

## ABSTRAK

Transportasi umum sebagai salah satu alternatif transportasi yang digunakan di Kota Yogyakarta. Angkutan umum seperti Bus Trans Jogja diharapkan dapat mengurangi tingkat kemacetan dan membantu memenuhi kebutuhan masyarakat. Trans Jogja jalur 6B yang baru dua tahun beroperasi ternyata masih memiliki masalah kinerja dan pelayanan yang harus dievaluasi. Terkait dengan masalah tersebut, penelitian ini bertujuan untuk mengetahui hasil evaluasi kinerja pada Trans Jogja 6B dan persepsi penumpang tentang fasilitas dan pelayanan Trans Jogja dengan menggunakan metode survei lapangan, wawancara dan kuisisioner yang melibatkan pengguna serta pegawai Trans Jogja 6B. Penelitian yang dilakukan kali ini mendapatkan data hasil kinerja bus dengan indikator penilaian yang didapatkan yaitu : (1) *Load factor* statis rata-rata sebesar 9,85% dan *Load factor* dinamis rata-rata total sebesar 8,97%, (2) *Headway* rata-rata sebesar 24 menit 48 detik, (3) Waktu tempuh rata-rata sebesar 49 menit 14 detik, (4) Kecepatan rata-rata sebesar 33,31 km/jam. Sedangkan dari persepsi penumpang tentang pelayanan dan fasilitas Trans Jogja didapatkan hasil yang positif walaupun masih ada sebagian kecil dari total responden yang belum puas terhadap fasilitas dan pelayanan oleh pihak Trans Jogja. Hal penting lain yang didapatkan dari penelitian ini adalah sebagian besar responden sebesar 68 persen dari total responden belum pernah menyampaikan kritik dan saran kepada pihak Trans Jogja.

**Kata-kata kunci** : angkutan umum, kinerja angkutan umum, persepsi penumpang, pelayanan dan fasilitas angkutan umum

## **ABSTRACT**

*Public transportation is one of the alternative transportation that used in Yogyakarta City such as Trans Jogja Bus is expected to reduce the level of congestion and help necessary of the community. Trans Jogja Bus line 6B, which has been operating for two years, that still has performance and service issues that must be evaluated. Related to this problem, this research aims to find out the results of performance evaluation on Trans Jogja 6B and passenger perceptions about Trans Jogja facilities and services using observation survey methods, interviews and questionnaires involving users and employees of Trans Jogja 6B. The research conducted this time to get data on the results of bus performance with the assessment indicators obtained are: (1) Average of static load factor is 9.85% and total average of dynamic load factor is 8.97%, (2) Headway average is 24 minutes 48 seconds, (3) The average of travel time is 49 minutes 14 seconds, (4) Average of speed is 33.31 km / hours. While from the perception of passengers about Trans Jogja services and facilities, positive results were obtained, although there was still a small portion of the total respondents who were not satisfied with the facilities and services by Trans Jogja. Another important thing that was obtained from this study was that most of the respondents amounted to 68 percent of the total respondents had never conveyed criticism and suggestions to the Trans Jogja.*

**Keywords** : *public transportation, public transport performance, passenger perception, public transport services and facilities.*