ABSTRAK

Trayek Jogja – Tempel merupakan objek penelitian yang perlu dievaluasi mengingat pada trayek ini hampir semua supir AKDP pada trayek Jogja – Tempel tidak memulai perjalanan dari terminal Giwangan melainkan dari terminal Tempel, kemudian pada beberapa segmen seperti di daerah Pojok Benteng para supir AKDP rata-rata memutar balik ke arah Terminal Tempel dan tidak melanjutkan perjalanan ke terminal Giwangan. Perlu adanya evaluasi kinerja serta perbaikan agar kinerja angkutan umum dapat mengikuti standar ketetapan Direktorat Jenderal Perhubungan Darat dan juga meneliti tingkat kepuasan penumpang terhadap kinerja angkutan umum.

Data primer penelitian diambil langsung saat *survey* di dalam bus dan *survey* di terminal Tempel, kemudian data sekunder didapat dari Unit Pelayanan Teknis terminal Giwangan dan Dinas Perhubungan Provinsi Daerah Istimewa Yogyakarta. Evaluasi kinerja serta skenario perbaikan kinerja menggunakan standar ketetapan Direktorat Jenderal Perhubungan Darat tahun 2002, kemudian untuk menilai tingkat kepuasan penumpang menggunakan metode *Severity index*.

Dari hasil analisis didapat waktu sirkulasi yang buruk dimana waktu sirkulasi lebih lama dari waktu rata-rata yang ditetapkan oleh Direktorat Jenderal Perhubungan Darat, hal ini dipengaruhi oleh kecepatan rata-rata angkutan umum yang tergolong lambat, kemudian nilai *headway* rata-rata lebih lama dari nilai standar sehingga menyebabkan penumpukan bus di Terminal Tempel, kemudian dari persentase *load factor* rata-rata menunjukan jumlah penumpang masih sangat sedikit. Meskipun dari hasil evaluasi menunjukan bahwa kinerja angkutan umum masih tergolong buruk, namun rata-rata penumpang memberikan persepsi yang cukup puas terhadap pelayanan angkutan umum. Kebutuhan penumpang akan pelayanan angkutan umum merupakan dasar rancangan kinerja angkutan umum yang kemudian akan disesuaikan terhadap standar kinerja yang ada, namun dikarenakan beberapa faktor maka kinerja tersebut menjadi lebih buruk dari rancangan awal sehingga perlu adanya skenario perbaikan. Pada skenario perbaikan kinerja angkutan umum memang tidak memenuhi unsur standar ketetapan namun skenario perbaikan merupakan rekaysa untuk memenuhi kebutuhan saat ini

Kata kunci: Angkutan Umum, Kinerja Pelayanan, *Severity index*.

ABSTRACT

Jogja Route - Tempel is an object of research that needs to be evaluated considering that on this route almost all AKDP drivers on the Jogja route - Tempel did not start the journey from Giwangan terminal but from the Tempel terminal, then in some segments such as the Pojok Benteng area flatly turned back toward the Paste Terminal and did not proceed to the Giwangan terminal. There needs to be a performance evaluation and improvement so that the performance of public transport can follow the standards set by the Directorate General of Land Transportation and also examine the level of passenger satisfaction with the performance of public transport.

The primary data of the study was taken directly during the survey in the bus and survey at the Tempel terminal, then secondary data was obtained from the Giwangan terminal Technical Services Unit and the Transportation Service of the Special Province of Yogyakarta. Performance evaluation and performance improvement scenarios use the Directorate General of Land Transportation's standards of determination, then to assess passenger satisfaction using the Severity index method.

From the analysis results obtained a poor circulation time where the circulation time is longer than the average time set by the Directorate General of Land Transportation, this is influenced by the average speed of public transportation which is classified as slow, then the average headway value is longer than the value the standard causes a buildup of buses in the Paste Terminal, then from the average load factor percentage shows the number of passengers is still very small. Although the evaluation results show that the performance of public transport is still relatively poor, the average passenger provides a fairly satisfied perception of public transport services. Passenger needs for public transport services are the basis of the design of public transport performance which will then be adjusted to existing performance standards, but due to several factors, the performance becomes worse than the initial design so there needs to be an improvement scenario. In the scenario of improvement in the performance of public transport it does not meet the element of provision standards, but the repair scenario is a plan to meet current needs

Keywords: Public Transportation, Service Performance, Severity index.