

CHAPTER III

AN ASSESSMENT LEVEL OF SATISFACTION ON PEDESTRIAN AREA PROGRAM IN SURABAYA

A. Discussion

The results of the study are to assess level of satisfaction of public services which is provided for Surabaya citizen, according to basis of 14 indicators about Administrative Reform Minister Decision No.25/M.PAN/2/2004 24th February 2004 on Guidelines for Drafting General Satisfaction Index Government Agencies of People Service. Which amounts to 14 indicators. Each of these indicators consist of several sub-indicators have total of 25 sub-indicators and indicators that exist in each representation in several questions.

Index of People Satisfaction is used to determine how the users community give feedback and get satisfaction with service that has been given for them, especially the citizen of Surabaya who use pedestrian areas in Pemuda street. This index is used to measure quality of public services. Whether this program meets with the expectation of citizen or not as user of Pedestrian area especially in Pemuda street. However People's satisfaction can be determined by looking at the quality of services. Each of that indicator has been set, in every single item on the indicators.

All of the items in the indicators must be analysed first before all of the score in the indicators on the average search to analyse the quality of performance in each of indicators. After that, all the indicators are measured and then the total

score of the overall indicators in research in searching the average value is used to determine community satisfaction index in the city of Surabaya. Then, to determine the performance of each item is to determine the interval it first. The formula used for determining interval is:

$$I = \text{Range} / \sum K$$

Note:

I = Interval / Range Class

Range = Highest Scores - Lowest Score

K = Lot of Classes

$$I = \frac{307 - 231}{5} = \frac{97}{5} = 15,2$$

Meanwhile , according to Adzwar (1999) all items that reach a minimum correlation coefficient of 0.30 is considered satisfactory distinguishing power . If the number of items is not sufficient to decrease slightly the threshold criteria of 0.30 to 0.25 but lower. So, the threshold criteria under 0.20 is not recommended. A discussion of the significance test is done with a correlation coefficient r using the criteria of critical significance level of 0.01 (1 % significance).

Results of Test Reliability and Validity of the Community Satisfaction Questionnaire on Pedestrian Street Area Program on Pemuda Steet in Surabaya city.

This is a reliability test results of a questionnaire study on Pedestrian Level of Customer Satisfaction Program Area, as follows:

Out Put Reliability Statistics for Pedestrian area Program in Surabaya city

Cronbach's Alpha	N of Items
,864	25

To determine the questions of the questionnaire reliable are or not, it is in the view on the value of $\alpha = 0.864$. As it turned out, the alpha is greater than r table, meaning that a significant or reliable. This means that if the re-test questionnaire done, the results are reliable or stable. Meanwhile, the validity of the testing is done with the use of correlation formula to the questionnaire respondents as many as 97 users pedestrian paths with results presented as follows:

B. Reliability Test and Validity Test Questionnaire Research

B. 1 Reliability Test

Reliability test is a measure of data for a questionnaire which is an indicator of the variable. A questionnaire is said unreliable or reliable if the statement of the questions is consistent or stable over time. Consistency reliability concerns on the answers if repeated on different samples. SPSS provides the facility to measure the statistical test Cornbach reliabilities Alpha (α) (Ghozali, 2005: 41-42).

E.2 Validity Test

Validity is persistence or accuracy of a research instrument to measure what you want to measure. The validity of the elements is shown with a correlation or support for total items (total score) , the calculation is done by means of the item scores correlate with scores between elements . using with more than one factor means testing the validity way to correlate the scores with a score of variable elements. Then proceed with the score of elements correlate with the total score variable (the sum of several variables). Furthermore, the correlation of the results of the calculation will be a correlation coefficient used to measure the level of validity of an element and to determine whether a viable element is use or not . In determining whether or not a to be used , usually in doing significance test of the correlation coefficient at a significance level of 0.05, the meaning is considered valid if it correlated significantly to the total score . Otherwise if you make a direct assessment of the correlation coefficient, usually it used limits the minimum correlation value of 0.30

Meanwhile, the validity of the testing is done with the use of the correlation formula for distributing the questionnaire respondents as many as 97 users pedestrian paths with results presented as follow

Table 3.1

Output of research test reliability of the questionnaire in level of Satisfaction (IKM) of Pedestrian Areas Program

Category		Skor
Tangible Of Sidewalk	Pearson Correlation	.565**
	Sig. (2-tailed)	,000
	N	96
Eligibility Of Lighting Facilities	Pearson Correlation	.399**
	Sig. (2-tailed)	,000
	N	96
Provision Of Traffic Sign	Pearson Correlation	.463**
	Sig. (2-tailed)	,000
	N	96
Size Of Sidewalks	Pearson Correlation	.382**
	Sig. (2-tailed)	,000
	N	96
Arrangements Of Parking	Pearson Correlation	.436**
	Sig. (2-tailed)	,000
	N	96
Halte	Pearson Correlation	.491**
	Sig. (2-tailed)	,000
	N	96
Trees along Pedestrian Area	Pearson Correlation	.449**
	Sig. (2-tailed)	,000
	N	96
Arrangements of Banner, Monument, and warning board for Pedestrians	Pearson Correlation	.494**
	Sig. (2-tailed)	,000
	N	96
Artistic Value on Pedestrian Area	Pearson Correlation	.608**
	Sig. (2-tailed)	,000
	N	96
Protective Of Sidewalk	Pearson Correlation	.494**
	Sig. (2-tailed)	,000
	N	96

Complain Toward Pedestrian's	Pearson Correlation Sig. (2-tailed) N	.514** ,000 96
Utilization Based on it Function	Pearson Correlation Sig. (2-tailed) N	.448** ,000 96
Widening Of Several Street On Pedestrian Area	Pearson Correlation Sig. (2-tailed) N	.400** ,000 96
Comfortability Of Pedestrian Area	Pearson Correlation Sig. (2-tailed) N	.619** ,000 96
Treatment On Pedestrian Area	Pearson Correlation Sig. (2-tailed) N	.527** ,000 96
Level Of Security	Pearson Correlation Sig. (2-tailed) N	.633** ,000 96
Level Of Discipline	Pearson Correlation Sig. (2-tailed) N	.620** ,000 96
Reduce Rate Of Accident	Pearson Correlation Sig. (2-tailed) N	.449** ,000 96
Reduce Air Pollution	Pearson Correlation Sig. (2-tailed) N	.558** ,000 95
Security	Pearson Correlation Sig. (2-tailed) N	.300** ,003 96
Easy Access	Pearson Correlation Sig. (2-tailed) N	.337** ,001 96
Strategic on Pedestrian	Pearson Correlation Sig. (2-tailed) N	.467** ,000 95
Feasible Of Pedestrian Line	Pearson Correlation Sig. (2-tailed) N	.437** ,000 96
Easy Access on Bustling	Pearson Correlation Sig. (2-tailed) N	.380** ,000 96
Easy Access	Pearson Correlation	.468**

	Sig. (2-tailed)	,000
	N	93
Total	Pearson Correlation	1
	Sig. (2-tailed)	
	N	96

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Based on the validity of the test results above, all elements of the user questionnaire pedestrian area in the Surabaya city, especially on Pemuda street is valid. It is shown by comparison of table r , in which r table is at the 0.01 significance with two-tailed test and the number and amount of data $(n) = 96$, then on to r table is 0.205 (see the appendix in table r). R count value is greater than the value of r table.

C. Quality Public Services in Surabaya

To assess the quality of public services there are several aspect to measurements of the level of satisfaction on pedestrian area program, while to measure the level of satisfaction it must use index scale. The choice of the answers in the questionnaire will be given a score according to the weight and quality of each respondent's answer, which is as follows;

1. Strongly Disagree category is given the perception of value 0
2. Disagree category is given value perception 1
3. Not Sure category is given a value of perception 2
4. Categories Agree is given value perception 3
5. Strongly Agree categories is given value perception 4

Categories index in this research in the first count interval value. Furthermore, we will know the value of the interval in the index for each category of research respondents as follows;

$$\begin{aligned}\text{Interval Score} &= \frac{\text{High score} - \text{Low score}}{\text{Total frequency}} \\ &= \frac{4-0}{5} \\ &= 4/5 \\ &= 0,8\end{aligned}$$

Table 3.2

Index

Preception Value	Interval	Category
0	0,0-0,8	Strongly Disagree
1	0,81-1,60	Disagree
2	1,61-2,40	Not Sure
3	2,41-3,20	Agree
4	3,21-4,0	Strongly Agree

D. Pedestrian service area

Profile of Respondents in Pedestrian Area

This is a profile of respondents of pedestrian area in this study, namely;

1. The identity of respondents based on age

Table 3.3

Based on Age

Variable	Frequency	%
<20 year	35	36,0%
20-30 year	27	27,9%
31-40 year	9	9,3%
41-45 year	16	16,5%
>50 year	10	10,3%
Total	97	100

Source: Primary Data, 2014

Based on the table above it can be seen respondents of pedestrian area program of services in Surabaya city. The respondents with age <20 years is 35

or (38%). On the other hand there are several respondents aged 20-30 (31%) which is 27, a handful of respondents aged 31-40 is 9 or (10%), aged 41-45 (10%) is 16 respondent, and for aged >50 is 10 respondents which is (11%).

2. Based On Gender

Table 3.4
Based on Gender

Variable	Frequency	%
Man	35	36,1
Woman	62	63,9
Total	97	100

Source: Primary Data, 2014.

The table above shows that a majority that use pedestrian area is women which is 62 respondent (64%), and only few of male with 35 respondent (36%).

3. Identity of the respondent based on level of education

Table 3.5
Identity the respondent based on level of education

Variable	Frequency	%
Elementary School	8	8,3%
Junior High School	22	22,7%
Senior High School	35	36,1%
Diploma	9	9,3
Undergraduate	15	15,5%
Master/Phd	8	8,3%
Total	97	100

Source: Primary Data, 2014

The table above shows the user of pedestrian area on Pemuda street that is a handful elementary school which is 8 respondent (8.3%), on the other hand there

several respondents with level of education junior high school which are 22 respondent (22%), and for senior high school is 35 (36.1%), Diploma is 9 respondents (9%) undergraduated 15 people (16%) and masters / PhD 8 people (8%). Composition of respondents by education level above addresses that the average respondent has a relatively good level of education, so the expected outcome questionnaire by the respondent is a representation of thought, critical and objective feedback as well as the services of propotional pedestrian area are given by the city government of Surabaya .

1. Based on Level of Employment

Table 3.6
Based On Level Of Employment

Variable	Frequency	%
Civil Servants/TNI/POLRI	11	11,5
Entrepreneur	25	25,8
Students	37	38,2
Others	24	24,5
Total	97	100

Source: Primary Data, 2014.

The table shows that the users respondents pedestrian area program who are entrepreneurs is 25 which is (26%). For the Civil Servants / Military / Police is a handful of 11 respondent (12%). Others are of 24 people (25%), and a majority with 37 respondent is students (38%).

