

ABSTRAK

ANALISIS KINERJA OPERASIONAL KERETA API (STUDI KASUS : RUTE STASIUN TANJUNG KARANG – STASIUN KERTAPATI PALEMBANG)

*ANALYSIS OF THE OPERATIONAL PERFORMANCE OF RAILWAYS
(CASE STUDY: TANJUNG KARANG STATION ROUTE – PALEMBANG KERTAPATI STATION)*

Oleh :

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Pentingnya transportasi tersebut tercermin pada semakin pesatnya pertumbuhan kota Bandar Lampung, dengan adanya pengoperasian kereta api Tanjung Karang rute Palembang dapat memenuhi kebutuhan dan tuntutan masyarakat khususnya pengguna kereta api, terutama untuk golongan masyarakat menengah kebawah dapat melayani kebutuhan mobilitas mereka dengan baik saat berangkat beraktivitas dan memiliki kualitas yang mencakup keamanan.

Metode yang digunakan pada penelitian ini metode observasi atau pengamatan secara langsung kinerja kereta api Tanjung Karang yang terjadi di lapangan terhadap jadwal, kenyamanan, faktor muat serta penyebaran kuisioner kepada penumpang guna mengetahui seberapa besar kepuasan penumpang terhadap pelayanan kereta. sedangkan untuk data pendukung dilakukan wawancara terhadap pihak PT Kereta Api Indonesia divisi regional IV.

Berdasarkan hasil penelitian diperoleh waktu perjalanan Tanjung Karang rute Kertapati rata-rata 9 jam 30 menit sedangkan Kertapati rute Tanjung Karang sebesar 9 jam 2 menit, Waktu berhenti Tanjung Karang rute Kertapati rata-rata 67 menit dibagi dengan jumlah pemberhentian di shelter atau stasiun yaitu 3,5 menit dan Kertapati rute Tanjung Karang rata-rata 82 menit sebesar 4,1 menit. *Load factor* rata-rata survey 1 yaitu 80%, survey 2 yaitu 71%. Kapasitas angkut survey 1 sebesar 422 penumpang, survey 2 sebesar 374 penumpang. Analisa kepuasan penumpang prioritas utama yaitu informasi keterlambatan setiap stasiun, cepat tanggapan petugas pada penumpang.

Kata Kunci : Kereta Api Tanjung Karang, Waktu Perjalanan, Waktu Berhenti, *Load Factor*, Analisis Pelayanan Kereta Api, Kota Bandar Lampung.

ABSTRACT

ANALISIS KINERJA OPERASIONAL KERETA API (STUDI KASUS : RUTE STASIUN TANJUNG KARANG – STASIUN KERTAPATI PALEMBANG)

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The importance of transportation is reflected in the rapid growth of the city of Bandar Lampung, with the operation of the Tanjung Karang train on the Palembang route can meet the needs and demands of the community, especially train users, especially for the lower middle class who can serve their mobility needs well when going to activities and have qualities that include safety.

The method used in this study is a method of observation or direct observation of the performance of the Tanjung Karang train that occurs in the field on schedules, comfort, load factors and the distribution of questionnaires to passengers in order to find out how much passenger satisfaction with train services. as for supporting data, an interview was conducted with PT Kereta Api Indonesia regional division IV.

Based on the results of the study, the travel time of Tanjung Karang on the Kertapati route averaged 9 hours 30 minutes while the Kertapati Tanjung Karang route was 9 hours 2 minutes, the Tanjung Karang stop time for the Kertapati route was an average of 67 minutes divided by the number of stops at the shelter or station, which was 3.5 minutes and the Kertapati route Tanjung Karang averaged 82 minutes by 4.1 minutes. The average load factor of survey 1 is 80%, survey 2 is 71%. The carrying capacity of survey 1 is 422 passengers, survey 2 is 374 passengers. Passenger satisfaction analysis the main priority is the delay information of each station, the quick response of the officer to the passengers.

Keywords: *Tanjung Karang Train, Travel Time, Travel Time, Load Factor, Railway Service Analysis, Bandar Lampung City.*