

## Analisis persiapan PT Transportasi Jakarta dalam penerapan e-ticketing terintegrasi = An analysis of preparation of PT Transportasi Jakarta in implementation of integrated e-ticketing / Dini Iswandari

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### Abstrak

Skripsi ini membahas mengenai Persiapan PT. Transportasi Jakarta dalam Penerapan e-Ticketing terintegrasi. Penelitian ini bertujuan Untuk menganalisis persiapan PT. Transportasi Jakarta dalam e-Ticketing terintegrasi dilihat dari perspektif e-Government dan menganalisis Kendala yang terdapat selama proses persiapan PT. Transportasi Jakarta dalam penerapan e-Ticketing terintegrasi. Pada Penelitian ini peneliti menggunakan metode Penelitian Kualitatif, peneliti menggunakan wawancara mendalam dan studi dokumen. Hasil dari penelitian ini bahwa Persiapan PT Transportasi Jakarta dalam persiapan penerapan e-Ticketing Terintegrasi APTB dapat dilihat dari persepektif e-Government yakni Government to Citizens (G2C) dan Government to Business (G2B). Government to Citizens (G2C) dimana e-Ticketing terintegrasi ini memberikan manfaat yang banyak bagi masyarakat, Apabila dilihat dari Government to Business (G2B) bahwa dalam hal ini PT. Transportasi Jakarta yang merupakan BUMD berkolaborasi dan berkoordinasi dengan Pemerintah provinsi DKI Jakarta yakni Dinas Perhubungan Provinsi DKI Jakarta dan pihak swasta yaitu ke-enam Operator APTB. Kendala yang terdapat dalam apabila dilihat dari perspektif Government yakni Government to Business (G2B), maka kendala terbesar adalah masalah bisnis mengenai sistem pembayaran perkilometer apabila dilihat dari Government to Government (G2G), bahwa masih terdapat permasalahan internal dari masing masing pihak terutama dari PT. Transportasi Jakarta ..... The focus of the study is about preparation of PT Transportasi Jakarta in implementation of integrated e-ticketing. This study aim to analyze preparation integrated e-ticketing of PT. Transportasi Jakarta views from e-Government prespective and to analyze the constraints during the process of preperation by PT. Transportasi Jakarta in implement the integrated e-ticketing. The writer use qualitative research method in this study, the writer use in-depth interview and document study. The result of this study is the preparation of PT. Transportasi Jakarta in preparing for implement the APTB's integrated e-ticketing can be seen from e-Government prespective namely Government to Citizens (G2C) and Government to Business (G2B). Government to Citizens (G2C) where these integrated e-Ticketing provides many benefits to public, if its viewed from Government to Business (G2B) in this case PT. Transportasi Jakarta is BUMD which collaborated and coordinated with Provincial Government of DKI Jakarta (Pemerintah Provinsi DKI Jakarta) namely Transportation Service of Jakarta City Government (Dinas Perhubungan Provinsi DKI Jakarta) and the private sector namely the six APTB operator. The obstacle which contained if viewed from the Government prespective namely Government to Business (G2B), then the biggest obstacle is the business issue about the per-kilometer payment system when seen from Government to Government (G2G), that there is still have an internal issues of each party, especially from PT. transportation Jakarta.