

## Kualitas pelayanan kereta commuter line rute Duri-Tangerang pada masa pandemi COVID-19 = Service quality of commuter line Duri-Tangerang route during COVID-19 pandemic

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### Abstrak

Penelitian ini membahas mengenai kualitas pelayanan kereta rel listrik commuter line rute Duri-Tangerang pada masa pandemi Covid-19. Tujuan penelitian ini untuk menganalisis kualitas pelayanan moda transportasi kereta commuter line pada rute Duri - Tangerang di masa pandemi Covid-19 menggunakan pendekatan kuantitatif. Penelitian ini menggunakan model P-Transqual oleh Bakti dan Sumaedi dengan empat dimensi yaitu comfort, tangible, personnel, dan reliability. Teknik pengumpulan data menggunakan teknik pengumpulan data kualitatif dan kuantitatif secara bersamaan yakni survei, wawancara mendalam, dan studi kepustakaan. Pengumpulan data dilakukan kepada 100 responden pengguna commuter line rute Duri-Tangerang sejak dilonggarkannya protokol kesehatan Covid-19 pada commuter line (8 Maret 2022). Berdasarkan hasil penelitian ini menunjukkan bahwa kualitas pelayanan commuter line rute Duri-Tangerang dalam kategori yang sangat baik pada dimensi comfort dengan nilai sebesar 324,5, dimensi tangible dengan nilai sebesar 330, dan dimensi personnel dengan nilai 341,5. Sedangkan dimensi reliability dengan nilai 324,4 berada dalam kategori baik. Dengan demikian kualitas pelayanan commuter line rute Duri-Tangerang dalam kategori sangat baik dengan nilai rata-rata sebesar 330,1. Hasil penelitian ini menyarankan beberapa upaya yang dapat dilakukan untuk meningkatkan pelayanan KRL commuter line melalui peningkatan himbauan protokol kesehatan, perbaikan dan penambahan jumlah fasilitas di stasiun, pelatihan petugas, dan penambahan jadwal maupun rangkaian SF12.

.....This study discusses the quality of service for the Duri-Tangerang commuter line electric train during the Covid-19 pandemic. The purpose of this study was to analyze the service quality of the commuter line train mode of transportation on the Duri - Tangerang route during the Covid-19 pandemic using a quantitative approach. This study uses the P-Transqual model by Bakti and Sumaedi with four dimensions, namely comfort, tangible, personnel, and reliability. The data collection technique uses qualitative and quantitative data collection techniques simultaneously, namely surveys, in-depth interviews, and literature studies. Data was collected on 100 respondents using the Duri-Tangerang commuter line since the Covid-19 health protocol was relaxed on the commuter line (8 March 2022). Based on the results of this study, it shows that the quality of the commuter line service for the Duri-Tangerang route is in a very good category on the comfort dimension with a value of 324.5, the tangible dimension with a value of 330, and the personnel dimension with a value of 341.5. While the reliability dimension with a value of 324.4 is in the good category. Thus, the service quality of the Duri-Tangerang commuter line service is in the very good category with an average value of 330.1. The results of this study suggest several efforts that can be made to improve commuter line KRL services through increasing health protocol appeals, improving and increasing the number of facilities at stations, training officers, and adding schedules and SF12 series.