

Table of Content

APPROVAL SHEET	iv
VALIDATION SHEET.....	v
DECLARATION OF ACADEMIC INTEGRITY	vi
PREFACE	vii
TABLE OF CONTENT	viii
LIST OF TABLES	x
LIST OF FIGURES	xi
LIST OF APPENDIX.....	xii
ABSTRACT	xiii
CHAPTER 1 INTRODUCTION	1
1.1 Background	1
1.2 Problem Statement	3
1.3 Research Questions	3
1.4 Aims and Objectives	3
1.5 Research Scope and Limitations	4
1.6 Research Contribution.....	4
CHAPTER 2 LITERATURE STUDY	5
2.1 Previous Study.....	5
2.2 Emerging Expansion in Mobility Design.....	5
2.3 Originality of The Study	6
CHAPTER 3 THEORITICAL BASIS	7
3.1 Music and Social Identity.....	7
3.2 Folk Music.....	8
3.3 Background Music in Public Space	9
CHAPTER 4 METHODOLOGY	13
4.1 Methodology to Identify Background Music Globally	13
4.2 Methodology to Identify The Purpose of Background Music Used in the Train Stations from The Railway Company Perspective in Java, Indonesia.....	14
4.2.1 Online Research	14
4.2.2 In Depth Interview with PT KAI.....	15



4.3 Methodology to Identify The Criteria and Characteristics of Folk Song Used as Background Music in Java, Indonesia.....	15
4.3.1 Online Research	16
4.3.2 In-Depth Interview with Indonesian Railway Company (KAI).....	17
4.4 Methodology to Analyse The Passengers' Perspective on Background Music at The Train Station in Java Island, Indonesia.	18
4.4.1 Online Questionnaire.....	18
4.4.2 Interview with Train Passengers	19
4.4.3 Triangulation in Research	19
CHAPTER 5 DATA RESULT, ANALYSIS, AND DISCUSSION.....	21
5.1 Background Music at The Train Station in Japan.....	21
5.1.1 Takadanobaba Station, Tokyo, Japan.....	21
5.1.2 Chuo Line and Yamanote Line, Tokyo, Japan.....	22
5.2 The Purpose of Background Music Use at The Train Station in Java Island, Indonesia.	23
5.3 The Criteria and Characteristics of Folk Song Used as Background Music in Java Island, Indonesia	26
5.4 Passengers' Perspective on Background Music at The Train Station in Java Island, Indonesia	30
5.4.1 First Screening with Online Questionnaire	30
5.4.2 In-Depth Interview with Passengers	34
5.5 Reflection and Interpretation.....	40
5.5.1 The purpose of playing background music at the train station	41
5.5.2 The purpose, criteria, and characteristics of background music selection at the train station	42
5.5.3 The passenger's point of view regarding the background music played at the train station?	42
5.6 Implications.....	43
CHAPTER 6 CONCLUSION AND RECOMMENDATION.....	44
6.1 Conclusion.....	44
6.2 Limitation.....	45
6.3 Recommendation.....	45
6.3.1 Recommendation for Future Research.....	45
6.3.2 Policymaker.....	48
REFERENCES.....	49

List of Tables

Table 4. 1 Service Area for each DAOPs (ppid.kai.id)	14
Table 4. 2 Interview Technical Flow	16
Table 4. 3 List of questions for KAI in-depth interview	16
Table 4. 4 Basic questions for an interview with KAI	17
Table 5. 1 Generate Link for Takadanobaba Station	21
Table 5. 2 Generate Link for Chuo Line and Yamanote Line	22
Table 5. 3 Background Music Played at Train Stations in Java Island	23
Table 5. 4 Indonesian Traditional Music Instruments	26
Table 5. 5 Background Music Arrangement Type	27
Table 5. 6 Attribute Data of 10 Interviewed Respondents	34
Table 5. 7 Data Triangulation	35
Table 5. 8 Respondents' Response to Background Music at The Train Station.....	38

List of Figures

Figure 1. 1 Improving Railway Passengers Experience: Two Perspectives	1
Figure 3. 1 Framework Music Perception and Destination Image	9
Figure 3. 2 Conceptual Framework of Connection between Tourist and Musical Destination	11
Figure 3. 3 Quality Dimension in order of Importance	12
Figure 4. 1 Map of Long-Distance Rail Services in Java Island, Indonesia	14
Figure 4. 2 Background Music Category	17
Figure 4. 3 Types of Triangulation in Research.....	20
Figure 5. 1 Gender of the Respondents	30
Figure 5. 2 Respondents' Level of Education	31
Figure 5. 3 Respondents' Marital Status.....	31
Figure 5. 4 Respondents' Job Status.....	31
Figure 5. 5 Respondents' Purpose of The Trip	32
Figure 5. 6 Travelling with Train Regularly.....	32
Figure 5. 7 Frequency of Using Long-Distance Train per Month.....	33
Figure 5. 8 Percentage of Whether Respondents Noticed The Background Music Being Played at The Train Station	33
Figure 5. 9 The Most Suitable Music Genre to be Played at The Train Stations	34
Figure 5. 10 Background Music Arrangement Type based on Passengers' Rank	40

List of Appendix

Appendix 1: Questionnaire for Passenger First Screening.....	52
Appendix 2: Participant Information.....	55
Appendix 3: Informed consent (Example).....	57
Appendix 4: Personal Information Form for Passengers' Deep Interview	59
Appendix 5: Passenger Anonymise Interviewees	60
Appendix 6: Passengers' Interview Result (Example).....	62