

ABSTRACT

Devy Karlita (4315126770). Services of Online Go – Jek As a Public Transportation in Pulo Gadung, East Jakarta. Thesis. Jakarta: Education of Geography, Faculty of Social Sciences, State University of Jakarta, 2017.

This research aims to know the empirical basis of the existence of online Go – Jek in providing public transport services in Pulogadung, East Jakarta by comparing the time before and after using the online Go-Jek. This research was conducted in September – October 2016. Research methods used in this research is descriptive method with the approach of the survey. The population of this research is the online users Go – Jek. The number of research samples are 50. The analytical techniques is descriptive analyses with research data with tabular frequency and percentage.

The aspect of public transport services which are examined when before and after using the online Go – Jek that is 1) regularity (including the waiting to the time of arrival and towards the dismissal); 2) fast (includes travel time and travel time saved); 3) travel costs (including the cost of travel and all displacement mode).

The results showed that before using the online Go – Jek most arrivals waiting time between 11 – 15 minutes and after using the online Go – Jek was less than 5 minutes. Time to stop before and after using the online Go – Jek most is less than 5 minutes. Travel time before using the online Go – Jek most is 30 minutes – 1 hour and after using an online Go – Jek most is less than 30 minutes. Travel costs before using the online Go – Jek most are less than Rp 8,000 and after using the online Go – Jek between Rp 8,000 – Rp 14,000. Displacement mode before and after using the online Go – Jek most is 1 time.

Based on the public transportation aspect of online Go – Jek who examined by comparing before and after using the online Go – Jek is more organize, faster and the cost is greater than before. Waiting to the time arrival, time toward the dismissal, travel time, travel time saved, and all displacement mode in accordance with the standard of public transport services. Cost of travel by using online Go – Jek unaccordance with the standard of public transport services, but will not be a problem for users with faster and orderly consideration.

Keywords: *ojek* online, service, transportation, standard.