D. Assessment level of people satisfaction of pedestrian area program in Surabaya city.

In assessing the level of people satisfaction in pedestrian area on Surabaya program includes 5 indicators, which are:

1. Tangible

In this indicator, respondents are asked about the assessment of the facilities that exist in physical form at the pedestrian area on Pemuda street. In addition, respondents give their own opinion of the facility in pedestrian area. The following is on assessment of respondents associated with eligibility pedestrian sidewalk area in accordance with the wishes of the user:

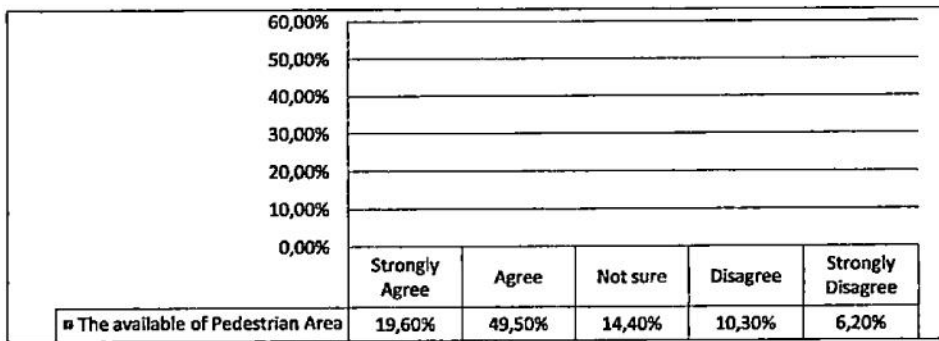
**Table 3.7
The Tangible of Sidewalk**

Variable	Frequency	%
Strongly Agree	19	19,6
Agree	48	49,5
Not Sure	14	14,4
Disagree	10	10,3
Strongly Disagree	6	6,2
Total	97	100

Source : Primary Data, 2014

Chart 3.1

The Tangible of Sidewalk



Source : Primary Data, 2014

The table and the chart above shows that lot of 97 respondents argue about feasibility of pedestrian area. Meanwhile, most of respondent with 48 respondent (49.50%) agree with the eligibility. On the other hand several respondents strongly agree are of, 19 (19.60%), and who disagree with damaged street are 10 people (10.30%). There are 14 people (14.40%) who are not sure and for strongly disagree there are 6 people (6.20%). User ratings on the specific area related to the state of Pemuda street is not damaged is still considered very feasible for use. This part is the eligibility lighting facilities on pedestrian area especially on Pemuda street.

Table 3.8

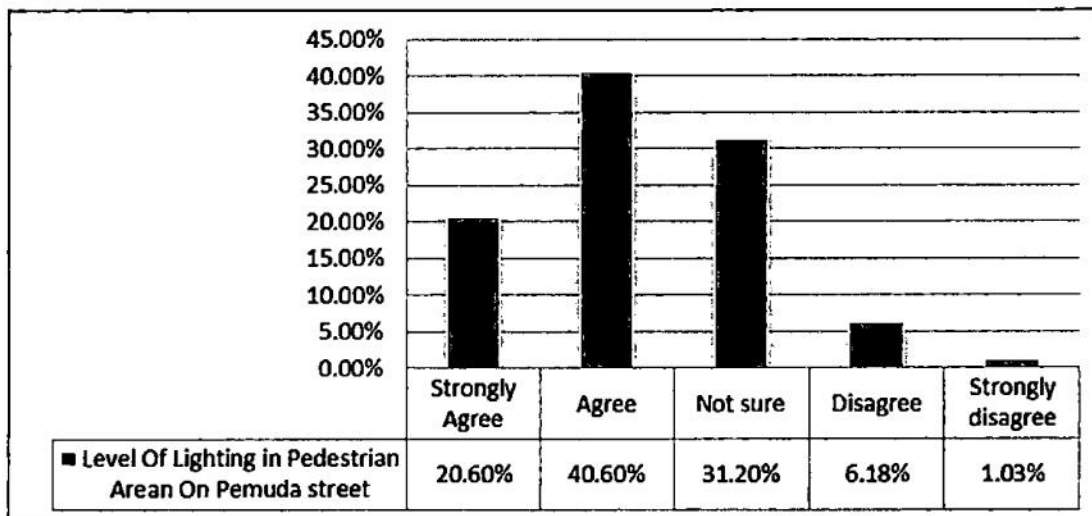
Eligibility Lighting Facilities

Variable	Frecuency	%
Strongly Agree	20	20,6
Agree	39	40,6
Not Sure	31	31,2
Disagree	6	6,18
Strongly Disagree	1	1,03
Total	97	100

Source: Primary Data, 2014

Chart 3.2

Eligibility Lighting Facilities



Source : Primary Data, 2014

According to the table and chart above, directing that the opinion of the respondents with eligibility of lighting or street lights around the pedestrian area of the 97 respondents who disagreed with the availability of lighting in the

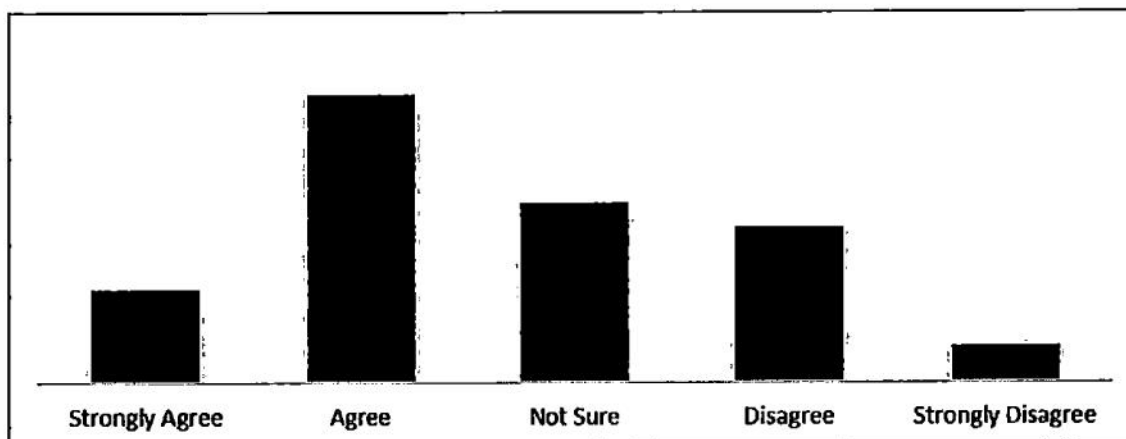
pedestrian area there are 6 people (6.18%), not sure 31 (31.20%) agreed to 40 people (40.60%) strongly agree 20 (20.60%), and strongly disagree only 1 (1.03%) of the 97 respondents. Thus it can be said lighting facilities such as street lights are still well worth using. This section is the opinion from respondents regarding the provision of traffic signs specifically for users in pedestrian area on Pemuda street.

Table 3.9
Provision of traffic signs

Variable	Frequency	%
Strongly Agree	12	12,4
Agree	37	38,2
Not Sure	23	23,8
Disagree	20	20,6
Strongly Disagree	5	5,0
Total	97	100

Source: Primary Data, 2014

Chart 3.3
Provision of traffic signs



Source: Primary Data, 2014

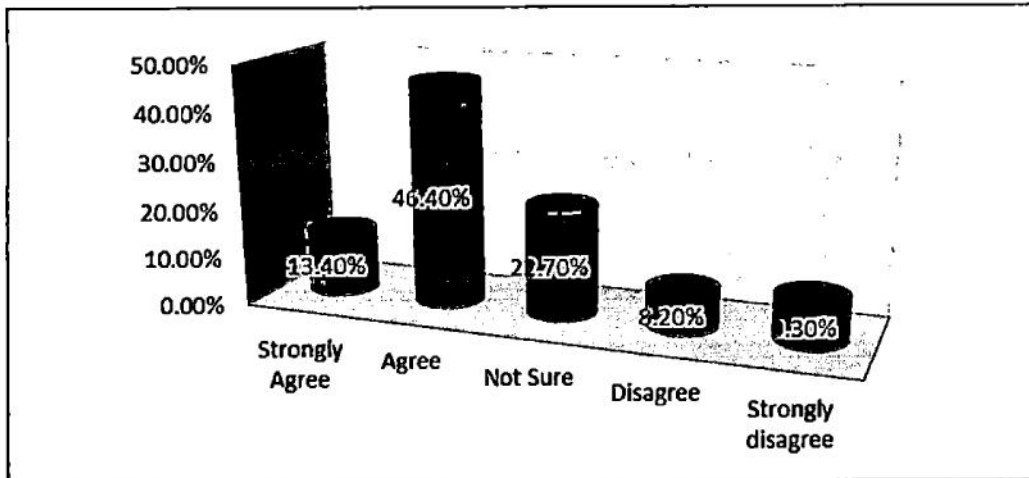
According to the table and the chart above it shows that the opinion of the respondents about 97 traffic signs around the pedestrian area of adequate pedestrian is 38 people (38.20%) agreed, 23 (23.80%) said not sure, 20 people disagree (20.60%) who strongly disagree 5 people (5.0%) and strongly agreed 12 (12.40%) it can be said thus providing signposts very adequate pedestrian. This section is responses of the respondents about the size of a sidewalk in a special area on the pedestrian Pemuda street:

Table 3.10
Size of Sidewalk

Variable	Frequency	%
Strongly Agree	13	13,4
Agree	45	46,4
Not Sure	22	22,7
Disagree	8	8,20
Strongly Disagree	9	9,3
Total	97	100

Source : Primary Data, 2014

Chart 3.4
Size of Sidewalk



Source: Primary Data, 2014

Based on table and the chart above it shows, the opinion of the respondents about the appropriateness of the size of the sidewalks in pedestrian areas, especially in Pemuda street. Most of 97 respondents with 46 (46.40%) agree with size of sidewalks. On the other hand only a few of 13 respondents (13.40%) strongly agree, several respondents not sure 22 (22.70%), a minority disagree 8 (8.20%), 9 respondents (9.30%) strongly disagree uncertain. Thus, it can be concluded that the size of the pedestrian sidewalk on track is needed.

This section is responses of the respondents regarding the arrangement of parking on pedestrian area in Pemuda street:

respondents (52.6%) agree. Thus it can be concluded eligibility of parking arrangement on Pemuda street is proper.

2. Reliable

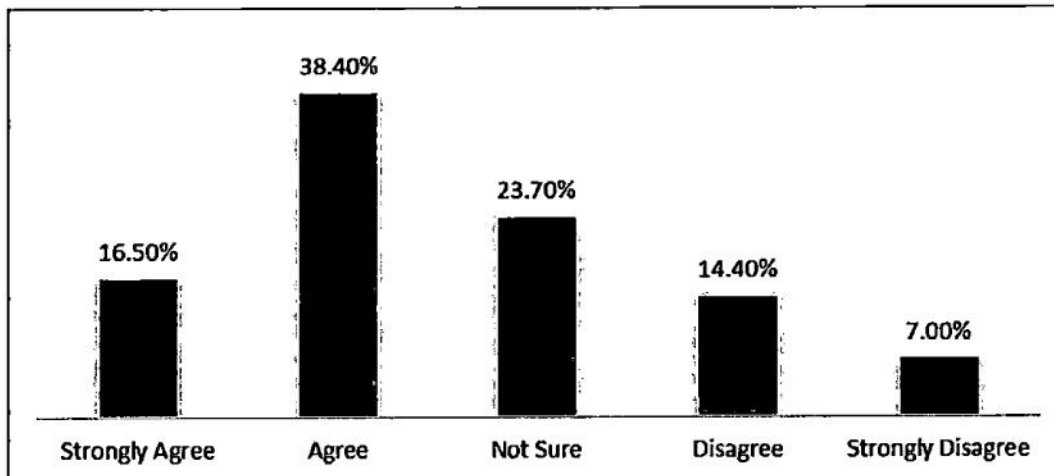
In this indicator, respondents opinion on the provision of public services are good and can be used in accordance with its function. Therefore, through the respondent's answer will be known whether the provision of services, especially public facilities for users pedestrian lane on the Pemuda street use is accordance with its function. The following is the opinion of the respondents regarding the provision of user of pedestrian area accordance with its function:

