ABSTRAK

Aspek yang ditinjau untuk menentukan kinerja angkutan penyeberangan meliputi Headway, Load factor, frekuensi layanan, waktu tunggu, tingkat kesesuaian harapan dan kinerja, serta biaya operasional kendaraan angkutan penyeberangan. Hasil analisis kinerja menunjukkan bahwa untuk headway rata-rata 10,5 menit, load factor rata-rata 49,23%, frekuensi layanan rata-rata 6,44 kend/jam, sedangkan untuk tingkat operasional rata-rata 5,2 menit. Total hasil tingkat kesesuaian antara kinerja penumpang dan ekspektasi adalah 55,53%. Hasil analisis tarif, biaya operasional sebesar Rp. 278.360.400/tahun, jarak penumpang orang Rp. 6.469 ≈ Rp. 6.500, dan tarif roda dua sebesar Rp. 7.426 ≈ Rp. 7.500, berdasarkan hasil analisis dapat dikatakan pada beberapa indikator kinerja yang baik, dan untuk tarif penumpang perusahaan mengalami kerugian, dan untuk roda dua yang lebih besar dari hasil analisis, itu berarti merugikan penumpang.

Kata Kunci : Kinerja, Pelayanan, Tanggapan responden, Tarif.

ABSTRACT

Aspects reviewed to determine the performance of the crossing transportation include Headway, Load factor, service frequency, waiting time, level of conformity of expectations and performance, and operational costs of the crossing transportation vehicle. The results of the performance analysis showed that for the headway an average of 10.5 minutes, the load factor averaged 49.23%, the service frequency averaged 6.44 kend / hour, while for the average operational rate was 5.2 minutes. The total match rate result between passenger performance and expectations was 55.53%. The results of the fare analysis, operational costs of Rp. 278,360,400 / year, the distance of people's passengers Rp. 6,469 ≈ Rp. 6500, and the two-wheeled fare of Rp. 7,426 ≈ Rp. 7,500, based on the results of the analysis can be said on some indicators of good performance, and for passenger fares the company suffers losses, and for two wheels greater than the results of the analysis, it means detrimental to the passengers.

Keywords: Performance, Service, Respondent Response, Rates.