

FINAL REPORT

**THE PASSENGERS' SATISFACTIONS LEVEL OF SERVICES AND
FACILITIES PROVIDED BY LRT AS PUBLIC TRANSPORTATION**



**This report is written to fulfill one of the requirements for Diploma III
educational accomplishment at English Department**

By :

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STATE POLYTECHNIC OF SRIWIJAYA

PALEMBANG

2019

**APPROVAL SHEET
FINAL REPORT**

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FINAL REPORT

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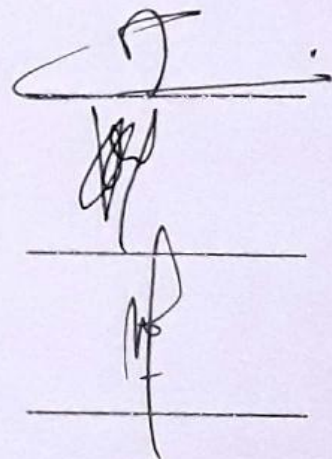
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ENGLISH DEPARTMENT
STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
2019

MOTTO AND DEDICATION

-MOTTO-

DON'T GIVE UP!

YOU ARE ALREADY IN PAIN.

YOU ARE ALREADY HURT

GET A REWARD FROM IT.

-DEDICATION-

-My beloved parents Mr. Edy Maryanto and Mrs. Mayang Fidi Harlikawati

-My Beloved Sister

-My Beloved Family

-My Best Friends

-English Department

PREFACE

First, the writer wants to say thank you to Allah SWT for providing health, safety and smoothness to the writer so that the writer can complete this final report entitled "The Customers Satisfaction Level of Services and Facilities Provided by LRT as Public Transportation".

The writing of this final report is submitted to fulfill one of the graduation requirements in the level of Diploma III of English Department Polytechnic State of Sriwijaya. The completion of this final report cannot be separated from difficulties and obstacles, but because of the guidance, advices and cooperation from various parties, the writer can complete this final report properly and on time. Therefore, the writer wants to say thanks to staffs and students of English Department, especially Mrs. Murwani Ujihanti M.Pd. and Mrs. Nian Masna Evawati S.Pd, M.Pd that who have given the time and guidance to the writer in doing this final report.

The writer realizes that this final report is not perfect so the writer need the criticism and suggestion from various parties. Lastly, the writer hopes that this final report can be useful for fellow student and readers to increase the knowledge in writing the final report.

Palembang, July 2019

The Writer

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ABSTRACT

THE PASSENGERS' SATISFACTIONS LEVEL OF SERVICES AND FACILITIES PROVIDED BY LRT AS PUBLIC TRANSPORTATION

(Erika Ayu Larasati, 2019, 55 pages and 12 tables)

This report is to know the passengers' satisfactions level of services and facilities provided by LRT as public transportation. The writer uses descriptive approach in conducting this study. The problem of this study is the passengers' satisfactions level of services and facilities provided by LRT as public transportation. The data were collected through questionnaire and the writer distributed the questionnaire to 100 respondents. The data were analyzed by using Quantitative research method. The result showed that the services seen from 5 elements: speed, accuracy, security, hospitality and convenience, and the facilities seen from 5 factors: facility design and aesthetic, value of function, supporting condition, supporting equipments and the uniforms of employees. It shows the great results for passengers' satisfactions of services and facilities provided by LRT. The element of services that has the highest index value is convenience and the factor of facilities that has the highest index value is the uniforms of employees. Therefore, the lowest index value of services is hospitality and the lowest index value of facilities is value of function.

Key Words: Passengers' Satisfaction, Services, Facilities, LRT

ABSTRAK

TINGKAT KEPUASAN PENUMPANG TERHADAP PELAYANAN DAN FASILITAS YANG DISEDIAKAN LRT SEBAGAI TRANSPORTASI UMUM

(Erika Ayu Larasati, 2019, 55 halaman dan 12 tabel)

Laporan ini untuk mengetahui tingkat kepuasan penumpang terhadap pelayanan dan fasilitas yang disediakan LRT sebagai transportasi umum. Penulis menggunakan pendekatan deskriptif dalam melaksanakan penelitian ini. Permasalahan dari penelitian ini adalah tingkat kepuasan penumpang terhadap pelayanan dan fasilitas yang disediakan LRT sebagai transportasi umum. Data dikumpulkan melalui kuisioner dan penulis mendistribusikan kuisioner kepada 100 responden. Data dianalisis menggunakan metode penelitian kuantitatif. Hasil menunjukkan pelayanan dilihat dari 5 elemen: kecepatan, ketepatan, keamanan, keramah-tamahan dan kenyamanan, dan fasilitas dilihat dari 5 faktor: desain fasilitas dan estetis, nilai fungsi, kondisi pendukung, peralatan pendukung dan seragam karyawan. Hal ini menunjukkan hasil yang baik untuk kepuasan penumpang terhadap pelayanan dan fasilitas yang disediakan LRT. Elemen dari pelayanan yang mempunyai nilai indeks tertinggi adalah kenyamanan dan faktor dari fasilitas yang mempunyai nilai indeks tertinggi adalah seragam karyawan. Tetapi, nilai indeks terendah dari pelayanan adalah keramah-tamahan dan nilai indeks terendah dari fasilitas adalah nilai fungsi.

Kata Kunci : Kepuasan Penumpang, Pelayanan, Fasilitas, LRT

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