

THE PASSENGER SATISFACTION ANALYSIS OF COMMUTER LINE IN THE NEW-NORMAL PERIOD

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ARTICLE INFO

Published: January 17th, 2023

Keywords: KRL Commuter Line, Covid-19 virus, Health Protocol

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ABSTRACT

KRL Commuter Line is an adequate means of public transportation and has a vital role in the activities or activities of the general public in the Jabodetabek area. However, since the Indonesian government declared a state of emergency and the coronavirus outbreak a national disaster due to the spread of the Covid-19 virus in March 2020, it has impacted the service system Commuter Line KRL operations. With the Covid-19 virus, PT Kereta Commuter Indonesia has created a new operational service system to continue providing exemplary service so that KRL Commuter Line service users remain safe and comfortable. Furthermore, PT Train Commuter Indonesia implements regulations and policies following government regulations to stop the spread of Covid-19, such as implementing protocols health of KRL Commuter Line service users, thereby affecting travel patterns. Therefore, the authors want to research the behavior of transportation users on the public KRL Commuter Line in the New Normal Period. The writer also wants to know the public's perception of the applicable health protocol regulations and policies and whether they affect KRL Commuter Line passenger trips.

INTRODUCTION

The movement of people or goods from one location to another quickly and efficiently with specific systems and purposes is called transportation. (Andika, Rifai, Isradi, & Prasetijo, 2022). Transportation is indispensable and interconnected with people and goods to fulfill activities or activities. Work location, shopping location, education location, business location, and entertainment location are benchmarks for travel destinations influencing travel production. (Levinson, 1976) Transportation can affect the location and range of productive and recreational activities or activities, the location of residences, and the range of TIF consumer supplies such as goods and services (Bruton, 2021).

The increasing development in cities has resulted in increased community activity. In addition, the increase in community activities has also led to a rise in the number of vehicle uses, which impacts the flow of heavy traffic, causing traffic congestion in large city areas. (Saleh, Sugiarto, Hilal, & Ariansyah, 2017) Congestion is indeed one of the most frequent problems that

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arise in large urban areas in the world. In developing countries, congestion is caused by rapid population and economic growth. Population and economic growth promote the expansion of the urban regions and the use of cars, which causes traffic jams (Nafila, 2018). The increase is directly proportional to the community's need for traffic, causing traffic jams which result in longer travel times.

In performing activities, public transportation plays a significant and inseparable role. In addition, congestion also results in increased air pollution, fuel wastage, and reduced comfort levels in traffic. (Rifai & Arifin, 2020) Therefore, efforts are made to improve public comfort in traffic and reduce congestion. The government provides public transportation services, one of which is trains which are considered strategic and efficient modes of transportation and can unravel congestion in urban areas. One of the electric devices in Indonesia is the KRL *Commuter Line* which is currently one of the choices of efficient transportation modes and has many advantages such as affordable prices, reaching more areas through available stations, and having many departure times as needed. Thus, it can solve transportation problems in urban areas, especially in the Jabodetabek area.

However, in March 2020, Indonesia was shocked by the emergence of several positive cases of the *Covid-19* virus in several regions, and the number of cases continued to increase. With the number of cases of *Covid-19* disease in Indonesia growing significantly every day, the Indonesian government declared a state of emergency and designated the coronavirus outbreak as a national disaster due to the spread of the *Covid-19* virus, which experienced a significant increase per day. The speed of transmission through the mobility of people and interaction. Therefore, the mobility of people and physical interactions have been restricted to control the pandemic, which has dramatically impacted social and economic activities (Personal, Saifullah, Nurdin, & Rustiadi, 2021). *Covid-19* belongs to the coronavirus category, a highly contagious respiratory pathogen (Du Toit, 2020).

The World Health Organization (WHO) has stated that *Covid-19* is a disease pandemic that causes all countries to implement social distancing policies. With the increase in the spread of the (Xu, S., & Li, 2020). *Covid-19* virus, the government has also established and implemented policies in the form of measures to carry out social *distancing*. The social restriction policy affects all community activities in Indonesia, including impacting the transportation sector, be it land transportation, sea transportation, or air transportation. To provide comfort and security for using KRL Commuter Line transportation services, PT Kereta *Commuter* Indonesia makes and implements policies following government regulations.

Based on the applicable policy, residents who want to use the KRL Commuter Line transportation service must meet and apply several requirements. One of these requirements is to follow health protocols. One of the applicable health protocols includes always wearing a mask, sterilizing yourself by hand wash with soap until clean or using hand sanitizer, and maintaining distance. PT. Kereta Commuter Indonesia, in this case, provides facilities related to health protocols such as placing a place to wash hands along with soap at a certain point at the station, giving manual or automatic hand sanitizer, providing a body temperature checker, making appeals,

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and others. The officers also must complete and maintain health protocols. For approximately two years, people have faced the Covid-19 virus, which has significantly impacted public transportation passengers worldwide, including in Indonesia (Gkiotsalitis, K., & Cats, 2021).

