

Transit system service quality in a tourism-education city and a business city

Purba, Aleksander, author

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Abstrak

Service quality is a key performance indicator of a system, there being many elements that constitute service quality in a transport system. The customer's point of view is at the center of policy, planning and delivery decisions. As an education city, Jogjakarta's customers comes from all over Indonesia, and as an international tourism destination, Jogjakarta welcomes people from all over the world. As a business city, customers in Palembang have a different character to those in Jogjakarta. The aim of this research is to identify the main aspects of transit system service quality within tourism-education city and a business city.