Table 3.12
Feasibility Of Shelter

Variable	Frequency	%
Strongly Agree	16	16,5
Agree	37	38,4
Not Sure	23	23,7
Disagree	14	14,4
Strongly Disagree	7	7,0
Total	97	100

Source: Primary Data, 2014

Chart 3.6
Feasibility Of Shelter



Source : Primary Data, 2014

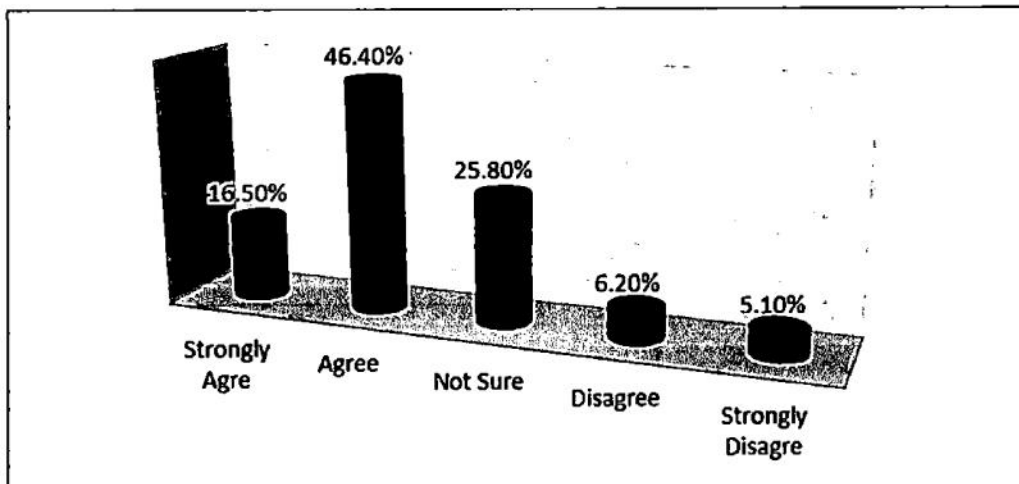
Based on the above tables and graphs can be in the know that the opinion of 97 respondent about eligibility public facilities and guarantees provided to users pedestrian lane on the road, especially Pemuda street (shelter). A handful of respondents strongly disagree 7 (7.00%), few of 14 respondents (14.40%) disagree, some of 23 respondents (23.70%) possibly not sure, 16 respondents (16.50%) agree, and most of the respondent with 38 (38.40%) certainly agree. Thus it can be concluded that provision of adequate shelter are protective and very decent in use. This section is opinion of respondents about the presence of the trees along Pemuda street in accordance with what is desired by the user.

Table 3.13
Trees along Pedestrian Area

Variable	Frequency	%
Strongly Agree	16	16,5
Agree	45	46,4
Not Sure	25	25,8
Disagree	6	6,2
Strongly Disagree	5	5,1
Total	97	100

Source: Primary Data, 2014

Chart 3.7
Trees along Pedestrian Area



Source : Primery Data, 2014

Based on the table above and chart above it will be known that the opinion of 97 respondent on the trees along the road makes a user feels comfortable with the mount of the respondents 25 (25.80%) not sure, a few of the respondents 6 (6.20%) possibly disagree, a handful of respondents 5 (5.10%)

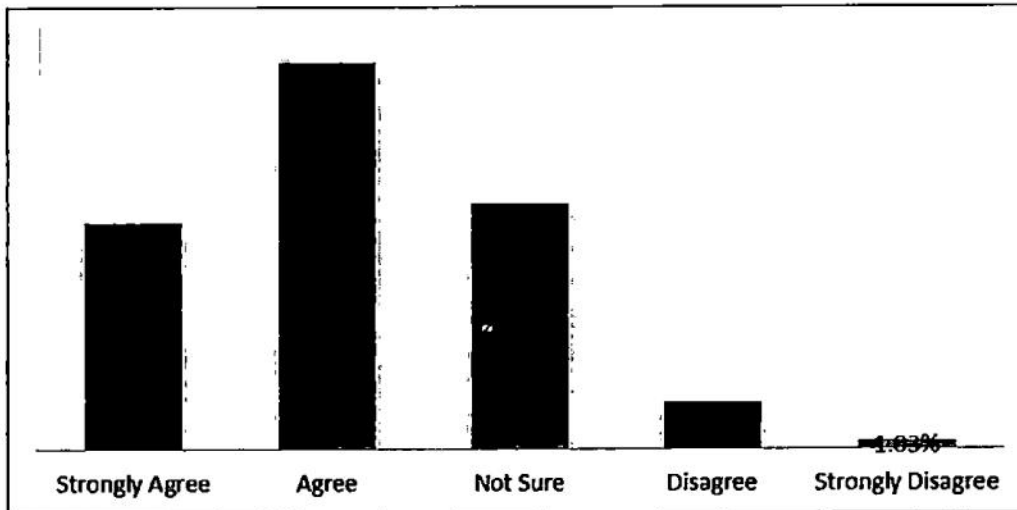
street. Based on the explanation it can be concluded that the trees that grow along in pedestrian are make the users feel comfortable. The following is the opinion of the respondents about the arrangement of the warning signs, banners, historical monuments in the area pedestrian street Pemuda street.

Table 3.14
Arrangements Of Banner and Monument

Variable	Frequency	%
Strongly Agree	24	24,8
Agree	41	42,2
Not Sure	26	26,8
Disagree	5	5,15
Strongly Disagree	1	1,03
Total	97	100

Source : Primary Data, 2014

Chart 3.8
Arrangements Of Banner and Monument



Source: Primary Data, 2014

According to the table and the chart above, it can be determined the opinion of the 97 respondents about the arrangement of banners, pedestrian

warning signs and historical monuments. A majority of 42.2% agree with the arrangement banner, warning signs, historical monuments in the area especially in the pedestrian on Pemuda street, based on the 24.8% of data there supporting also strongly agree with, but on the other hand several of the respondents with 26 , 8% not sure about that arrangement of things, a few of the respondents disagree with that 5.15 and 1.03% with a handful that strongly disagree. Which means the arrangement of banners, pedestrian warning signs, and historical monuments is in eligibility. In this section is the opinion of the respondents about the value of aesthetic or artistic value in the pedestrian area is already in line with the wishes of users pedestrian area:

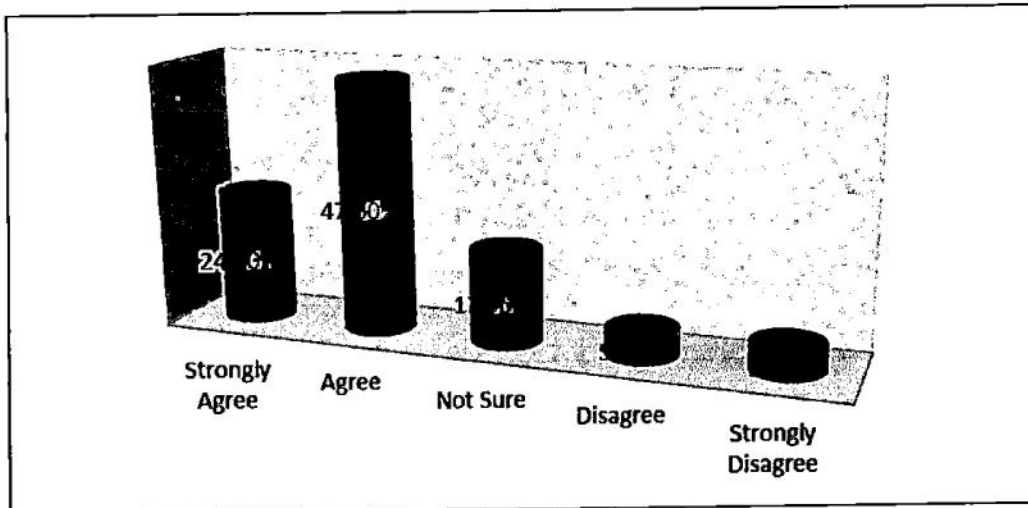
Table 3.15
Artistic Value On Pedestrian Area

Variable	Frequency	%
Strongly Agree	24	24,7
Agree	46	47,4
Not Sure	17	17,5
Disagree	5	5,1
Strongly Disagree	5	5,11
Total	97	100

Source : Primary Data, 2014

Chart 3.9

Artistic Value On Pedestrian Area



Source : Primary Data, 2014

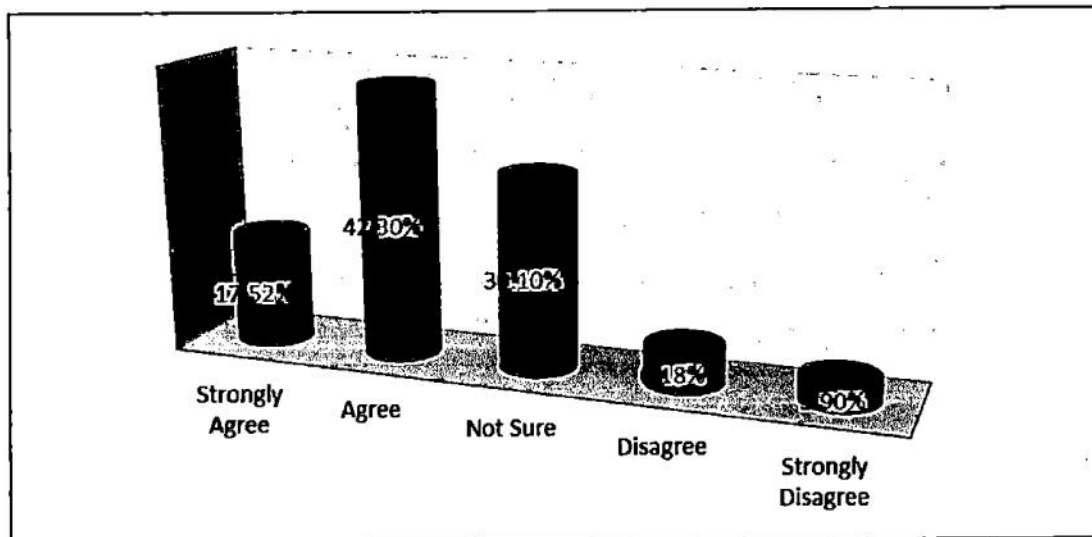
The table and the chart above, shows opinion of 97 respondents about the aesthetic value of pedestrian area in Pemuda street. A mount of respondents strongly agree with 24 respondents (24.70%), most of 47 respondents (47.60%) definitely agree, a number of respondents with 17 (17.50%) conceivable not sure, a handful of 5 respondents with (5.11%) disagree and strongly disagree. Moreover it can concluded that the aesthetic value of the Pedestrian Are on Pemuda street is good. This section is opinion of the respondents about the protective sidewalk pedestrian area in Pemuda street whether use is sufficient and used in accordance with its function Protective of Sidewalks:

Table 3.16
Protective of Sidewalks

Variable	Frequency	%
Strongly Agree	17	17,52
Agree	41	42,3
Not Sure	30	30,1
Disagree	6	6,18
Strongly Disagree	3	3,9
Total	97	100

Source :Primary Data, 2014

Chart 3.10
Protective of Sidewalks



Source: Primary Data, 2014

According to the table and the chart above, it can be seen about the opinion of 97 respondents about the feasibility of a protective sidewalk that is given by the city government of Surabaya. A majority of respondents with 42 (42.30%) agree, amount of 17 respondents (17.52%) strongly agree, several of 30 respondents (30.10%) once in a while not sure, a minority of 6 respondents (6.18%) and disagree with few of 3 respondents (3.09%) strongly disagree. Thus

it can be concluded that the feasibility of a protective sidewalk is good and still worth using.

