjung yang datang dari atau menuju Kulon Progo. Oleh karena itu, diperlukan suatu standar pelayanan minimum stasiun terkait fasilitas pelayanan sesuai dengan Peraturan Menteri Perhubungan Republik Indonesia Nomor PM 63 Tahun 2019 tentang Standar Pelayanan Minimum Angkutan Orang dengan Kereta Api, sehingga ke depannya bisa dikaji ulang untuk nantinya pihak terkait dapat menyesuaikan fasilitas apa saja yang perlu dilakukan perbaikan dan penyesuaian.

Data dalam penelitian ini diperoleh melalui beberapa metode, termasuk survei untuk mengamati penerapan pelayanan di stasiun, permintaan data dari PT KAI Daop VI, serta distribusi kuesioner secara langsung kepada pengguna stasiun. Perbandingan antara kondisi eksisting dengan standar pelayanan minimum dijelaskan melalui deskripsi tentang sejauh mana kesesuaian dengan standar pelayanan yang berlaku. Analisis pelayanan fasilitas di Stasiun Wates dilakukan menggunakan metode *Importance Performance Analysis* (IPA) dan *Customer Satisfaction Index* (CSI). Metode IPA digunakan untuk menentukan kesesuaian tiap atribut fasilitas serta fasilitas apa yang diprioritaskan untuk ditingkatkan. Sementara, metode CSI digunakan untuk menilai kepuasan pengguna terhadap seluruh layanan dan fasilitas yang ada di stasiun.

Dari analisis yang dilakukan terhadap tingkat kesesuaian pelayanan fasilitas yang ada di Stasiun Wates dengan Peraturan Menteri Perhubungan Nomor PM 63 Tahun 2019, diperoleh beberapa kondisi yang belum memenuhi standar pelayanan minimum. Kondisi-kondisi ini mencakup jumlah alat pemadam api ringan (APAR) yang perlu ditambahkan 1 unit (5 kg) pada ruang bertiket sementara pada area tidak bertiket ditambahkan 1 unit (3 kg), jumlah tabung oksigen perlu ditambahkan 1 tabung dengan berat minimal 0,5 m<sup>3</sup>, penambahan marka/*guiding block*, penambahan 2 orang petugas keamanan, penyediaan kursi di ruang *boarding*, penambahan 2 toilet wanita, fasilitas layanan penumpang, tempat parkir, fasilitas khusus pejalan kaki, *handrail* terlalu tinggi yaitu 98 cm sementara seharusnya 65-80 cm, jalur khusus dengan *guiding block*, serta tidak tersedia loket manual atau *vending machine*. Berdasarkan metode *Importance Performance Analysis* (IPA) terdapat 6 fasilitas yang diprioritaskan untuk ditingkatkan meliputi tombol alarm kondisi darurat, pos kesehatan, mushola, ruang jalan khusus disabilitas, area pejalan kaki yang dilengkapi dengan blok penunjuk, serta jalur yang dirancang khusus untuk penumpang dengan kursi roda. Sementara, berdasarkan metode *Customer Satisfaction Index* (CSI) kepuasan pengguna terhadap pelayanan seluruh fasilitas di stasiun diperoleh nilai indeks sebesar 83,02%.

**Kata Kunci:** Standar Pelayanan Minimum (SPM), *Importance Performance Analysis* (IPA), *Customer Satisfaction Index* (CSI), Stasiun Wates

## ABSTRACT

*Wates Station is a class I railway station located in Wates District, Kulon Progo Regency and is included in the Yogyakarta Operating Region VI. This station is the main station in Kulon Progo and serves passenger train operations, both local and intercity, which are currently getting busier with the operation of the Airport Train starting in 2021. Of the several modes of land transportation in Kulon Progo, trains are a mode of transportation that is in great demand by the public and visitors who come from or go to Kulon Progo. Therefore, a minimum service standard for stations related to service facilities is needed in accordance with the Regulation of the Minister of Transportation of the Republic of Indonesia Number PM 63 of 2019 concerning Minimum Service Standards for Transportation of People by Train, so that in the future it can be reviewed so that later the relevant parties can adjust what facilities need to be improved and adjusted.*

*The data in this study were obtained through several methods, including surveys to observe the implementation of services at the station, data requests from PT KAI Daop VI, and direct distribution of questionnaires to station users. The comparison between the existing conditions and the minimum service standards is explained through a description of the extent of conformity with the applicable service standards. Analysis of facility services at Wates Station was carried out using the Importance Performance Analysis (IPA) and Customer Satisfaction Index (CSI) methods. The IPA method is used to determine the suitability of each facility attribute and what facilities are prioritized for improvement. Meanwhile, the CSI method is used to assess user satisfaction with all services and facilities at the station.*

*From the analysis conducted on the level of conformity of existing facility services at Wates Station with Ministerial Regulation Number PM 63 of 2019, several conditions were obtained that did not meet the minimum service standards. These conditions include the number of light fire extinguishers (APAR) which need to be added 1 unit (5 kg) in the ticketed room while in the non-ticketed area 1 unit (3 kg) is added, the number of oxygen cylinders needs to be added 1 tube with a minimum weight of 0.5 m3, the addition of markings / guiding blocks, the addition of 2 security officers, the provision of seats in the boarding room, the addition of 2 women's toilets, passenger service facilities, parking lots, special pedestrian facilities, handrails are too high at 98 cm while they should be 65-80 cm, special lanes with guiding blocks, and no manual counters or vending machines are available. Based on the Importance Performance Analysis (IPA) method, there are 6 facilities that are prioritized for improvement including emergency alarm buttons, health posts, prayer rooms, special road space for disabilities, pedestrian areas equipped with guiding blocks, and specially designed lanes for passengers with wheelchairs. Meanwhile, based on the Customer Satisfaction Index (CSI) method, user satisfaction with the service of all facilities at the station obtained an index value of 83,02%.*

**Keywords:** Minimum Operation Standards, Importance Performance Analysis (IPA), Customer Satisfaction Index (CSI), Wates Station.