

EVALUASI KINERJA ANGKUTAN UMUM DI KOTA BEKASI

(Studi Kasus Trans Patriot Bekasi Koridor 2: Trayek Pasar Alam Vida – Summarecon Mall Bekasi)

Allysa Hamid¹, Nina Herlina², Yusep Ramdani³

Jurusan Teknik Sipil, Fakultas Teknik, Universitas Siliwangi

Jalan Siliwangi No.24 Tasikmalaya, Jawa Barat, Indonesia

E-mail: 227011045@student.unsil.ac.id

ABSTRAK

Transportasi umum memiliki peranan yang penting untuk mendukung mobilitas masyarakat perkotaan serta mengurangi tingkat penggunaan kendaraan pribadi. Kota Bekasi salah satu kota penyangga Jakarta memiliki kebutuhan transportasi yang terus meningkat, sehingga diperlukan sistem angkutan umum yang efektif, nyaman, dan terjangkau. Salah satu layanan transportasi umum yang beroperasi adalah Trans Patriot Bekasi Koridor 2 dengan rute Pasar Alam Vida – Summarecon Mall Bekasi. Penelitian ini bertujuan untuk mengevaluasi kinerja operasional Trans Patriot Koridor 2 serta mengetahui tingkat kepuasan pengguna terhadap pelayanan yang diberikan. Analisis kinerja operasional dilakukan berdasarkan indikator Standar Keputusan Direktur Jendral Perhubungan Darat Nomor SK : SK.687/AJ.206/DRJD/2002. Sementara itu, tingkat kepuasan pengguna dianalisis menggunakan metode *Importance Performance Analysis* (IPA) untuk mengetahui prioritas perbaikan pelayanan dan *Customer Satisfaction Index* (CSI) untuk mengukur tingkat kepuasan pengguna terhadap pelayanan yang diberikan dengan jumlah responden sebanyak 100 orang. Hasil penelitian menunjukkan bahwa hasil analisis kinerja angkutan umum berdasarkan Standar Keputusan Direktur Jendral Perhubungan Darat diperoleh total nilai 21 termasuk kategori baik. Beberapa indikator kerja operasional masih belum memenuhi standar pelayanan, terutama pada nilai frekuensi 2-3 kend/jam, *headway* 24 menit, dan jumlah kendaraan 15 unit masih harus ditingkatkan. Berdasarkan analisis IPA, pada kuadran III dan IV terdapat atribut-atribut yang belum menjadi prioritas utama untuk diperbaiki. Meskipun demikian, perbaikan tetap perlu dilakukan secara bertahap sebagai upaya peningkatan kualitas pelayanan dalam jangka panjang. dan hasil analisis CSI menunjukkan bahwa tingkat kepuasan pengguna berada pada kategori puas dengan nilai 78,01%.

Kata Kunci: *Customer Satisfaction Index, Importance Performance Analysis, Kepuasan Pengguna, Kinerja Operasional, Trans Patriot Bekasi.*

¹Mahasiswa Jurusan Teknik Sipil Fakultas Teknik Universitas Siliwangi

²Dosen Pembimbing Tugas Akhir I, Dosen Teknik Sipil Universitas Siliwangi

³Dosen Pembimbing Tugas Akhir II, Dosen Teknik Sipil Universitas Siliwangi

**EVALUATION OF PUBLIC TRANSPORT PERFORMANCE IN BEKASI
CITY (Case Study of Trans Patriot Bekasi Corridor 2: Pasar Alam Vida –
Summarecon Mall Bekasi Route)**

Allysa Hamid¹, Nina Herlina², Yusep Ramdani³

*Department of Civil Engineering, Faculty of Engineering, Universitas Siliwangi
Siliwangi St No. 24, Tasikmalaya, West Java, Indonesia*

E-mail: 227011045@student.unsil.ac.id

ABSTRACT

Public transportation represent a vital role in supporting the mobility of urban residents and reducing the use of private vehicles. Bekasi City, one of Jakarta's satellite cities, has a continuously increasing demand for transportation services, making an effective, comfortable, and affordable public transportation system essential. One of the public transportation services operating in the city is Trans Patriot Bekasi Corridor 2, which serves the route from Pasar Alam Vida to Summarecon Mall Bekasi. This study purpose to evaluate the operational performance of Trans Patriot Corridor 2 and to determine the level of user satisfaction with the services provided. The operational performance analysis was conducted based on the performance indicators established in the Decree of the Director General of Land Transportation's Decision No. SK.687/AJ.206/DRJD/2002. Meanwhile, user satisfaction was analyzed using the Importance Performance Analysis (IPA) method to identify service improvement priorities and the Customer Satisfaction Index (CSI) method to measure the overall level of user satisfaction. The study involved 100 respondents. The results indicate that the operational performance analysis based on the Decree of the Director General of Land Transportation achieved a total score of 21, which falls into the good category. However, several operational performance indicators have not yet met the required service standards, particularly the service frequency of 2–3 vehicles per hour, a headway of 24 minutes, and a fleet size of 15 vehicles, all of which require further improvement. Based on the IPA analysis, the service attributes located in quadrants III and IV were not identified as the highest priorities for improvement. Nevertheless, gradual improvements are still necessary as part of a long-term strategy to enhance service quality. Furthermore, the CSI analysis indicates that the overall level of user satisfaction falls into the satisfied category, with a CSI score of 78,01%.

Keywords: *Customer Satisfaction Index, Importance Performance Analysis, User Satisfaction, Operational Performance, Trans Patriot Bekasi.*

¹ *Student of Civil Engineering Department, Faculty of Engineering, Universitas Siliwangi*

² *Supervisor of Final Project I, Lecturer of Civil Engineering, Universitas Siliwangi*

³ *Supervisor of Final Project II, Lecturer of Civil Engineering, Universitas Siliwangi*