

ABSTRAK

Terminal Singaparna merupakan terminal penumpang tipe B yang berada di jalan Raya Garut – Tasikmalaya, Desa Singasari, Kecamatan Singaparna, Kabupaten Tasikmalaya. Terminal Singaparna Kabupaten Tasikmalaya yang semula berstatus sebagai terminal penumpang tipe C, dan meningkat pada tipe B berdasarkan Keputusan Gubernur Jawa Barat Nomor 550.22/Kep.1197-Dishub/2016 tentang Terminal Penumpang Tipe B di Daerah Provinsi Jawa Barat, setelah terjadinya pemindahan ibu kota Kabupaten Tasikmalaya ke Singaparna. Terminal ini melayani angkutan pedesaan, Angkutan Kota Dalam provinsi (AKDP) dan Angkutan Kota Antar provinsi (AKAP).

Penelitian ini bertujuan untuk mengetahui Kinerja Terminal Singaparna apakah Terminal Singaparna sudah memenuhi Standar Pelayanan Minimum (SPM) berdasarkan Peraturan Menteri Perhubungan Republik Indonesia No. 40 Tahun 2015 Tentang Standar Pelayanan Minimum Angkutan Orang dengan angkutan umum. Penelitian ini dilaksanakan selama Tujuh hari dari jam 07.00 – 17.00. Objek penelitian adalah Angkutan Pedesaan dan Angkutan Bus Angkutan Kota Dalam Provinsi (AKDP) dan Angkutan Kota Antar Provinsi (AKAP). Data yang diambil pada penelitian adalah waktu kedatangan, waktu keberangkatan, serta fasilitas pelayanan yang tersedia di Terminal Singaparna dengan metode *Customer Satisfaction Index (CSI)* dan *Importance Performance Analysis (IPA)*.

Kesimpulan yang diperoleh untuk volume kendaraan angkutan umum di Terminal Singaparna adalah jumlah kendaraan paling banyak perhari yaitu 324 kendaraan dan pada saat sepi adalah 297 kendaraan dengan rata – rata kendaraan perhari 310 kendaraan dan per jam 31 kendaraan. Analisa kebutuhan luas terminal kategorikan terminal yang belum optimal karena luasan lahan hanya 6.646 m² yang seharusnya 35.000 m² sehingga perlunya pemindahan terminal. Dari hasil analisis terhadap standar pelayanan fasilitas di Terminal Singaparna diperoleh nilai indeks kepuasan penumpang dan supir dengan menggunakan metode *Customer Satisfaction Index (CSI)* di dapat indeks kepuasan penumpang 49,622 % dengan kriteria kurang puas, dan indeks kepuasan Supir 49,032 % dengan kriteria kurang puas. Dari hasil *Customer Satisfaction Index (CSI)* dibawah 50% artinya tingkat pelayanan perusahaan/pengelola terminal rendah/buruk. Dari hasil analisis dapat diketahui bahwa Terminal Singaparna kurang efektif berfungsi sebagaimana terminal tipe B.

Kata kunci : Terminal, Transportasi, Angkutan umum, Terminal tipe B.

ABSTRACT

Singaparna Terminal is a type B passenger terminal located on the Garut - Tasikmalaya Highway, Singasari Village, Singaparna District, Tasikmalaya Regency. The Singaparna Terminal of Tasikmalaya Regency which was originally a type C passenger terminal, and increased to type B based on the Decree of the Governor of West Java Number 550.22/Kep.1197-Dishub/2016 concerning the Type B Passenger Terminal in the Province of West Java, after the transfer of the capital of the Regency Tasikmalata to Singapore. This terminal serves rural transportation, provincial inner city transportation (AKDP) and inter-provincial city transportation (AKAP).

This study aims to determine the performance of the Singaparna Terminal whether the Singaparna Terminal has met the Minimum Service Standards (SPM) based on the Regulation of the Minister of Transportation of the Republic of Indonesia No. 40 of 2015 concerning Minimum Service Standards for Public Transportation of People. This research was conducted for seven days from 07.00 – 17.00. The object of the research is Rural Transport and Urban Transport within the Province (AKDP) and City Transport between Provinces (AKAP). The data taken in this study are arrival times, departure times, and service facilities available at the Singaparna Terminal using the Customer Satisfaction Index (CSI) and Importance Performance Analysis (IPA) methods.

The conclusion obtained for the volume of public transport vehicles at the Singaparna Terminal is that the number of vehicles at the most per day is 324 vehicles and when it is quiet it is 297 vehicles with an average of 310 vehicles per day and 31 vehicles per hour. The analysis of the need for terminal area categorizes the terminal as not yet optimal because the land area is only 6,646 m² which should be 35,000 m² so it is necessary to move the terminal. From the results of the analysis of the standard of service facilities at the Singaparna Terminal, the value of the passenger and driver satisfaction index using the Customer Satisfaction Index (CSI) method is obtained, the passenger satisfaction index is 49.622% with the criteria of being dissatisfied, and the driver's satisfaction index being 49.032% with the criteria of being dissatisfied. From the daily Customer Satisfaction Index (CSI) below 50%, it means that the service level of the company/terminal manager is low/poor. From the results of the analysis, it can be seen that the Singaparna Terminal is less effective at functioning as a type B terminal.

Keywords: Terminal, Transportation, Public transportation, Terminal type B.