

Gerakan Protes Sosial Krlmania dalam Menyikapi Kualitas Pelayanan PT. KAI di Jabodetabek Tahun 2011- 2013 = Krlmania Social Protest Movement Responding PT. KAI Quality Service in Jabodetabek Area in the Year of 2011- 2013

Gusti Raganata, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20402438&lokasi=lokal>

Abstrak

[ABSTRAK

Skripsi ini merupakan penelitian yang ditujukan untuk menggambarkan gerakan protes sebuah komunitas atas suatu kebijakan korporasi. Studi kasus yang diambil adalah protes krlmania atas kebijakan yang diterapkan oleh PT. KAI seperti kenaikan tarif KRL Jabodetabek dan penerapan Standar Pelayanan Minimum (SPM).Permasalahan dalam skripsi ini adalah bagaimana bentuk pola protes dan dinamika gerakan yang dibangun serta dampaknya terhadap kebijakan PT. KAI mengenai KRL Jabodetabek setelah protes tersebut. Penelitian bersifat deskriptif dengan penggunaan metode kualitatif. Teori urban social movement (Manuel Castells), privatisasi dibidang transportasi, serta pelayanan publik akan menjadi kerangka yang digunakan untuk menganalisis pola gerakan dan respon yang diambil oleh PT. KAI. Penelitian ini menunjukkan bahwa protes krlmania berdampak pada respon PT. KAI dan pemerintah dengan menunda kenaikan tarif serta mengeluarkan peraturan terkait untuk penerapan SPM. Terdapat pula faktor privatisasi dari pemerintah dalam pelaksanaan kebijakannya serta tata kelola perkeretapiian yang buruk sehingga menyebabkan munculnya protes tersebut.

<hr>

ABSTRACT

This thesis describes community protest movement on a corporate policy.The study case in this thessis is krlmania protest onPT. KAI policy such as KRL Jabodetabek tariff increase and implementation of Minimum Service Standard.This thesis examine how protest pattern and the effect of protest to PT. KAI policy in KRL Jabodetabek. This research is a descriptive research using qualitative methods. Theory of urban social movement(Manuel Castells), privatization in transportation and public service becomes the framework to analyze the process. This thesis identifies that there are krlmania have effected to PT. KAI and government responds to suspend tariff increase and make new regulation for implementation of minimum service standard. There is also another protest factor like privatization from government and poor railway governance., This thesis describes community protest movement on a corporate policy.The study case in this thessis is krlmania protest onPT. KAI policy such as KRL Jabodetabek tariff increase and implementation of Minimum Service Standard.This thesis examine how protest pattern and the effect of protest to PT. KAI policy in KRL Jabodetabek. This research is a descriptive research using qualitative methods. Theory of urban social movement(Manuel Castells), privatization in transportation and public service becomes the framework to analyze the process. This thesis identifies that there are krlmania have effected to PT. KAI and government responds to suspend tariff increase and make new regulation for implementation of minimum service standard. There is also another protest factor like privatization from government and poor railway governance.]