3. Responsiveness

In this indicator, respondents give opinion on the provision of public services are good and can be used in accordance with its function. Therefore, through the respondent's answer it will be known whether the provision of services, especially public facilities for users pedestrian area on Pemuda street, are used in accordance with that function. The following is the opinion of the respondents regarding the responsibilities of local government as the provision of services and the people of Surabaya as user of pedestrian area that is in use in accordance with its function:

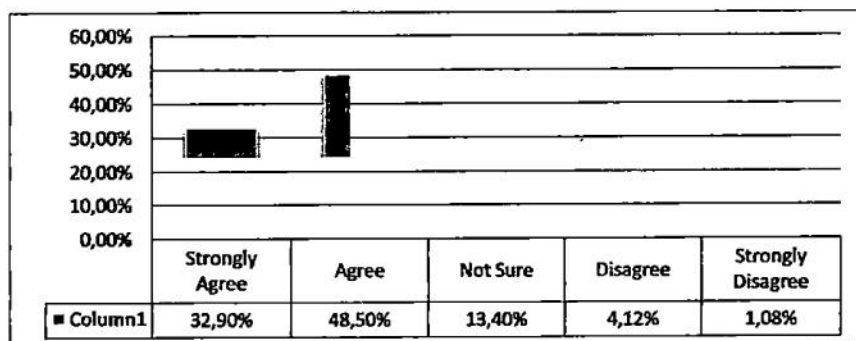
Table 3.17
Improvements toward Pedestrians

Variable	Frequency	%
Strongly Agree	32	32,9
Agree	47	48,5
Not Sure	13	13,4
Disagree	4	4,12
Strongly Disagree	1	1,08
Total	97	100

Source : Primary Data, 2014

Chart 3.11

Improvements toward Pedestrian



Source : Primary Data, 2014

According to the table and the chart above, it can be seen that in the opinion of 97 respondents to citizen complain about repair manual pedestrian paths. Most of the respondents with 48.50% agree with that there are always improvements to citizen complaints, amount of 32.90% strongly agree. Besides a minority of the respondents with 13.40% not sure about that perhaps they don't know exactly straight no improvement to citizen complaints or not, and the rest of that seldom to disagree and strongly disagree with 4.12% and 1.08%. It means there are always improvements for any complaints especially citizen with particular track on Pemuda street. This section is about the opinion of the respondents regarding the use of pedestrian paths are in use in accordance with its function.

Table 3.18

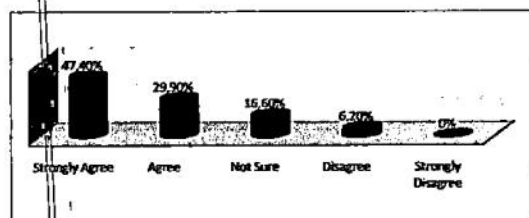
The Utilization based on it Function

Variable	Frequency	%
Strongly Agree	46	47,4
Agree	29	29,9
Not Sure	16	16,5
Disagree	6	6,20
Strongly Disagree	0	0
Total	97	100

Source : Primary Data, 2014

Chart 3.12

The Utilization based on it Function



Source: Primary Data, 2014

According to the table and the chart above, it can be known about opinion of the respondents about the use of 97 pedestrian lanes in use in accordance with its function. Most of the respondents with 47 (47.40%) strongly agree, a majority of 29 respondents (29.90%) agree, a number of respondents with 16 (6.20%) conceivably not sure, a few of 6 respondents with (6.20%) disagree and no one of the respondents strongly disagree with this question. Thus, it can be concluded the use pedestrian lane is in use in accordance with its function.

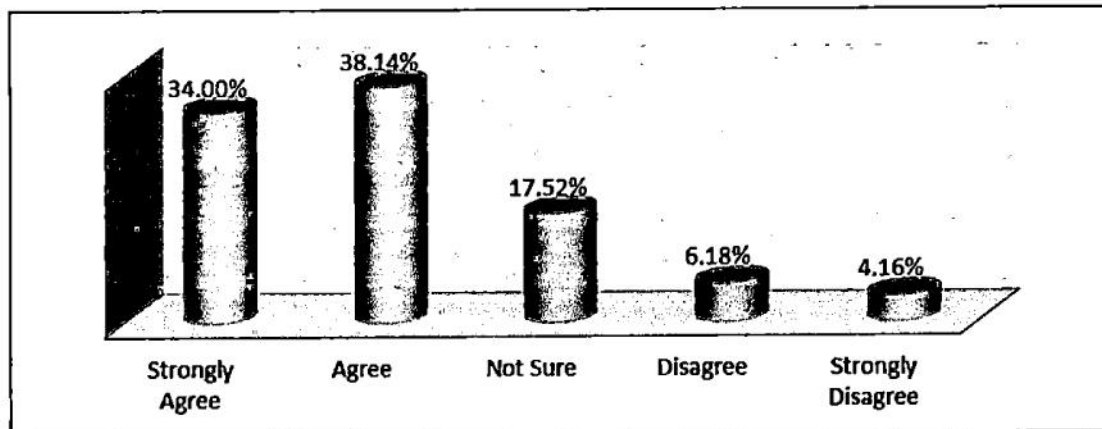
The following is the opinion of the respondents regarding specific widening at the intersection to use pedestrian pathways:

Table 3.19
Widening in Special Line On Pedestrian Areas

Variable	Frequency	%
Strongly Agree	33	34,0
Agree	37	38,14
Not Sure	17	17,52
Disagree	6	6,18
Strongly Disagree	4	4,16
Total	97	100

Source : Primary Data, 2014

Chart 3.13
Widening in Special Line On Pedestrian Areas



Source : Primary Data, 2014

According to the table and the chart above, it can be seen about the opinion of 97 respondents specifically about widening the road at the intersection of adequate pedestrian area. A handful of respondents with 4 (4.16%) strongly disagree, a minority of respondents with 6 (6.18%) disagree, with some of 17 respondents (17.52%) not sure, however a lot of 34 respondents with (34.00%)

strongly agree and most of 38 respondents (38.14%) agree. It means, the widening of the road junction in specialized areas and adequate on pedestrian especially in Pemuda street. The following is the opinion of the respondents regarding which particular environmental comfort on pedestrian paths:

Table 3.20

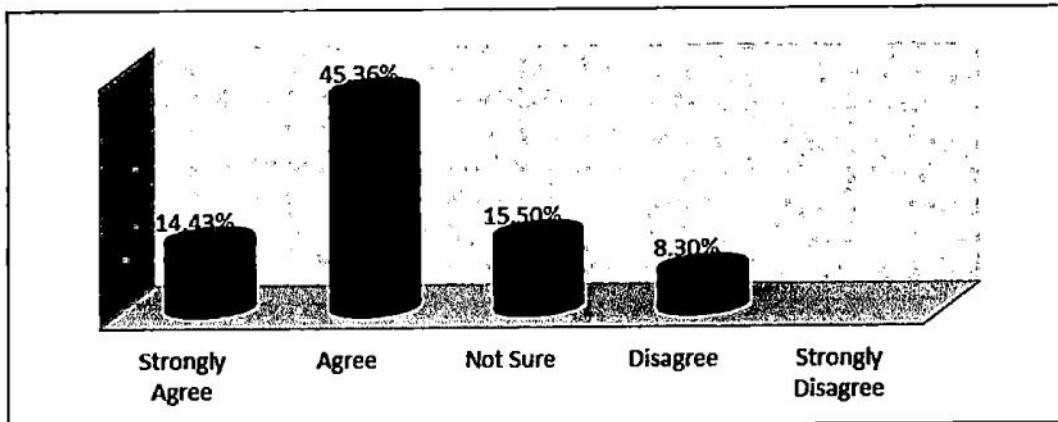
The Comfortability of Environment on Pedestrian Area

Variable	Frequency	%
Strongly Agree	14	14,43
Agree	44	45,36
Not Sure	15	15,5
Disagree	8	8,3
Strongly Disagree	16	16,5
Total	97	100

Source : *Primary Data, 2014*

Chart 3.14

The Comfortability of Environment on Pedestrian Area



Source : Primary Data, 2014

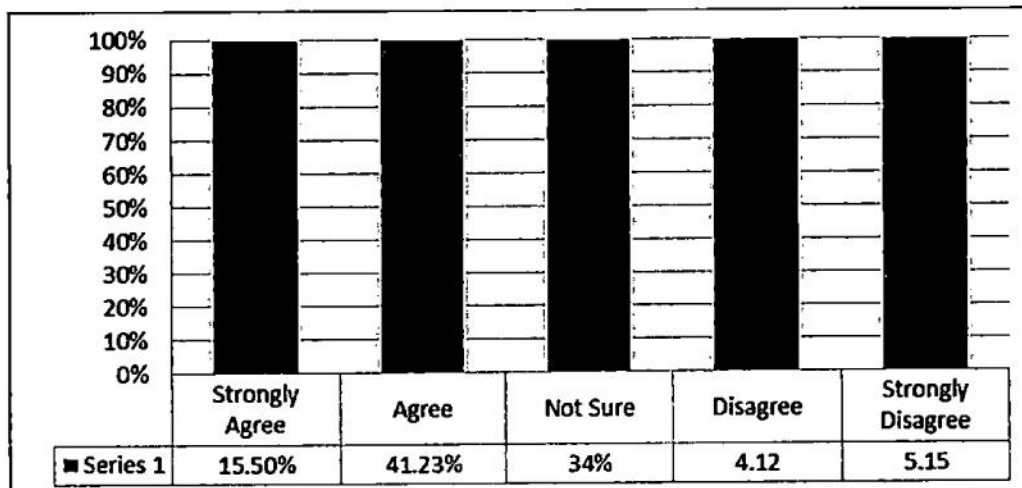
According to the table and the chart above, it can be seen about the opinion of 97 respondents about environmental comfort on pedestrian paths. Several of 15 respondents (15.50%) are not sure. They probably are not spending much time to use the pedestrian area. Other the hand few of 8 respondents (8.30%) disagree with the environmental comfort perhaps they disagree with the environment. Besides no one in this question that respondents strongly disagree. In addition, we can see from the chart amount of 14 respondents (14.43%) strongly agree and most of 45 respondents (45.36%) agree with the comfortable the environment in pedestrian area. It means the convenience of pedestrian area is suitable. This section is opinion of the respondents regarding the treatment of the pedestrian lane in either walking with the relevant societal expectations.

Table 3.21
Treatments on Pedestrian Area

Variable	Frequency	%
Strongly Agree	15	15,5
Agree	40	41,23
Not Sure	33	34,0
Disagree	4	4,12
Strongly Disagree	5	5,15
Total	97	100

Source : Primary Data, 2014

Chart 3.15
Treatments on Pedestrian Area



Source : Primary Data, 2014

According to the table and the chart above, it can be seen that the opinion of the 97 respondents regarding the special care with particular track pedestrians. A number of 34 respondents (34.0%) probably not sure about Treatments on sidewalk the pedestrian area, but (15.50%) of 15 respondents strongly agree with the special treatment of the pedestrian area, and (41.23 %) of 41 respondents normally agree with special care in the pedestrian area, on the other hand a few

(4.12%) of 4 respondents disagree of special care and (5.15%) of the respondents strongly disagree 5 perhaps they are not satisfied of the pedestrian facilities in the area especially about the treatment on Pemuda street. However, treatments of pedestrian areas, especially in Pemuda street is good

4. Security

This indicator, is about respondent's opinion on the security level of public services especially in the pedestrian area. Therefore, through the respondent's answer it will be known about the security services, especially in Pemuda street.

