

PERSEPSI PENUMPANG TERHADAP KENYAMANAN DAN KEAMANAN
ANGKUTAN UMUM DI KOTA PEKANBARU
(KASUS: TRANS METRO PEKANBARU, BUS KOTA DAN ANGKOT)

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INTISARI

Transportasi angkutan umum merupakan bagian dari sistem transportasi perkotaan yang berperan penting dalam menunjang kegiatan masyarakat perkotaan dan fasilitas pendukung terselenggaranya keterkaitan dan interaksi mobilitas penduduk. Angkutan umum yang sering digunakan masyarakat Kota Pekanbaru adalah Trans Metro Pekanbaru, Bus Kota dan Angkot. Tujuan penelitian adalah mengidentifikasi karakteristik usaha menurut jenis angkutan umum, mengetahui karakteristik penumpang dan persepsi penumpang terhadap kenyamanan dan keamanan.

Metode penelitian yang digunakan ialah metode kuantitatif dengan teknik *Proportional Random Sampling dengan total sampel sebanyak 346 sampel*. Analisis data menggunakan metode analisis deskriptif kuantitatif.

Hasil penelitian menunjukkan bahwa angkutan umum milik pemerintah (Trans Metro Pekanbaru) memiliki kelebihan pada segi biaya, jam operasional, kapasitas angkut penumpang (*load factor*), dan jumlah armada yang tersedia banyak sedangkan angkutan umum milik swasta (bus kota dan angkot) memiliki kelebihan pada jam operasional, kapasitas angkut yang banyak khusus bus kota, jumlah armada dan trayek yang banyak khusus angkot. Karakteristik penumpang didominasi oleh perempuan, usia remaja (<15-24 tahun), pendidikan SMA/SLTA, status sebagai pelajar/mahasiswa dan wiraswasta, dan memiliki penghasilan 1,1-5 juta perbulan. Mayoritas penumpang menggunakan angkutan umum untuk menuju lokasi kegiatan tambahan. Menurut persepsi penumpang, Trans Metro Pekanbaru termasuk angkutan umum dengan tingkat kenyamanan dan keamanan yang baik sedangkan bus kota dan angkot tergolong sedang.

Kata Kunci: Transportasi Perkotaan, Angkutan Umum, Persepsi.

PERCEPTION OF PASSENGER COMFORT AND SECURITY PUBLIC
TRANSPORTATION IN PEKANBARU CITY
(CASE: TRANS METRO PEKANBARU, CITY BUSES AND ANGKOT)

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ABSTRACT

Public transportation is a part of transportation system which is play an important role in supporting community activities of urban citizen and support of facilities quality in connection and interaction of mobility citizen. Public transportation is often used by citizen Pekanbaru City such as Trans Metro Pekanbaru, City Buses and Angkot. Objective of this research is to determine the effort characteristics by type of public transportation, determining the characteristics of passenger and perception of the comfort and safety of passengers.

The method research is quantitative method with Proportional Random Sampling technique with total number are 346 samples. Data analyst used quantitative descriptive method.

The result shows that the characteristics of public transportation belongs of government (Trans Metro Pekanbaru) has the advantages of cost, operational hours, passenger capacity, and lot of number of buses available while public transportation belongs of private (city buses and angkot) has the advantages of operational hours, passenger capacity special of city buses, lot of number and route of angkot available. Characteristic of passenger dominated by women, juvenile age's (<15-24 years old), high school education/high school, students and self-employed which have income around 1.1 to 5 million per month. Majority of passenger used of public transportation go to the addition acitivity location. According to the passenger perception, Trans Metro Pekanbaru including public transport with a level of comfort and security that both city buses and angkot while moderate.

Keywords: Urban Transportation, Public Transportation, Perception.