

## Judul Tugas Akhir

### Evaluasi Pelayanan Terminal Terpadu Sentra Timur Pulogebang

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#### INTISARI

Terminal Pulogebang atau dikenal juga dengan nama Terminal Bus Terpadu Sentra Timur Pulogebang adalah salah satu terminal bus tipe A yang terletak di Cakung, Jakarta Timur. Terminal ini dibangun untuk menggantikan peran Terminal Pulo Gadung yang dinilai sudah tidak mampu menampung volume kendaraan. Oleh karena itu, penulis tertarik untuk mengetahui bagaimana kondisi Terminal Pulogebang saat ini dan bagaimana kepuasan pengguna terhadap pelayanan Terminal Pulogebang, Jakarta.

Penelitian ini menggunakan metode survei lapangan dengan melakukan pengamatan di Terminal Pulogebang, untuk mengevaluasi kondisi terminal saat ini yang akan di bandingkan dengan tolak ukur pada Permenhub no. 40 tahun 2015. Penulis juga melakukan penyebaran kuisisioner tentang pelayanan terminal secara langsung kepada pengguna jasa yang akan di olah dengan metode perhitungan *Service Quality (ServQual)*.

Hasil survei lapangan pada kondisi terminal, Terminal Pulogebang memenuhi 92,68% fasilitas yang terdapat pada Permenhub No. 40 Tahun 2015. Semua fasilitas yang tersedia masih berfungsi dengan baik kecuali tempat istirahat awak. Kepuasan reponden penumpang bus terhadap pelayanan Terminal Pulogebang adalah belum memuaskan dengan GAP minus. Sedangkan hasil responden awak kendaraan dan pemilik rumah makan menunjukkan beberapa fasilitas memiliki nilai GAP positif, yang berarti bahwa apa yang diharapkan awak kendaraan dan pemilik rumah makan telah terpenuhi.

Kata Kunci : Terminal Pulogebang, Pengguna Jasa, Tingkat Kepuasan, Kondisi Terminal

**Title**

***Service Evaluation Of East Center Intregated Bus Station Pulogebang***

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**ABSTRACT**

*Pulogebang Bus Station, known as East Center Intregated Bus Station Pulogebang is one of type A bus station which is located in Cakung, East Jakarta.. Pulogebang was built to replace the role of Pulo Gadung Bus Station, which was unable to accommodate the volume of vehicles.. Therefore, researcher are interested in knowing how the current condition of Pulogebang Bus Station is, and how user` satisfaction is about service in Pulogebang Bus Station, Jakarta.*

*This study uses a field survey method by observing at Pulogebang Bus Station to evaluate the current condition of the Bus Station, which will be compared with the benchmark in Permenhub no. 40 of 2015 about Service Standards for Implementing Road Transport Passenger Bus Stations, as well as spreading questionnaires about terminal services directly to service users who will be calculated with Service Quality (ServQual) calculation methods.*

*The results of the field survey on bus station conditions, Pulogebang Bus Station fulfilled 92.68% of the facilities contained in Permenhub No. 40 of 2015. Overall, user satisfaction with Pulogebang Bus Station services is not satisfactory, with minus GAP. Whereas the results of vehicle crew respondents and restaurant owners show that some facilities have positive GAP values, which means that what is expected of the vehicle crew and restaurant owners has been fulfilled.*

*Keyword: Pulogebang Bus Station, service users, level of satisfaction, conditions of Pulogebang Bus Station*