The section of this opinion of the respondents regarding the level of security in pedestrian area on Pemuda street:

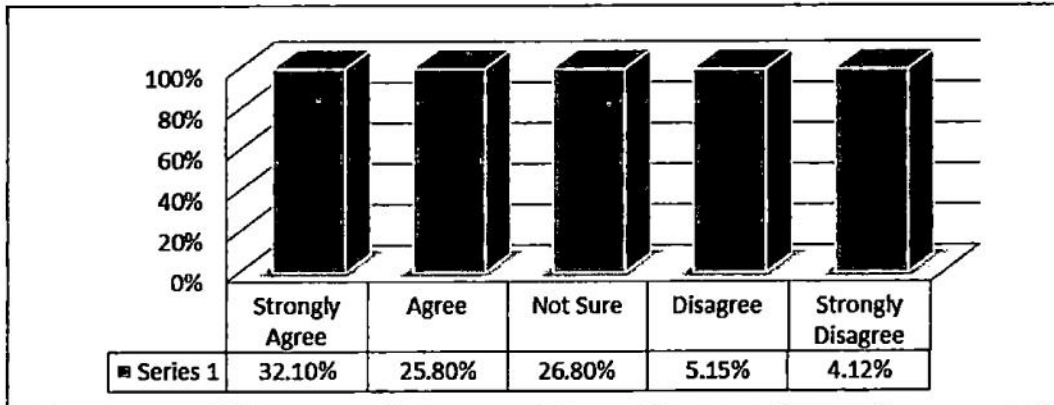
Table 3.22
The Level of Security On Pedestrian Area

Variable	Frequency	%
Strongly Agree	32	32,1
Agree	25	25,8
Not Sure	26	26,8
Disagree	5	5,15
Strongly Disagree	4	4,12
Total	97	100

Source : Primary Data, 2014

Chart 3.16

The Level of Security On Pedestrian Area



Source: Primary Data, 2014

According to the table and the chart above, it can be seen that in the opinion of 97 respondents about the level of security on pedestrian pathways most (32.10%) of respondents strongly agree and 32 (25.80%) of 25 respondents also agree with the level of security in street youth certainly their belief that there's have a security or police that keep save the area, in other hand (26.80%) of 25 respondents not sure perhaps the area really have the security or police, at the same time a few (5.15%) of the respondents and (4.12%) of 4 respondents are disagree and strongly disagree. Which means the level of security in the pedestrian area of youth on the street is good.

The following is the opinion of the respondents order to track users pedestrian on Pemuda street well in line with the expectations of society:

Table 3.23

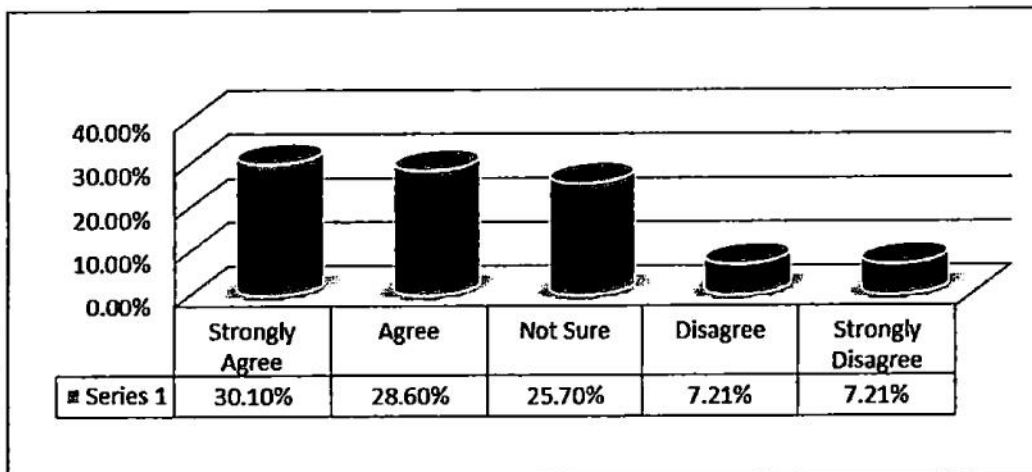
Level of Discipline on Pedestrian's

Variable	Frequency	%
Strongly Agree	30	30,1
Agree	28	28,6
Not Sure	25	25,7
Disagree	7	7,21
Strongly Disagree	7	7,21
Total	97	100

Source : Primary Data, 2014

Chart 3.17

Level of Discipline on Pedestrian's



Source : Primary Data, 2014

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding discipline of pedestrian on Pemuda Street. A minority (7.21%) of 7 respondents strongly disagree and disagree with discipline on pedestrian area, perhaps some of the respondents are not suitable with the order, in other hand several (25.70%) of 25 respondents are not sure their possibly not actually know about the level of discipline, beside on that (28.60%) of 28

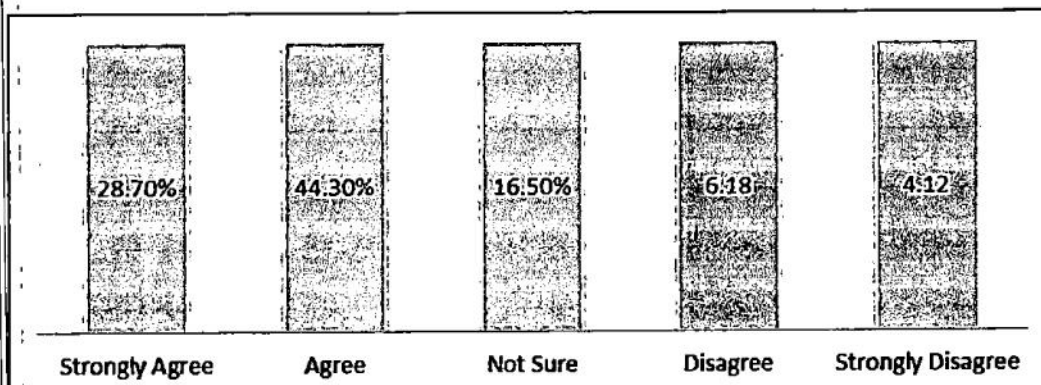
respondents agree with the level of pedestrian, (30.10%) of 30 respondents strongly agree Generally about that level. Thus it can be concluded that the level of discipline on pedestrian area is very well. The following is the opinion of the respondents existence pedestrian area reduces the rate of road accidents, especially in Pemuda street:

Table 3.24
Pedestrian areas reduce rate of accident

Variable	Frequency	%
Strongly Agree	28	28,7
Agree	43	44,3
Not Sure	16	16,5
Disagree	6	6,18
Strongly Disagree	4	4,12
Total	97	100

Source : Primary Data, 2014

Chart 3.18
Pedestrian areas reduce rate of accident



Source : Primary Data, 2014

According to the table and the chart above, it can be known that the opinion of the respondents regarding 97 specific areas pedestrian on Pemuda

street especially in reducing accident rates. Several of 16 respondents (16.50%) are not sure with this program can decrease the risk of accident Because perhaps some of their Assume for several mounted ago there's had accident. On the other hand (28.70%) of 28 respondents presumably agrees some respondents agree that it can decrease risk accident levels, based on that statement most 44.30% of 44 respondents agree this pedestrian area programs can reduce the level of risk of accident at the same time a few of 6 respondents (6.18%) and (4.12%) of 4 respondents are disagree and strongly disagree with this program can reduce the level of risk of accident. It can be concluded that this program can reduce level of accident especially in Pemuda street. The following is the opinion of the respondent existence pedestrian areas to reduce air pollution.

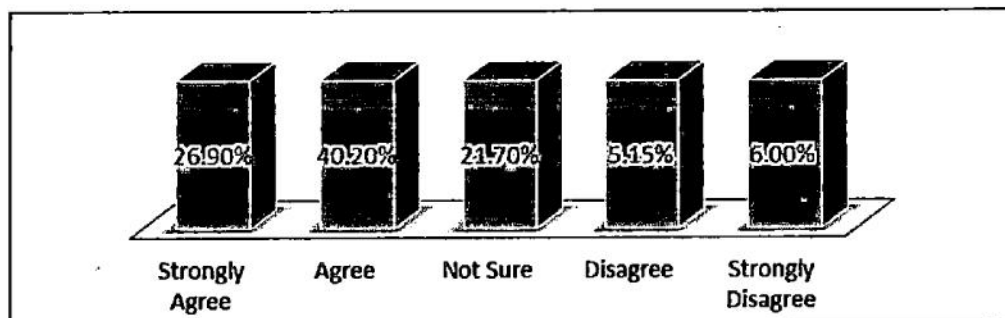
Table 3.25
Reducing of Air Pollution

Variable	Frequency	%
Strongly Agree	26	26,9
Agree	39	40,2
Not Sure	21	21,7
Disagree	5	5,15
Strongly Disagree	6	6,0
Total	97	100

Source : Primary Data, 2014

Chart 3.19

Reducing of Air Pollution



Source :Primery Data, 2014

According to the table and the chart above, it can be seen that in the opinion of 97 respondents about the existence of this program area pedestrian reduce the level of air pollution in Surabaya especially in Pemuda street.. Amount of respondent in 26 (26.90%) strongly agree, and most of the respondents in 40 (40.20%) agree with this program can decrease level of water pollution, in other hand several (21.70%) of 21 respondents not sure perhaps it cannot decide clearly the level of pollution. However, few of 5.15% and 6.00% of respondents 5 of 6 respondents are not agree and strongly disagree with the pedestrian area of the program can decide water pollution. Thus, it can be said with the program in pedestrian areas can reduce the level of pollution in the air especially in Pemuda street. The following is the opinion of the respondents regarding the level of environmental security in the pedestrian area in particular in Pemuda street.

