

CHAPTER I

INTRODUCTION

1.1 Background

“LRT (*Light Rail Transit / Lintas Rel Terpadu*) adalah salah satu transportasi umum jenisnya kereta yang merupakan bagian prasarana dan sarana dalam sistem transportasi umum,” (Setijowarno, 2019). It means LRT is one of the public transportations that is similar with train and it is the part of infrastructure and facilities in the public transportation system. LRT consists of three carriages that capable to carry more than 600 passengers. In Indonesia, LRT is only available in two cities, Jakarta and Palembang. Nevertheless, until now the LRT only operates in Palembang.

LRT is the public transportation that is useful for Palembang people. Initially, the construction of Light Rail Transit (LRT) in Palembang, South Sumatra was carried out not only to support the biggest sport event in Asia, the 18th Asian Games but also LRT is intended as the alternative transportation for people in their daily activity so that it can reduce the congestion and pollution due to the large number of motorized vehicles on the highway (Suryanti, 2018). It means that the construction of LRT is not only as the supporter of 18th Asian Games but also as the alternative to reduce the increase of traffic density in Palembang city.

In Palembang, LRT starts operating on August 2018. When the first operating, LRT only has 6 stations. In the line with the expansion in public interest of LRT, this time LRT station is getting into 13 stations. LRT has 13 stations in some strategic points. Those stations are Sultan Mahmud Badaruddin II International Airport, *Asrama Haji, Pundi Kayu, RSUD, Garuda Dempo, Demang, Bumi Sriwijaya, Dishub, Cinde, Ampera, Polresta, Jakabaring* and *DJKA* Station.

Since less than a year operating, Zulfikri (2019) stated that the number of LRT passengers has been increasing where passenger calculations are up 12 percent a day. It means that people start using LRT as their daily transportation. *"Berdasarkan data sekarang ini tercatat sekitar 930.000 penumpang, jika rata-rata perharinya 9.000 masyarakat menggunakan LRT, jumlah penumpang yang dilayani pada bulan ini bisa tembus angkanya di atas satu juta orang,"* (Suryanti, 2019). It means that based on current data, there are around 930,000 passengers, if an average per day is 9,000 of people use LRT, the number of passengers served this month can exceed the number of one million people.

As public transportation, LRT is expected to provide services and facilities according with the needs of the customers. Services and facilities are the important aspect that needs to be considered in providing public transportation because services and facilities gives the big influence on passengers' satisfaction when they use public transportation. According to Dagun *et al* (2006), good public transportation should meet the public service criteria such as convenience, safety and speed. The first criterion is convenience, it means public transportation should be able to make public transportation passengers feel comfortable with the existing facilities. These facilities include air conditioners, comfortable seating, toilets, Wi-Fi, ATMs, food and beverage vending machines, and facilities for persons with disabilities such as wheelchairs and lifts. The second criterion is security, it means public transportation passengers feel safe while on public transportation. LRT security can be seen from the presence of security officers guarding stations and trains and the presence of CCTV cameras installed at the station or on the train. The third criterion is speed, it means the effective time needed to get to the destination.

The writer has interviewed three passengers on April 21. They said that the facilities provided by the LRT were quite complete such as air conditioners, comfortable seating, facilities for persons with disabilities such as lifts and the presence of three wheelchairs in each station, and the toilets are quite clean. However, on weekends the condition of the toilets became a bit dirty because of

the many passengers of LRT. For other facilities, currently the LRT station in Palembang does not provide Wi-Fi, ATMs at each station yet. Meanwhile food and beverage vending machine is not necessary because passengers are not allowed to eat and drink in LRT. Furthermore, security in the LRT is quite good because there are several security officers in charge of guarding the station and on the LRT train and there are several CCTVs installed around the station and on the LRT train. The last, the speed of the LRT considered a little bit slow because it takes about 1 hour from DJKA station to Sultan Mahmud Badaruddin II International Airport.

In conclusion, facilities in LRT are quite complete, such as air conditioners, comfortable seating, toilets, and the availability of facilities for persons with disabilities such as lifts and wheelchairs. Nevertheless, there are some facilities that need to be improved such as cleanliness of toilets, Wi-Fi and also the existence of ATMs and food and beverage vending machines at the station. Furthermore, passenger safety is a priority for LRT transportation, because the LRT has provided security officers and installed CCTV cameras around the station and also on the LRT train. The last, the speed of the LRT expected to be suitable with the needs of the passengers because in reality the speed of the LRT is considered slow and it takes about one hour from the DJKA station to the Sultan Mahmud Badaruddin II International Airport. Based on these conditions, it is necessary to know whether passengers are satisfied with the services and facilities provided by LRT as public transportation. By knowing the satisfaction of passengers, it can help the LRT in improving the services and facilities provided to meet the needs of passengers.

As the issue of passengers' satisfactions should be the priority, the writer is interested in investigating "**The Passengers' Satisfactions Level of Services and Facilities Provided by LRT as Public Transportation**" as the title of final report.

1.2 Problem Formulation

The problem formulation of the passengers' satisfaction level of services and facilities provided by LRT as public transportation is "What is the passengers' satisfactions level of services and facilities provided by LRT as public transportation?"

1.3 Problem Limitation

This study is limited on passengers' satisfactions level of services and facilities provided by LRT Jakabaring Station Palembang.

1.4 Purposes

The main purpose of this final report is to find out the passengers' satisfactions level of services and facilities provided by LRT as public transportation.

1.5 Benefits

This final report expected to give the benefits for various parties:

- a. For polytechnic, this final report is expected to give the information about the services and facilities provided in LRT as public transportation.
- b. For LRT, this final report is expected to be an evaluation for company to improve the services and facilities that will be provided in LRT in the future.
- c. For readers, this final report is expected to be a reference for readers in making a final report.