

ABSTRACT

This research is titled "Analysis Of Service Facility Performance At Cicayur Station On User Satisfaction." This study employs the Kano method and the Cartesian diagram of the Kano model to assess the performance of the service facilities at Cicayur Station in relation to passenger satisfaction. Data was collected through questionnaires and field surveys completed by station users. The passenger satisfaction survey involved 100 respondents with a variety of significant characteristics.

The respondent characteristics revealed that the majority of users were female (56%), with the productive age groups of 18-28 and 29-39 years old making up 42%, and the majority being private-sector employees. The Kano Method analysis identified four key priorities for service improvement: the spaciousness and comfort of parking areas, ease of obtaining clear information, staff assistance in resolving complaints/issues, and staff providing service with politeness and friendliness.

The research concludes that although the performance of the Cicayur Station facilities is quite good, there is still significant room for service quality improvement. The main recommendations include: staff providing service decisively (ticketing service time), spaciousness and comfort of parking areas, ease of obtaining clear information, staff assistance in resolving complaints/issues, staff providing service with politeness and friendliness, cleanliness and comfort of the waiting room, spaciousness of the waiting room, and staff treating consumers with full attention

Keyword: *Performance, Satisfaction level analysis, Electric Rail Train (KRL), Kano*