Table 3.26

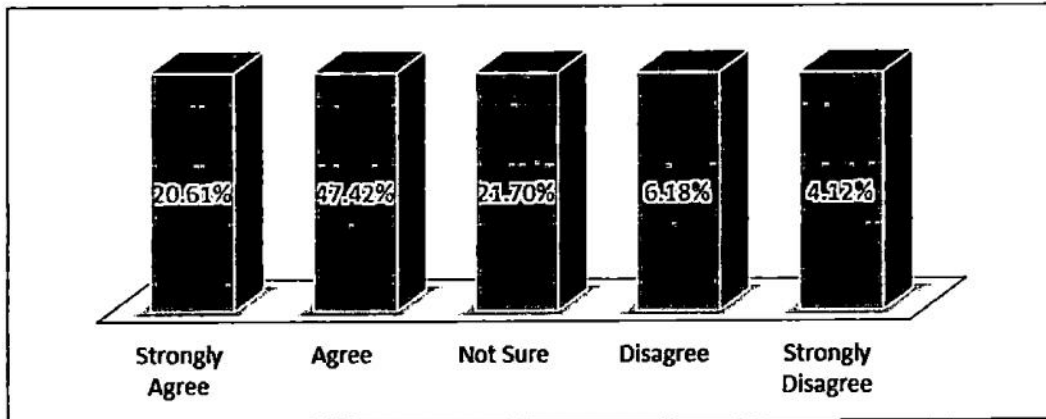
Level Security of Environmental

Variable	Frequency	%
Strongly Agree	20	20,61%
Agree	46	47,42%
Not Sure	21	21,7%
Disagree	6	6,18%
Strongly Disagree	4	4,12%
Total	97	100

Source : Primary Data, 2014

Chart 3.20

Level Security of Environmental



Source : Primary Data, 2014

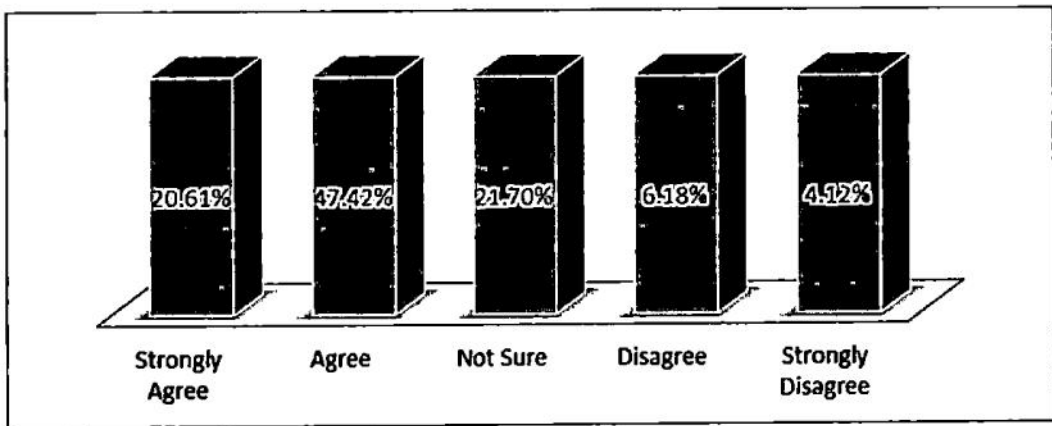
According to the table and the chart above, it can be seen that in the opinion of 97 respondents regarding the level of environmental security in specific areas, especially in the pedestrian street youth. A majority of respondents in 47 (47.42%) agree with the level of security in the area especially in the pedestrian street youth. 20.61% of 20 respondents strongly agree, but at the time some of 21.70% of 21 respondents not sure about the secure of the pedestrian area, a few

Variable	Frequency	%
Strongly Agree	20	20,61%
Agree	46	47,42%
Not Sure	21	21,7%
Disagree	6	6,18%
Strongly Disagree	4	4,12%
Total	97	100

Source : Primary Data, 2014

Chart 3.20

Level Security of Environmental

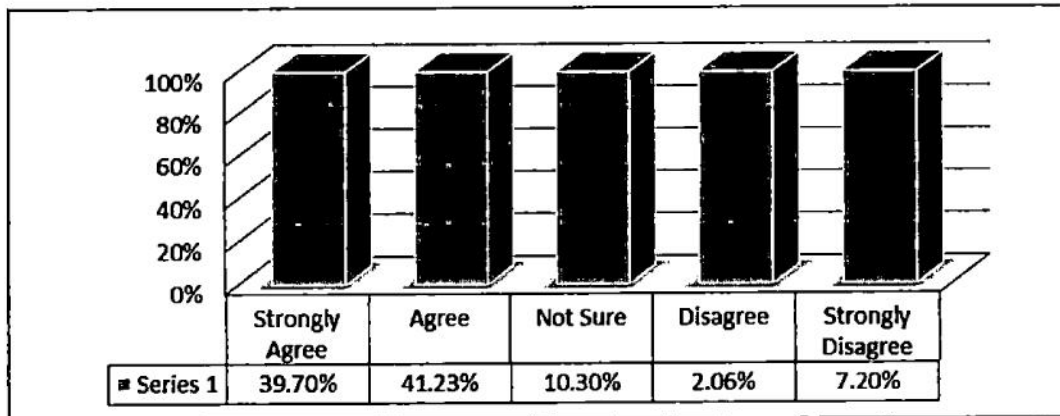


Source : Primary Data, 2014

According to the table and the chart above, it can be seen that in the opinion of 97 respondents regarding the level of environmental security in specific areas, especially in the pedestrian street youth. A majority of respondents in 47 (47.42%) agree with the level of security in the area especially in the pedestrian street youth. 20.61% of 20 respondents strongly agree, but at the time some of 21.70% of 21 respondents not sure about the secure of the pedestrian area, a few of the respondents with 6.18 of 6 respondents disagree and a handful of 4.12 4%

Chart 3.21

Easy Access through Pedestrian Area



Source : Primary Data, 2014

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding easy access especially in Pemuda street. 39.70% of 39 respondents strongly agree with the easy access to getting in the pedestrian area, a majority of 41.23% of 41 respondents are certainly agree with this program which means give easily access especially for pedestrians or people walking around that pedestrian. In other hand there's some (10.30%) or 10 of the respondents are not sure with this program might they not sure it will help the pedestrian or not, and at the same time a few of the respondents in 2.06% and (7 , 12%) that disagree and strongly disagree of this program can easily give access for pedestrians. It means based on the data above pedestrian area giving program easily access for pedestrians or user especially on Pemuda street.

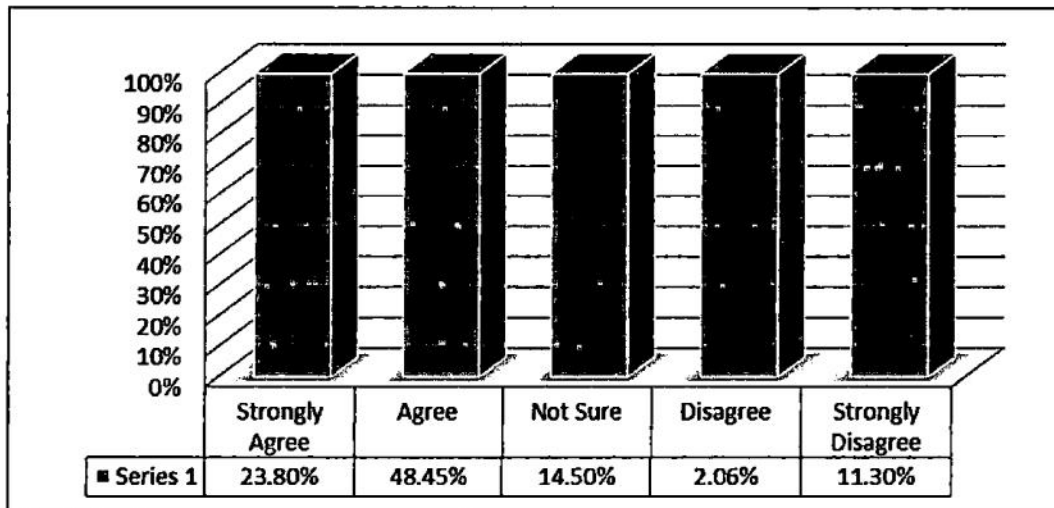
In this section is about the opinion of the respondents regarding the strategic of pedestrian are:

Table 3.28
Strategic of Pedestrian's Location

Variable	Frequency	%
Strongly Agree	23	23,8%
Agree	47	48,45%
Not Sure	14	14,5%
Disagree	2	2,06%
Strongly Disagree	11	11,3%
Total	97	100

Source : Primary Data, 2014

Chart 3.22
Strategic of Pedestrian's Location



Source : Primary Data, 2014

According to the table and the chart above, it can be known that the opinion of the respondents regarding the location of the 97 pedestrian lanes on Pemuda street. A handful of 2.06% from two respondents disagree, 11.30% of 11 respondents strongly disagree and several of 14.50% of 14 respondents not sure, in other hand amount with 23.80% of the respondents agree with the location of

definitely agree. It means the location of the pedestrian area in Pemuda street is strategic. The following is the opinion of the respondents regarding the pedestrian area that is appropriate:

Table 3.29

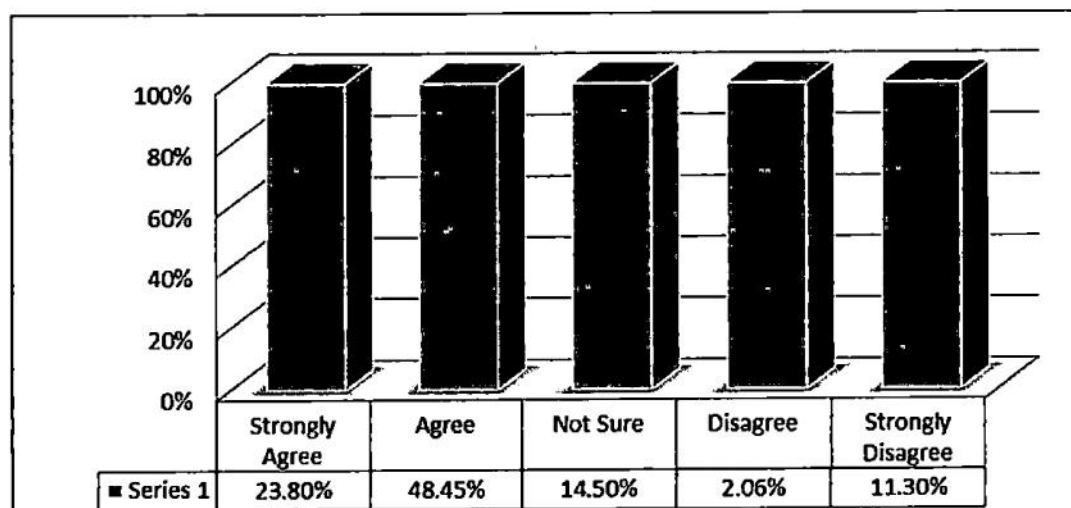
Reliability of Pedestrian Area

Variable	Frequency	%
Strongly Agree	23	23,8%
Agree	47	48,45%
Not Sure	14	14,5%
Disagree	2	2,06%
Strongly Disagree	11	11,3%
Total	97	100

Source : Primary Data, 2014

Chart 3.23

Reliability of Pedestrian Area

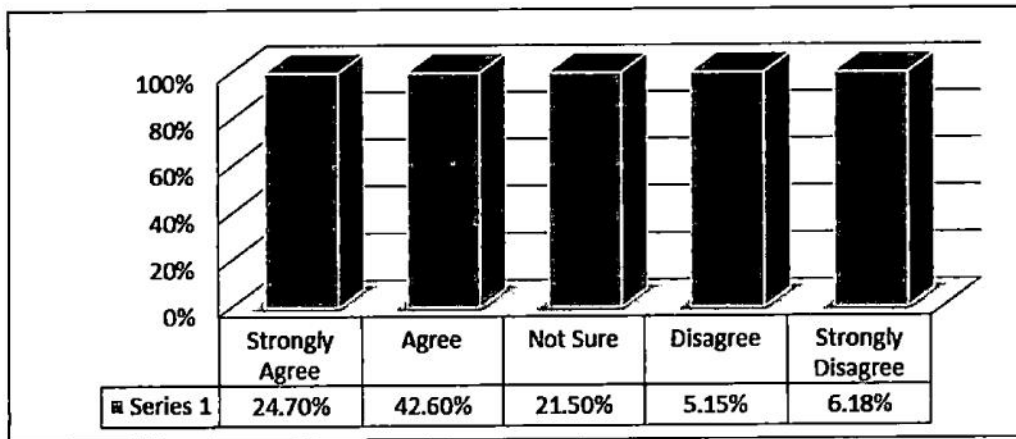


Source : Primary Data, 2014

According to the table and the chart above, it can be seen that the opinion of the respondents regarding the suitability of 97 pedestrian lanes especially on

