ABSTRACT

Aditya Galih Anggoro. *Analysis Of Service Level In The Transjakarta Station at Harmoni Central Busway Station Based Passengers Perception. Thesis, Jakarta: Department of Civil Engineering, Faculty of Engineering, State University of Jakarta, August* 2017.

The purpose of this research are to know service level (level of service) according pedestrian queuing LOS and perception of passengers in assess the services that provided by Transjakarta at Harmoni Central Busway Station. The data used are primary data, those are direct survey of the existing conditions and Questionnaire, while for secondary data is Harmoni Central Busway Station layout with the relevant instance.

The research method use survey method with distributing of questionnaires to respondents, those are Transjakarta passengers at Harmoni Central Busway Station. The questionnaire instrument consists of 18 point questions. The analysis used is analysis factor test.

The result of this research show that level of service (LOS) obtained at Harmoni Central Busway Station for Friday July 14th, 2017, corridor which included with category LOS A (very good) was corridor 8A. Then, corridors with category LOS B (good) were corridors 1A, 2, 2A, 3, 5C, and 8, while for corridors with category LOS D (bad) were corridors 1 and 9B. For Monday July 16th, 2017, corridors which included with category LOS A (very good) were corridors 1A, 2, 2A, 3, 5C, 8, and 8A, while for corridors with category LOS C (good enough) were corridors 1 and 9B. For Sunday July 17th, 2017, corridor which included with category LOS A (very good) was corridor 8A. For the next, corridors with category LOS B (good) were corridors 2, 5C, and 8. Then, corridors with category LOS C (good enough) were corridors 1A, 2A, and 3, while for corridors with cateogry LOS D (bad) were corridors 1 and 9B. Value of satisfaction index to 4 factor dimensions of serivce is 66,028%, enter good criteria according to Transjakarta passengers perception at Harmoni Central Busway Station. Based on the result of analysis factor test, there are 2 influential dimensions, there are reliability and comfort.

Keywords *: level of service, pedestrian queuing, perception of service*