In writing this study, the author wants to research the behavior of KRL Commuter Line public transportation users in the *New Normal* Period. The author also wants to know the public's perception of the applicable health protocol regulations and policies and whether they affect the travel of KRL Commuter Line passengers.

LITERATURE REVIEW

The movement or movement of goods from one place to another, either by means or without means of transport, is called transportation (Sabeilai, 2021). Transportation is the key to any country's development; thus, roads, railways, airways, and waterways have been developed for rapid urbanization and mobility (Bari, Chandra, Dhamaniya, Arkatkar, & Navandar, 2021). Rail transportation in Indonesia has a long history, and its development is also rapid through technological advances (Jumardi, et al., 2020). Land, sea, and air transportation are the divisions of transportation modes. Each mode of transport has specific characteristics and problems. There are several transportation modes, one of which is rail road transportation which uses rail media as a place to walk, for example, trains.

PT Kereta Commuter Indonesia is one of several subsidiaries of PT Kereta Api Indonesia. The task of providing and managing rail-based land transportation services in the form of trains that use electric power is called KRL. The *Commuter Line* serves the mobility needs of the community. The KRL Commuter Line has been operating for a long time since 1925 and, until now, has become the focus of rail-based public transportation modes on land that are relied on by people in the Jabodetabek area because they are considered effective and efficient when traveling for activities be it for work, study, shopping, vacation, and others (Astuti, Barus, Achjar, & Martell, 2019).

According to data from PT Kereta Commuter Indonesia, the average number of KRL Commuter Line service users in 2022 has increased compared to the previous year. Throughout 2021, the average was only 350,210 passengers per day, while from the beginning of 2022, from January to August 2022, the average reached 538,537 people per day. Based on this data, people living in the Jabodetabek area often use one public transportation, the KRL Commuter Line. Unlike the previous year, which averaged only 350,210 passengers per day. The increase is due to the easing of health protocol policies but is still based on applicable rules, regulations, and policies. People also still consider the KRL Commuter Line as a means of land transportation that provides good accuracy and time speed, affordable prices, connected lines, and good facilities throughout the station (PT KAI Commuter, 2022); (Rizq, 2021); (Annur, 2022); (Irfan, Yuditami, & Fajriliani, 2020).

However, with the Covid-19 virus in Indonesia interfering with train transportation travel, PT Kereta Commuter Indonesia applies health protocol regulations and policies that refer to government regulations made by the Covid-19 handling Task Force, namely SE Task Force No.7

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of 2020, which contains criteria and requirements for people's travel in the adaptation period of new habits towards a productive and safe *society Corona Virus Disease 2019 (Covid-19)* which is a policy to support the new normal era in restoring and improving the wheels of the Indonesian economy. Then, along with this policy, the government issued Permenhub No. 41 of 2020 concerning Amendments to the Regulation of the Minister of Transportation No. 18 of 2020 concerning Transportation Control in the Context of Preventing the Spread of *Corona Virus Disease 2019 (Covid-19)*, which contained the presentation of regulations regarding the easing of transportation capacity for each transportation (COVID-19 Task Force, 2020).

METHODS

Research methodology is a way to collect information and data used for research. Data is one of the leading forces in compiling scientific research and modeling. (Rifai, Hadiwardoyo, Correia, & Pereira, 2016) Research can be interpreted as a critical investigation with the intention and purpose of finding facts in determining a goal. Formulating questions and finding answers to problem formulations is one part of the purpose of a study. The systematic scientific research process must begin with identifying the right problem (Nurlan, 2019); (Rifai A. I., 2016). Data is one of the main strengths in compiling scientific research and modeling (Rifai, Hadiwardoyo, Correia, Pereira, & Cortez, The data mining applied for predicting highway roughness due to overloaded trucks, 2015).

The research method uses descriptive analysis. This method is used in the research of ideas that are outlined by describing, discussing, and criticizing primary ideas to conduct studies in the form of comparison, relationships, and model development (Nurwicaksono & Amelia, 2018). To achieve the author's goals, the author conducted research by collecting data using a google survey form which was disseminated online in the form of filling out a questionnaire. The questionnaire contains several questions as well as written statements regarding factual data in the form of opinions or perceptions related to respondents. The research conducted is devoted to the Depok - Jakarta Kota travel route at any time as long as it is still on the Depok - Jakarta Kota travel route (Mariadi, Handayani, & Sepyanda, 2019).

The disseminated questionnaire contained matters regarding implementing health protocols or other policies and their effect on passenger travel patterns. In addition, the questionnaire also contains opinions related to the point of view of passengers and officers on duty in the station area and the KRL series. After the questionnaire has been filled out by the respondents, through the questionnaire, it is expected to be able to find out the perception of behavior from the passenger side and the side of PT Kereta Commuter Indonesia. Furthermore, through the questionnaire, it is also expected to be able to find out the views on the regulations and policies that have been in force related to health protocols. After an analysis of the objective opinion is carried out, it is further expressed with normative analysis. Finally, a descriptive analysis is made, which contains a conclusion that draws a picture of the respondent's point of view regarding the applicable policy.

