



# **SERVICES PERFORMANCE OF BUS TRANSPORTATION INFRASTRUCTURE RELATIONSHIP BETWEEN COSTUMER SATISFACTION AND THE EXISTING OF TERMINAL FACILITIES IN TERMINAL GIWANGAN D.I. YOGYAKARTA**

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## **ABSTRACT**

*Terminal for public transport service in Jogjakarta is one of the important factors in encouraging the economic growth in that province. Thus the management and handling on that terminal should be excellent. Considering it, Build-Own-Transfer (BOT) investment system was applied on the construction of Giwangan Bus Terminal where it was expected that there will be a fine and optimal performance on its facilities to satisfy the costumers.*

*This research was aimed to know relationship between costumer satisfaction of that terminal and the existing facilities which were a performance indicator for terminal infrastructure. The object of this research was main and supporting facilities of Giwangan Bus Terminal in Jogjakarta. Data was obtained by using questionnaire spread to terminal user and analyzed with Non Parametric Statistic Analysis where the data was sorted, scored, ranked with Spearman method and applied correlation test for many variables with Kendall Concordance test (W). It was recognized that there was correlation detailed by product moment calculation to know correlation per attribute. Meanwhile, the satisfaction range was proceeded to know range in actual proportion. And by calculation Public Satisfaction Index (PSI) from Ministry of Governmental Officer where the result was mapped into PSI table for knowing the performance of the services.*

*The analysis shown that from perception of bus terminal users which are passengers, stall keeper, ticket agent and drivers it can be recognized that service performance of Giwangan Bus Terminal in general was fine where the satisfaction value of passenger perception with product moment on some service attributes such as service accessibility was 81.6%, information service was 86.3%, facility condition was 90.9%, service responsiveness was 56.6%, service precision was 60.2%, skill and service courtesy was 67.2%. Meanwhile, from satisfaction range consideration, it shown quite satisfactory which was 71.15%, satisfactory 17.44%, very satisfactory was 0.9%, unsatisfactory was 10.38% and very unsatisfactory was 0.13%. PSI analysis shown that the value was 82.16% for the passenger perception with grade A (excellent), for ticket agent was 79.68% with grade B or good and for stall keeper was 83.75% or excellent. This value obtained from costumers shown a good condition. This was caused by the construction and management was just done. In the future, probably it will change so it is important to maintain that good performance.*

**Keywords :** Terminal infrastructure, satisfaction, Statistic Analyse/IKM