

## ABSTRACT

### **ANALYSIS OF IMPACT OF COVID-19 ON KRL USERS AND THE PERFORMANCE OF PT. KERETA COMMUTER INDONESIA (CASE STATION JURANGMANGU STATION)**

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*This study aims to analyze the impact of Covid-19 on Commuter Line users and the performance of PT. Kereta Commuter Indonesia. The aspect assessed are safety, comfort, and performance of Commuter Line. The population and sample in this study are people who use KRL, either during a pandemic or new normal. Respondents in this study were divided into several groups, such as gender, age, salary, and occupation. The method in this study uses a questionnaire method. Statistical tool used to test how satisfied users are with the performance of PT. Kereta Commuter Indonesia during this pandemic is to use the importance performance analysis test with the help of SPSS. The results of the study show that there are still many KRL users who are still not satisfied with the performance of PT. KCI during the Covid-19 pandemic.*

**Keywords: Security, comfort, and performance**

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