

## INTISARI

Stasiun Semarang Poncol merupakan salah satu stasiun tertua di Indonesia, sehingga perlu dilakukan penelitian terkait relevansi layanan fasilitas sesuai Standar Pelayanan Minimum di Stasiun dengan peraturan Nomor PM 63 Tahun 2019 serta penilaian yang diberikan oleh penumpang Stasiun Semarang Poncol. Survei lapangan dilakukan pada Juni 2023 dan penyebaran kuisioner dilakukan secara langsung di Stasiun Semarang Poncol pada 28 Januari – 5 Februari 2024 dengan jumlah data adalah 182 responden. Kemudian, analisis dilakukan menggunakan metode *Importance Performance Analysis* (IPA) guna mengidentifikasi tingkat kepentingan dan kepuasan layanan fasilitas yang dialami oleh para penumpang. Menurut hasil pengamatan lapangan, seluruh jenis layanan dinyatakan baik kecuali fasilitas pengatur sirkulasi udara di ruang tunggu tertutup yang dinyatakan kurang baik. Berdasarkan hasil IPA didapatkan lima jenis fasilitas yang berada dalam kuadran satu, yakni area/ruang tunggu, toilet, fasilitas pengatur sirkulasi udara di ruang tunggu tertutup, fasilitas bagi penumpang dengan kebutuhan khusus, dan ruang ibu menyusui.

Kata kunci: Stasiun Semarang Poncol, Standar Pelayanan Minimum (SPM), *Importance Performance Analysis* (IPA), persepsi pengguna jasa

## ABSTRACT

Semarang Poncol Station is one of the oldest stations in Indonesia, thus requiring research on the relevance of facilities services according to the Minimum Service Standards at the Station with Regulation Number PM 63 of 2019, as well as assessments provided by passengers of the Semarang Poncol Station. Field surveys were conducted in June 2023, and questionnaires were distributed directly at the Semarang Poncol Station from January 28 to February 5, 2024, with a total of 182 respondents. Subsequently, analysis was conducted using the Importance Performance Analysis (IPA) method to identify the level of importance and satisfaction with the facilities services experienced by passengers. According to field observations, all types of services were rated good except for the air circulation control facilities in enclosed waiting areas which was rated less satisfactory. Based on the IPA results, five types of facilities were found to be in quadrant one, namely waiting areas, toilets, air circulation control facilities in enclosed waiting areas, facilities for passengers with special needs, and breastfeeding rooms.

**Keywords:** Semarang Poncol Station, Minimum Service Standards (MSS), Importance Performance Analysis (IPA), user perception.