

## ***ABSTRACT***

Railway stations must be capable of accommodating the needs of passengers by providing the best services and facilities. In line with this, there is a need for infrastructure improvements for railway stations. Therefore, an analysis of passenger satisfaction with the performance of Tasikmalaya railway station was conducted. The methods used in this study included distributing questionnaires and conducting interviews. The study aimed to identify the characteristics that contribute to passenger satisfaction with the services at Tasikmalaya station. Data analysis from the questionnaires was processed using Index Performance Analysis (IPA) and Customer Satisfaction Index (CSI) methods. The results of the data analysis indicate that overall, passengers feel satisfied with the performance provided by the station. The alignment between expectations and performance stands at 93%, indicating that the performance of these attributes meets passengers' expectations. The overall satisfaction and expectation level is at 77.92, signifying that passengers are "satisfied" with the services at Tasikmalaya station. Some areas that need improvement include assembly points, provision of connecting transportation, availability of smoking areas, and nursing rooms.

**Keywords:** Passenger Satisfaction, Railway Station, Index Performance Analysis (IPA), Customer Satisfaction Index (CSI).