

ABSTRACT

PERFORMANCE ANALYSIS OF ELECTRIC RAIL TRAIN (KRL) (Case Study : Tanah Abang - Bekasi and Bekasi - Tanah Abang route)

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The increase in the number of people in Indonesia, especially the Jabodetabek area, indirectly increases the number of mass transportation users. Mass transportation facilities are now widely used by people in the Jabodetabek area is the Electric Rail Train or commonly referred to as KRL. The purpose of this study is to evaluate the performance of Jabodetabek KRL, especially the Tanah Abang - Bekasi and Bekasi - Tanah Abang route based on departure and arrival times, travel time, intermediate time, user comfort and analyze the level of service satisfaction for Jabodetabek KRL users, especially the Tanah Abang - Bekasi and Bekasi - Tanah Abang routes. The data collection techniques used were unstructured interviews, observations and questionnaires. The results of this study found that the arrival time of the Tanah Abang – Bekasi and Bekasi Tanah Abang routes < 60 seconds. For the fastest average travel time between stations for the Tanah Abang – Bekasi route is 49 minutes. As for the Bekasi – Tanah Abang route 1 hour 7 minutes. For seating comfort is 0.261 m²/space, which is less than meeting the standard and standing comfort is 2.93 m²/space, which is meeting the standard. For the analysis results of the passenger satisfaction survey, it was found that the level of low suitability was found in the comfort factor when on the KRL route Tanah Abang - Bekasi and Bekasi - Tanah Abang. It can be concluded that the performance of the Tanah Abang - Bekasi and Bekasi - Tanah Abang KRL routes is quite good but has not met the expectations of the passengers.

Keywords : *Performance, satisfaction level analysis, Electric Rail Train (KRL) route Tanah Abang – Bekasi and Bekasi – Tanah Abang*

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