Chart 3.24

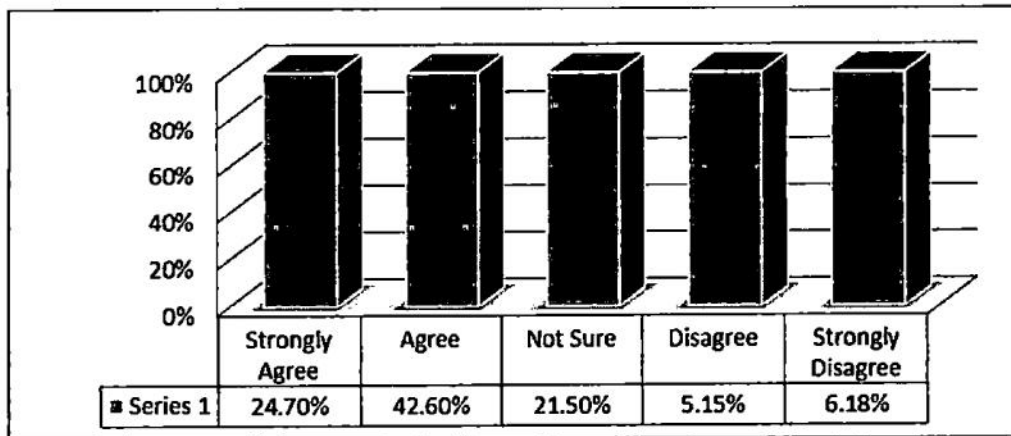
Reability Access on Pedestrian Area



Source : Primary Data, 2014

According to the table and the chart above, it can be know that the opinion of the respondents regarding the suitability of 97 pedestrian lanes on the road especially on Pemuda street. Most of 42.60% from 42 respondents agree with atheistic values of pedestrian path area, 24.70% of 24 respondents strongly agree, several of 21.50% from 21 respondents perhaps not sure with the suitability of the pedestrian path area and the rest of that a few disagree and strongly disagree. Which means the level of conformity to the area in Surabaya pedestrian track is good. The following is the opinion of the respondents did not find it difficult to move on the sidewalks or pedestrian areas, especially in Pemuda street:

Reability Access on Pedestrian Area



Source : Primary Data, 2014

According to the table and the chart above, it can be know that the opinion of the respondents regarding the suitability of 97 pedestrian lanes on the road especially on Pemuda street. Most of 42.60% from 42 respondents agree with atheistic values of pedestrian path area, 24.70% of 24 respondents strongly agree, several of 21.50% from 21 respondents perhaps not sure with the suitability of the pedestrian path area and the rest of that a few disagree and strongly disagree. Which means the level of conformity to the area in Surabaya pedestrian track is good. The following is the opinion of the respondents did not find it difficult to move on the sidewalks or pedestrian areas, especially in Pemuda street

Table 3.31

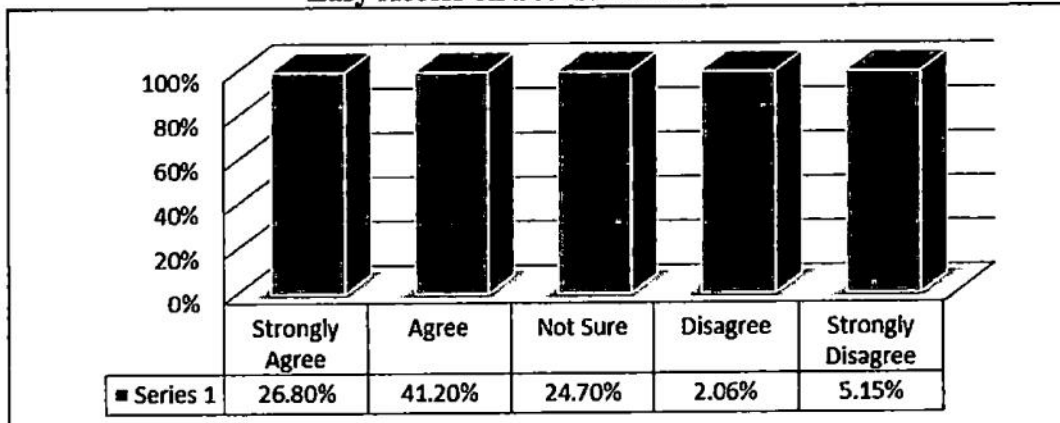
Easy Access on Pedestrian Area

Variable	Frequency	%
Strongly Agree	26	26,8%
Agree	40	41,2%
Not Sure	24	24,7%
Disagree	2	2,06%
Strongly Disagree	5	5,15%
Total	97	100

Source : Primary Data, 2014

Chart 3.25

Easy Access on Pedestrian Area



Source : Primary Data, 2014

According to the table and the graph above, it can be seen the opinion of 97 respondents regarding not difficult move to pedestrian area on Pemuda street. most of the respondents with 41.20% not difficult to agree with doing pedestrian activity in the area especially on youth street, 26.80% of the respondents strongly agree, several of the respondents with 24.70% not sure perhaps they feel is not a bit difficult to doing activity there the rest that a few of the respondents with

2.06% and 5.15% disagree and strongly disagree. It means there is no difficulties of people doing activity in youth street as a pedestrian area.

In addition when the whole sub-indicators on the average gets a value of 307 and a score of 3.16 was obtained. Based on the range of scores that there can be at that level of people satisfaction it can concluded is not difficult to do activities in the pedestrian area of well categorized.

D. Analysis Research of Findings

Table 3.32

Average of each components of Assessment Level of Satisfaction on Pedestrian Area Program on Pemuda street

No	Elements Of Services	Average Value	Average Elements Value	Category
1	Tangible Of Sidewalk	0,04	2,77	GOOD
2	Eligibility Of Lighting Facilities		2,69	GOOD
3	Provision Of Traffic Sign	0,04	2,38	GOOD
4	Size Of Sidewalks	0,04	2,64	GOOD
5	Arrangements Of Parking	0,04	2,55	GOOD
6	Halte	0,04	2,47	GOOD
7	Trees along Pedestrian Area	0,04	2,73	GOOD
8	Arrangements of Banner, Monument, and warning board for Pedestrians	0,04	2,82	GOOD

9	Artistic Value on Pedestrian Area	0,04	2,90	GOOD
10	Protective Of Sidewalk	0,04	2,67	GOOD
11	Complain Toward Pedestrian's	0,04	3,06	GOOD
12	Utilization Based on it Function	0,04	2,97	GOOD
13	Widening Of Several Street On Pedestrian Area	0,04	2,96	GOOD
14	Comfortability Of Pedestrian Area	0,04	2,71	GOOD
15	Treatment On Pedestrian Area	0,04	2,65	GOOD
16	Level Of Security	0,04	2,77	GOOD
17	Level Of Discipline	0,04	2,75	GOOD
18	Reduce Rate Of Accident	0,04	2,95	GOOD
19	Reduce Air Pollution	0,04	2,82	GOOD
20	Security	0,04	2,77	GOOD
21	Easy Access	0,04	3,16	GOOD
22	Strategic on Pedestrian Area location	0,4	3,00	GOOD
23	Feasible Of Pedestrian Line	0,4	2,91	GOOD
24	Easy Access on Bustling	0,4	2,90	GOOD
25	Easy Access	0,04	2,82	GOOD

Source : Data Primer, 2014

In the table above description of the results of the study indicated that all indicators examined. Addressing the above table the element has an overall

$$\begin{aligned}
\text{average rating} &= (2,77 \times 0,04) + (2,69 \times 0,04) + (2,38 \times 0,04) + (2,64 \times 0,04) + \\
&(2,55 \times 0,04) + (2,47 \times 0,04) + (2,73 \times 0,04) + (2,82 \times 0,04) + (2,90 \times 0,04) + \\
&(2,67 \times 0,04) + (3,06 \times 0,04) + (2,97 \times 0,04) + (2,97 \times 0,04) + (2,96 \times 0,04) + \\
&(2,71 \times 0,04) + (2,65 \times 0,04) + (2,77 \times 0,04) + (2,75 \times 0,04) + (2,95 \times 0,04) + \\
&(2,82 \times 0,04) + (2,77 \times 0,04) + (3,16 \times 0,04) + (3,00 \times 0,04) + (2,91 \times 0,04) + \\
&(2,90 \times 0,04) + (2,82 \times 0,04) = 2,792
\end{aligned}$$

After analysing the indicators above, the following will be on the analysis of public satisfaction index (IK) on the level of user satisfaction pedestrian path by calculating the index value of the unit as a whole, while the index value can be obtained by multiplying each of the average value the average weight of an element with a weighted average value. Based on the data in table 3.31 the value of the overall index is obtained by numeric index of 2.792. Thus the index can be concluded as follows:

- a. IK value after conversion = 2,792
- b. GOOD of service unit performance

However, based on the calculations above the people satisfaction index of service on the pedestrian area in the program can be categories in good condition, but there is an element of service value has the lowest index value is the feasibility of stop shelter from the rain and the sun is 2.47%. This value indicates the level of community satisfaction in feasibility or stop shelter is low and so the need to fix and multiply in a specific location points on Pemuda street. Then there are the highest scores on the element that is easy to access in the move in the pedestrian area, especially on Pemuda street with a value of 3.16. These elements are the

eight elements that can be said in either category, the three elements and the average value is:

- 1) Easy in activities (3.16)
- 2) Improvements to complaints from road users (3.06)
- 3) Location of strategic pedestrian (3.00)
- 4) Used appropriate with its function (2.97)
- 5) wide in cross section (2.96)
- 6) Reduce the risk of accidents (2.95)
- 7) appropriate Line (2.91)
- 8) Towards appropriate centres (2,90)
- 9) aesthetic value in the arrangement (2.90)
- 10) not difficult for activities (2.82)
- 11) Arrangement banner, monuments (2.82)
- 12) Reduce Air Pollution (2.82)
- 13) The road not hollow (2.77)
- 14) The level of security (2.77)
- 15) Safety (2.77)

Meanwhile, there is unfavourable category according to the respondents according to the average value of the results of people's satisfaction index measurement programs pedestrian area on Pemuda street:

- 1) The discipline (2.75)
- 2) The trees along the pedestrian area (2.73)
- 3) The level of environmental comfort (2.71)
- 4) lighting facilities (2.69)

- 5) Sidewalks Protector (2.67)
- 6) Treatments road (2.65)
- 7) Size sidewalk (2.64)
- 8) Arrangement of parking (2.55)
- 9) Halte (2.47)
- 10) Signs on pedestrian traffic (2.38)

Elements by respondents in the best conditions in view of the average of the elements are the elements of access and responsibility, because in the pedestrian area there are officers who monitor and maintain the area around the pedestrian path. Service element is the least signs of pedestrian traffic because they are only motorcycles that are still frequently use pedestrian crossing area and so is the provision of shelter. Procurement is still very minimal stops so that future additions needed in order to stop or shelter users were satisfied with the program, especially the pedestrian area in Surabaya city on Pemuda street. Based on the calculations above has been described in the previous section. Researchers will present an assessment of the level of user satisfaction especially on pedestrian area based on the calculation of the average in the form of a diagram like the one below:

The Average Values of The elements



Figure 3.1 The average value of each element is a unit of measurement level of satisfaction on pedestrian area program in pedestrian Pemuda street on Surabaya city.

