



## INTISARI

Stasiun Karet adalah stasiun kereta api kelas tiga di wilayah operasi 1 yang berlokasi di Tanah Abang, Jakarta Pusat. Dengan rata-rata penumpang sebanyak 12.594 orang per hari, masalah mendasar di stasiun ini adalah ketika penumpang KRL meninggalkan stasiun, mereka tidak dapat menemukan fasilitas integrasi yang mengakomodasi pergerakan mereka menuju fasilitas transportasi lainnya. Akibatnya, para pejalan kaki berhamburan dan menyebabkan risiko kecelakaan serta hambatan arus lalu lintas. Menanggapi permasalahan tersebut, perlu dilakukan penelitian untuk mengevaluasi kinerja fasilitas integrasi moda di Stasiun Karet, menentukan kebutuhan fasilitas integrasi sesuai dengan skala prioritas, serta menganalisis preferensi penumpang terkait rencana perbaikan pelayanan fasilitas integrasi moda di Stasiun Karet.

Dalam penelitian ini, metode evaluasi kinerja fasilitas integrasi moda di Stasiun Karet dilakukan dalam empat tahapan analisis yaitu, menentukan kinerja dan tingkat pelayanan fasilitas integrasi moda eksisting dengan pendekatan teknis sesuai PM 3 Tahun 2014, menganalisis kebutuhan fasilitas integrasi moda di Stasiun Karet dengan pendekatan secara teknis dan persepsi penumpang, merumuskan skala prioritas perbaikan fasilitas integrasi moda dengan metode *Importance Performance Analysis* (IPA) dan *Potential Gain in Costumer Value* (PGCV), Menganalisis preferensi penumpang terkait rencana perbaikan pelayanan fasilitas integrasi dengan metode *ordered probit model* menggunakan *software LIMDEP*.

Dari hasil evaluasi kinerja dan tingkat pelayanan fasilitas integrasi moda, terdapat dua segmen trotoar di Stasiun Karet yang memerlukan perhatian khusus dengan kategori layanan di level "C & E", serta perlu adanya peningkatan fasilitas penyeberangan yang semula sebidang menjadi fasilitas penyeberangan tidak sebidang. Penelitian ini juga merumuskan 24 kebutuhan perbaikan fasilitas integrasi yang diurutkan berdasarkan prioritas sesuai hasil *Importance Performance Analysis* (IPA) dan *Potential Gain in Costumer Value* (PGCV). Preferensi penumpang terkait rencana peningkatan fasilitas penyeberangan menggunakan *software LIMDEP* menghasilkan model " $Y = 2,286$  (*elevation*) +  $1,480$  (*distance*) +  $0,283$  (*crossing time*) +  $1,568$  (*facilities*)" untuk menginterpretasikan 8 skenario alternatif yang telah ditetapkan sebelumnya.

**Kata kunci:** Tingkat pelayanan fasilitas integrasi moda, Stasiun Karet, *Importance Performance Analysis* (IPA), *Potential Gain in Costumer Value* (PGCV), *LIMDEP*



## ABSTRACT

*Karet Station is a third-class train station in operational area 1 located in Tanah Abang, Central Jakarta. With an average of 12,594 passengers per day, the fundamental problem at this station is that when KRL passengers leave the station, they cannot find an integration facility that accommodates their movement to other transportation facilities. As a result, pedestrians scattered and caused the risk of accidents and traffic flow constraints. Responding to these problems, it is necessary to conduct research to evaluate the performance of modal integration facilities at Karet Station, determine the needs of integration facilities according to priority scale, and analyze passenger preferences related the plans of modal integration facility services improvement at Karet Station.*

*In this study, evaluating the performance of the modal integration facility at Karet Station was carried out in four stages of analysis, that are determining the performance and service level of the existing mode integration facility with a technical approach according to PM 3 in 2014, analyzing the need for modal integration facilities at Karet Station with technical and passenger perception approach, formulate priority scale for improving modal integration facilities using Importance Performance Analysis (IPA) and Potential Gain in Costumer Value (PGCV) method, analyze passenger preferences related the plans of service integration facilities improvement with the ordered probit model method using LIMDEP software.*

*From the results of the performance analysis and service level of modal integration facilities, there are two sidewalk segments at Karet Station that require special attention to the service category at the "C&E" level, as well as the need for an increase in crossing facilities that were originally on the same level into non-level crossing facilities. This research also formulated 24 integration facility improvement needs that are sorted by priority according to passenger preferences. Passenger preferences related to plans to increase crossing facilities using the LIMDEP software produce a model " $Y = 2,286$  (elevation) +  $1,480$  (distance) +  $0,283$  (crossing time) +  $1,568$  (facilities)" to interpret 8 scenarios predefined alternatives.*

**Keywords:** *Service level of modal integration facility, Karet Station, Importance Performance Analysis (IPA), Potential Gain in Costumer Value (PGCV), LIMDEP*