

FINAL REPORT

**THE PASSENGERS SATISFACTION LEVEL OF SERVICES AND
FACILITIES PROVIDED BY TRANS MUSI AS PUBLIC
TRANSPORTATION**



**This report is written to fulfill the Requirement of Final Report subject in
English Department State Polytechnic of Sriwijaya**

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**ENGLISH DEPARTMENT
STATE POLYTECHNIC OF SRIWIJAYA
2020**

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**THE PASSENGERS SATISFACTION LEVEL OF SERVICES AND
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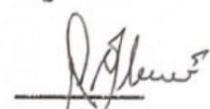
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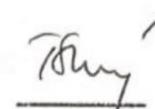
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STATE POLYTECHNIC OF SRIWIJAYA

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MOTTO AND DEDICATION

- MOTTO -

IF YOU BELIEVE IN YOUR SELF
ANYTHING IS POSSIBLE.

-DEDICATION-

-My beloved parents Mr. Siyo and Mrs. Sutarni

-My Beloved Brother

-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 Passangers Satisfaction Level of Services and Facilities Provided by Trans Musi 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, advice 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 Dr. Yusri, M.Pd. and Munaja Rahma, 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 2020

The Writer

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By saying thanks to Allah SWT who has given the blessing and mercy for the writer, so the writers can finish this final report with the title “The Passengers Satisfaction Level of Services and Facilities Provided by Trans Musi as Public Transportation”. The writers realize that this final report will not be successful without help and spirits from many people. Therefore, the writer would like to say thanks for great mercy and proud of:

1. Allah SWT for His blessing so that the writer could finish this final report,
2. My lovely parents that always give motivation and advice for the writer,
3. Dr. Yusri, M.Pd., as the Head of English Department in State Polytechnic of Sriwijaya and also as the advisor of this Job Training report,
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8. My beloved friends, especially in 6 BD Class that has accompanied for 3 years and amused during in the class.
9. Other sides that can not be mentioned one by one, that have given help in finishing the final report.

ABSTRACT

THE PASSENGERS SATISFACTIONS LEVEL OF SERVICES AND FACILITIES PROVIDED BY TRANS MUSI AS PUBLIC TRANSPORTATION

(Nurrani, 2020, 62 pages, 3 tables, and 6 pictures)

This report is to know the passengers satisfactions level of services and facilities provided by Trans Musi 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 Trans Musi 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 good results for passengers satisfactions of services and facilities provided by Trans Musi. The element of services that has the highest index value is security element and the factor of facilities that has the highest index value is the uniforms of employees. Therefore, the lowest index value of services is convenience and the lowest index value of facilities is supporting equipment.

Key Words: Passengers Satisfaction, Services, Facilities, Trans Musi

ABSTRAK

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

(Nurrani, 2020, 62 halaman, 3 tabel, dan 6 gambar)

Laporan ini untuk mengetahui tingkat kepuasan penumpang terhadap pelayanan dan fasilitas yang disediakan Trans Musi 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 Trans Musi 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 keamanan dan faktor dari fasilitas yang mempunyai nilai indeks tertinggi adalah seragam karyawan. Tetapi, nilai indeks terendah dari pelayanan adalah kenyamanan dan nilai indeks terendah dari fasilitas adalah peralatan pendukung.

Kata Kunci : Kepuasan Penumpang, Pelayanan, Fasilitas, Trans Musi

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