

Analysis of The Performance of Gubeng Train Station Facilities According to Public Perceptions

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Abstract

Gubeng Station is part of the 52 stations managed by the PT KAI Daop 8 Surabaya working area. There were 978,346 train passengers as of January 2019. This amount is the highest number of train passengers for 3 years recorded at Gubeng station. Passengers who need infrastructure have very diverse needs. This is a problem in itself for the hut station management. This study aims to determine the need for infrastructure according to gender perceptions. The method used is through a survey and analysis using importance performance analysis (IPA). The conclusion is that the satisfaction and importance of existing facilities at Gubeng station according to the perceptions of train users, a satisfaction score of 2.48 is obtained which means that it is still not getting the maximum service and the average value of importance is 4.57 which means that the existing facilities are currently at Gubeng station indeed needed by train passengers.

Keywords

Passengers, facilities, IPA, PT KAI Daop 8 Surabaya

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