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RESULTS AND DISCUSSION

Based on the results of an online survey through filling out a questionnaire, 117 respondents met the criteria, but only 100 respondents' answers were analyzed. The characteristics of the 100 respondents were grouped by gender, age, occupation, domicile, and purpose. The following are the details of the characteristics of the respondents.

Table 1. Characteristics of Respondents

No.	Parameters	Category	Amount (%)
1.	Gender	Man	57
		Woman	43
2.	Age	< 20 years	5
		21 - 30 years old	54
		31 - 40 years old	30
		41 – 50 years old	10
		51 - 60 years old	1
3.	Work	Civil servants	16
		TNI/POLRI	3
		Private employees	33
		SOE employees	6
		Businessman	19
		Students / Students	12
		Other	11
4.	Domicile	Jakarta	25
		Bogor	12
		Depok	50
		Tangerang	5
		Bekasi	8
		Other	-
5.	Purpose	Shop	10
		School / College	12
		Holiday	12
		Work	55
		Other	11

In the analysis of KRL Commuter Line passenger travel behavior in the New Normal period, research is carried out based on regulations and policies that have been set by the government to directly or indirectly influence. The following table shows KRL Commuter Line passenger travel behavior in the New Normal period.

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Table 2. Travel Behavior of KRL Commuter Line Passengers in the New Normal Period

Passenger Travel Behavior	Yes (%)	No (%)
When at the Departure Station		
Comply with applicable health protocols	98,5	1,5
Using a mask	100	0
Sterilize yourself (such as: washing hands, using <i>hand sanitizer</i> , etc.) after buying tickets and entering <i>the gate</i>	45,1	54,9
Maintain distance between passengers while waiting for the train	95,3	4,7
When on the Go		
Comply with applicable health protocols	99,1	0,9
Using a mask	100	0
Using a mobile phone during a trip	85,7	14,3
Maintain distance between passengers when on the train	83,2	16,8
When at the Destination Station		
Comply with applicable health protocols	98,5	1,5
Using a mask	100	0
Perform self-sterilization (such as: washing hands, using hand sanitizer, etc.) after getting off the train	75,8	24,2
Flat	89,2	10,8

The analysis was carried out to determine the progress of the review trip based on the safety and comfort aspects of KRL Commuter Line service users. According to the survey results, based on the final average, it can be seen that with the regulations and policies that have been implemented and realized, it can be said that KRL Commuter Line passengers have received a sense of relief and are not disturbed to travel transportation using the KRL Commuter Line. This can be seen in the average figure of $\geq 80\%$.

The results above also show that there are still many passengers who comply with applicable health protocols both when passengers are at the departure station, in a series of train cars, or when at the destination station by always wearing masks, self-sterilizing, and maintaining distance. However, it is inevitable that among the people who fill out the answers through the questionnaire, it gives the perception that there is still a sense of insecurity and comfort when traveling. So from the passenger side, they need to be more vigilant and careful to return to make a trip. In addition, from the side of the KRL Commuter Line operator, it is also necessary to continually make improvements and service improvements in order to increase trust, security, and user comfort.

Table 3. Levels of facilities provided by KRL Commuter Line as operator

Criteria for Passenger Conduct	Yes (%)	No (%)
Is there a place to wash your hands with soap?	98,5	1,5

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Criteria for Passenger Conduct	Yes (%)	No (%)
Do handwashing stations and soap work properly?	89,8	10,2
Is hand soap on the handwashing station sufficient?	83,3	16,7
Is hand <i>sanitizer</i> available?	93,1	6,9
Is <i>hand sanitizer</i> sufficient?	85,6	14,4
Are temperature measuring devices available?	97,3	12,7
Do temperature measuring devices work and are still in use?	87,9	12,1
Has it received an appeal to maintain health protocols on the train?	91,2	8,8
Has it received an appeal to maintain health protocols at the station?	81,4	18,6
Average	89,8	10,2

Based on the table above, the final average result of $\geq 80\%$ shows that overall, PT Kereta Commuter Indonesia has implemented health protocols and provided good health protocol support facilities at all stations under the company's auspices. The application has also been based on policies issued by the Ministry of Health and to the Minister of Transportation, which was adopted based on regulations from the World Health Organization (WHO) as the parent of the World Health Organization. However, on the other hand, based on the final average results, there are still around 10% of authors who think that PT Kereta Commuter Indonesia needs to conduct a review to improve the quality of facilities in the future. The 10% figure is caused by the fact that there are still facilities that are not functioning correctly but are still considered reasonable, one of which is the discharge of water from small water faucets and soap that runs out late to be replenished.

CONCLUSION

Based on the survey that has been carried out, resulting in a figure of $\geq 80\%$, it can be said that the facilities on the KRL Commuter Line have shown that the implementation of health protocols when at the departure station, in a series of train cars, and when at the destination station is considered to be still running well. The existing regulations and policies related to health protocols affect the behavior of most people who use public transportation, especially the KRL Commuter Line. People today still use masks, self-sterilize by washing hands with soap or cleaning hands using hand sanitizer, as well as restrictions on activities such as not speaking in a series of train cars. In addition, the supporting facilities provided by the KRL Commuter Line operator have also been appropriately implemented in accordance with government directives

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