



## INTISARI

Rumah Sakit Umum Daerah Embung Fatimah Kota Batam memiliki layanan parkir yang didesain untuk pengunjung rumah sakit. Tingginya jumlah pengunjung rumah sakit membuat banyak kendaraan khususnya kendaraan roda empat tidak dapat memarkirkan kendaraannya di dalam area parkir rumah sakit, sehingga menyebabkan kendaraan parkir di badan jalan area rumah sakit yang mengganggu jalan sekitar. Pengelolaan area parkir tidak hanya menyediakan area parkir untuk kendaraan saja, tetapi juga layanan terkait dengan parkir juga harus diperhatikan. Oleh karena itu, penelitian ini dilakukan dengan tujuan mengevaluasi tingkat kinerja layanan parkir berdasarkan temuan penelitian di lapangan.

Penelitian ini dilakukan dengan cara analisis karakteristik parkir dan tingkat kinerja layanan parkir. Analisis karakteristik parkir terdiri dari akumulasi parkir, durasi parkir, pergantian parkir (*parking turnover*), dan indeks parkir. Untuk mendapatkan data tersebut digunakan pencatatan plat nomor kendaraan beserta waktu masuk dan waktu keluar kendaraan tersebut.

Dari hasil penelitian perhitungan karakteristik parkir didapat indeks parkir tertinggi sebesar 101% yang dimana artinya area parkir sudah dalam kondisi jenuh dan tidak dapat lagi menampung kendaraan pengunjung rumah sakit. Sementara berdasarkan hasil temuan penelitian di lapangan terkait layanan parkir yang memiliki tingkat kinerja yang rendah, sehingga diperlukan rekomendasi perbaikan, yaitu kondisi perkerasan area parkir, marka parkir, parkir khusus difabel, *curb/stopper*, petugas parkir, rambu parkir, gerbang dan sirkulasi parkir, pengkajian ulang larangan parkir, pola parkir, dan keamanan kendaraan dari pencurian dan kerusakan.

**Kata kunci:** Karakteristik Parkir, Indeks Parkir, Tingkat Kinerja Parkir



## ABSTRACT

The Embung Fatimah Regional Public Hospital of Batam City has parking service designed for hospital visitors. The high number of hospital visitors makes many vehicles especially four-wheeled vehicles cannot park their vehicles in the hospital parking area, resulting in vehicles to park on the road of the hospital area that disturb the road around hospital. Management of parking areas not only provides parking areas for vehicles, but also provides parking-related service must also be considered. Therefore, this research was conducted with the intention of research on parking service based on community perceptions and research findings in the field.

This research was conducted by analyzing parking characteristics and the level of performance of parking service. Parking characteristics analysis consists of parking accumulation, parking duration, parking turnover, and parking index. To obtain the data used, record the vehicle's number plate along with the entry and exit times of the vehicle.

From the results of the research the calculation of parking characteristics obtained the highest parking index of 101% which means that the parking area is already in saturated condition and can no longer accommodate vehicles of hospital visitors. Meanwhile, based on the findings of research in the field related to parking service that have a low level of performance, recommendations for improvement are needed, namely the condition of the pavement of the parking area, parking markings, special parking for people with disabilities, curb/stopper, parking attendants, parking signs, gates and parking circulation. review of parking restrictions, parking patterns, and vehicle safety from theft and damage.

**Keywords:** Parking Characteristics, Parking Index, Parking Performance Level