

THE FINAL REPORT

**THE PASSENGERS' PERSPECTIVES ON LRT (LIGHT RAIL
TRANSIT) SERVICE QUALITY IN PALEMBANG**



**This Report is written to fulfill one of requirements to finish Diploma III
Educational accomplishment at English Department**

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**STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG
2020**

APPROVAL SHEET
THE FINAL REPORT
THE PASSENGERS' PERSPECTIVES ON LRT (LIGHT RAIL
TRANSIT) SERVICES IN PALEMBANG



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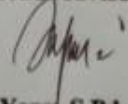
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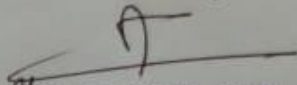
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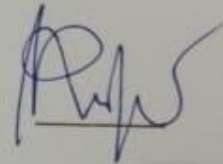
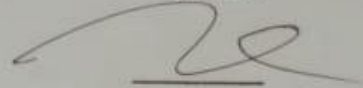
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**STATE POLYTECHNIC OF SRIWIJAYA
PALEMBANG**

2020

MOTTO AND DEDICATION

Motto:

“Do the best and pray. God will take care of the rest.”

“There is no limit of struggling”

“Where there’s a will, there’s a way”

-Unknowns-

Dedication:

This final report is dedicated to:

Allah swt

English Department

LRT Palembang

My Parents

My Sister

Myself

PREFACE

First of all, the writer would like to perform the gratitude to Allah SWT for the mercy that has been given to the writer so that the writer could finish the final report. The writer also would like to express the warm gratitude to the noble prophet Muhammad SAW, for warning and remembering every kindness or fault occurred. Eventually, this report is written to fulfill the requirement of final report at State Polytechnic of Sriwijaya, which entitled "*The Passengers' Perspective on LRT (Light Rail Transit) Service Quality in Palembang*".

The writer considers that there are still some mistakes in writing this report, it is caused by limitation in experiences, ability, and knowledge. Therefore, the writer expects the readers can give suggestions, and criticisms for this job training report.

Finally, the writer expects that this report can give advantage, and usefulness especially for the students of English Department.

Palembang, September 2020

The writer

ACKNOWLEDGEMENT

First of all, I would like to express gratitude to Allah swt that has given us the mercy, the grace, and the bless so the writers can finish this report. After that I would like to express to prophet Muhammad saw who has brought us from the darkness into brightnes.

The final report is to fulfill the requirement for Diploma study of English Department of Polytechnic of Sriwijaya Palembang.

The writer realize that this final report, there are many mistakes and weaknesses because of lack information and ability which the writer had. Therefore, the writer need suggestion and advices to improve information and ability for the writer.

The writer would like to thank to :

1. The Head of English Department of State Polytechnic of Sriwijaya Palembang Dr. Yusri, S.Pd., M.Pd
2. My advisors Mr. Dr. Welly Ardiansyah, S.S., M.Pd. and Mrs. Eli Yeny S.Pd., M.Pd. for their supervision during the consultation and support to finish this final report.
3. The employees of LRT South Sumatera
4. My beloved parents Papa Indarianes and Mama Ruslinda, thank you for the support, suggestion, praying and everything for me.
5. My beloved twin Yurinda Marlina thank you for your support and praying for me, see you on top my twin.

ABSTRACT

THE PASSENGERS' PERSPECTIVE ON LRT (LIGHT RAIL TRANSIT) SERVICE QUALITY IN PALEMBANG

(Indira Karlina, 5 tables, 19 figures, 4 charts)

This research is finding out the passengers' perspective about Service Quality, the problem is the passengers' perspectives of service quality in LRT (Light Rail Transit) Palembang. The writer used quantitative research method to analyze the data. The writer used 5 dimension of service quality such as tangible, assurance, responsiveness, empathy, and reliability to measure excellent service quality. These research techniques for collecting data were observation, interviews and questionnaires. In this research the writer used stratified random sampling with 400 respondents of Passengers in LRT Palembang. The result of the service quality on five dimensions (tangible, assurance, responsiveness, empathy, and reliability) to measure excellent service quality in LRT Palembang was excellent and very satisfying.

Keyword: passengers' perspectives, service quality, LRT Palembang

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