E. Crosstabulation Analysis

1. Crosstabulation Tangible of sidewalk

Tangible of Sidewalk *Age

		Age					Total
		<20	20-30	31-40	41-50	>50	
VAR000	Strongly Disagree	1	1	1	1	1	1
01	Disagree	3	2	3	2	1	11
	Not Sure	7	4	2	1	2	16
	Agree	17	14	4	10	5	50
	Strongly Agree	7	7	0	3	2	19
Total		34	27	9	16	10	97

The table above shows that lot of 97 respondents argue about Tangible of Sidewalk. While, a majority of respondent with aged 20-30 agree with the tangible of sidewalk, in other hand there are several respondent that not sure with <20 aged perhaps they don't know exactly the tangible of sidewalk in Pemuda street. However only a few of respondent that disagree and strongly disagree with tangible of sidewalk of Pemuda street, which means based on the age above the tangible of sidewalk in Pedestrian area is good.

Tangible of Sidewalk *Gender Crosstabulation

		Gender		Total
		M	F	
VAR00001	Strongly Disagree	1	0	1
	Disagree	3	8	11
	Not Sure	7	9	16
	Agree	20	30	50
	Strongly Agree	4	15	19
Total		35	62	97

The table above shows that the respondents argue about Tangible of Sidewalk. While, a majority of respondent agree with the tangible of side walk is female it is shows with 30 respondent, on the other hand there are a few of male that disagree with the tangible of sidewalk in pedestrian area on pemuda street. Which means the tangible of sidewalk in Pemuda street is good and that often use pedestrian are in pemuda street is female.

Tangible of Sidewalk *Level of Education Crosstabulation

		Level Of Education					Total	
		Elementary S	Junior r HS	Senior HS	Diploma	S1		S2/S3
VAR001	Strongly Disagree	0	0	0	1	0	0	1
	Disagree	0	2	7	1	1	0	11
	Not Sure	0	6	7	2	1	0	16
	Agree	5	9	16	4	10	6	50
	Strongly Agree	4	5	3	2	3	2	29
Total		9	22	33	10	15	8	97

Based on the table above the majority with level of education is senior high school agree with tangible of sidewalk it is shows with 50 respondent. On the other hand there are undergraduate that also agree with tangible of sidewalk it is shows with 10 respondents, there are several senior high school respondent not sure about tangible of sidewalk on pedestrian are in pemuda street it is show with 7 respondents. Moreover only few of respondent that disagree with tangible of sidewalk which is elementary school, junior high school, diploma, undergraduate, master and Phd. Which means the tangible of sidewalk is good and a majority the level of education that often use pedestrian area on pemuda street is senior high school.

Tangible of Sidewalk * Level of Employment Crosstabulation

		Level of Employment				Total
		P. Servant	Entrepreneur	Student	Other	
VAR00001	Strongly Disagree	0	0	1		0
	Disagree	1	3	5	2	11
	Not sure	1	5	7	3	16
	Agree	3	13	16	18	50
	Strongly Agree	5	4	9	1	19
Total		10	25	38	24	97

Based on the table above the level of employment agree with tangible of sidewalk is others it is shows with 18 respondent, on the other hand there are several student that also agree with tangible of sidewalk. However there are several respondent with disagree and not sure and only a few of respondent with level of employment public servant and entrepreneur that disagree with tangible of sidewalk in pedestrian area on pemuda steet. Which means based on level of employment that often use pedestrian area is others.

2. Crosstabulation of Reliable

Reliable * Age Crosstabulation

	Age					Total
	<20	20-30	31-40	41-50	>50	
VAR0000 Strongly Disagree	1	0	0	0	0	1
2 Disagree	0	0	1	0	0	1
Not sure	3	0	0	3	1	7
Agree	10	9	4	3	4	30
Strongly Agree	14	11	4	8	1	38
Strongly Disagree	7	7	0	2	4	20
Disagree						
Total	35	27	9	16	10	97

Based on the table above can be in the know that the opinion of 97 respondents about eligibility public facilities and guarantees provided to users pedestrian lane on the road, especially Pemuda street based on age. A handful of respondents strongly disagree 1 respondent consist of <20 aged, a few respondents of 1 respondents >50 aged disagree, some of 7 respondents possibly not sure, 30 respondents agree, and most of the respondent with 20 respondents certainly agree. Thus it can be concluded that provision of adequate shelter are protective and very decent in use. This section is opinion of respondents about the presence of the trees along Pemuda street in accordance with what is desired by the user, and the majority that often use is <20 aged.

Reliable * Gender Crosstabulation

		Gender		Total
		M	F	
VAR00002	Strongly Disagree	0	1	0
	Disagree	1	0	1
	Not sure	4	3	7
	Agree	9	21	30
	Strongly Agree	16	22	38
	Strongly Disagree	4	16	20
	Disagree			
Total		34	63	97

Based on the table above can be in the know that the opinion of 97 respondent about eligibility public facilities and guarantees provided to users pedestrian lane on the road, especially Pemuda street based on gender. A handful of respondents strongly disagree 1 respondent is female, a few respondents of 1 respondents disagree is male, some of 7 respondents possibly not sure, 30 respondents agree, and most of the respondent with 20 respondents certainly agree consist of 16 male and 22 female. Thus it can be concluded that provision of adequate shelter are protective and very decent in use. This section is opinion of respondents about the presence of the trees along Pemuda street in accordance with what is desired by the user, and the majority that often use female.

Reliable * Level of Educaion Crosstabulation

	Level of Education						Total
	Elementary S	Junior HS	Senior HS	Diploma	S1	S2/S3	
Strongly Disagree	0	0	0	0	0	0	0
Disagree	0	2	0	0	0	0	2
Not sure	0	2	3	1	0	1	7
Agree	2	7	13	2	6	0	30
Strongly Agree	2	8	17	2	5	4	38
Strongly Disagree	5	4	0	4	4	3	20
Total	9	24	33	9	15	8	97

Based on the table above can be in the know that the opinion of 97 respondent about eligibility public facilities and guarantees provided to users pedestrian lane on the road, especially Pemuda street based on level of education. None of respondents strongly disagree all the level of education, a few respondents of 2 respondents disagree is junior high school, some of 13 respondents possibly not sure is senior high school, 17 respondents agree is also senior high school, and most of the respondent with 33 respondents certainly agree. Thus it can be concluded that provision of adequate shelter are protective and very decent in use. This section is opinion of respondents about the presence of the trees along Pemuda street in accordance with what is desired by the user, and the majority that often use based on level of education is senior high school.

Reliable * Level of Employment Crosstabulation

	Level of Employment				Total
	P. Servant	Entrepreneur	Student	Other	
Strongly Disagree	0	1	0	0	1
Disagree	1	2	2	2	7
Not sure	1	7	13	9	30
Agree	4	14	12	8	38
Strongly Agree	4	1	10	5	20
Total	10	25	37	24	96

Based on the table above can be in the know that the opinion of 97 respondent about eligibility public facilities and guarantees provided to users pedestrian lane on the road, especially Pemuda street based on level of employment. 1 of respondents strongly disagree with the level of employment is entrepreneur, a few respondents of 2 respondents disagree is 2 respondent which is students, some of 13 respondents possibly not sure is student also, the respondents agree is entrepreneur, and most of the respondent with 10 respondents certainly agree which is students. Thus it can be concluded that provision of adequate shelter are protective and very decent in use. This section is opinion of respondents about the presence of the trees along Pemuda street in accordance with what is desired by the user, and the majority that often use based on level of education is student.

3. Crosstabulation of Responsiveness

Responsiveness * Age Crosstabulation

	Age					Total
	<20	20-30	31-40	41-50	>50	
Strongly Disagree	0	0	0	0	1	1
Disagree	6	0	4	3	9	22
Not sure	10	7	3	5	0	25
Agree	11	16	1	8	1	37
Strongly Agree	7	4	1	0	0	12
Total	34	27	9	16	11	97

According to the table above, it can be seen that in the opinion of 97 respondents to citizen complain about repair manual pedestrian paths based on age. Most of the respondents with 16 respondent agree in aged 20-30. While there are always improvements to citizen complaints, amount <20 aged of 7 respondent strongly agree. Besides a minority of the respondents with 10 respondent not sure about that perhaps they don't know exactly straight no improvement to citizen complaints or not in <20 aged, and the rest of that seldom to disagree and strongly disagree with 4 respondent in 30-40 aged and 3 respondent of aged 41-50. It means there are always improvements for any complaints especially citizen with particular track on Pemuda street. This section is about the opinion of the

respondents regarding the use of pedestrian paths are in use in accordance with its function.

Responsible * Gender Crosstabulation

	Gender		Total
	M	F	
Strongly Disagree	1	0	0
Disagree	7	15	22
Not sure	12	13	25
Agree	11	26	37
Strongly Agree	4	8	12
Total	35	62	97

According to the table above, it can be seen that in the opinion of 97 respondents to citizen complain about repair manual pedestrian paths based on gender. Most of the respondents agree is male with 11 respondents and female 26 respondents. While strongly agree is 4 of female male and 8 of female. Besides a minority of the respondents with 25 respondent not sure about that perhaps they don't know exactly straight no improvement to citizen complaints or not is 11 male and 26 female, and the rest of that seldom to disagree and strongly disagree with 7 male and 15 female respondent. It means there are always improvements for any complaints especially citizen with particular track on Pemuda street. This section is about the opinion of the respondents regarding the use of pedestrian paths are in use in accordance with its function and the majority argue the responsibility of pedestrian area on Pemuda street is femele.

the majority argue the responsibility of pedestrian area based on level education is senior high school.

Responsible *Level of Employment Crosstabulation

	Level of Employment				Total
	P. Servant	Entrepreneur	Student	Other	
Strongly Disagree	0	1	0	0	0
Disagree	1	4	7	10	22
Not sure	0	6	15	4	25
Agree	4	11	12	10	37
Strongly Agree	5	4	3	0	12
Total	10	26	37	24	97

According to the table above, it can be seen that in the opinion of 97 respondents to citizen complain about repair manual pedestrian paths based level of employment. Most of the respondents agree students with 12 respondent. While strongly agree is public servant with 5 respondent. Besides a minority of the respondents with 15 respondent not sure about that perhaps they don't know exactly straight no improvement to citizen complaints or not is senior high school, and the rest of that seldom to disagree and strongly disagree 1 and 10 respondent which consist of entrepreneur and others respondent. This section is about the opinion of the respondents regarding the use of pedestrian paths are in use in accordance with its function and the majority argue the responsibility of pedestrian area based on level of employment is student.

Security * Age Crosstabulation

	Age					Total
	<20	20-30	31-40	41-50	>50	
Strongly Disagree	1	0	0	0	0	1
Disagree						
Not sure	4	4	0	1	0	9
Agree	10	4	3	6	2	25
Strongly Agree	14	14	6	7	6	47
	5	5	0	2	2	14
Total	34	27	9	16	10	96

According to the table above, it can be seen that in the opinion of 97 respondents about the level of security on pedestrian pathways based on age. The respondents strongly agree it is consist of <20 and 20-30 age, and 25 respondents also agree with the level of security in Pemuda street their belief that there's have a security or police that keep save the area, on the other 4 respondent consist of <20 and 20-30 not sure perhaps the area really have the security or police, at the same time a few of the respondents are disagree and strongly disagree. Which means the level of security in the pedestrian area on pemuda street the street is good.

Security * Gender Crosstabulation

	Gender		Total
	M	F	
Strongly Disagree	1	0	1
Disagree			
Not sure	6	3	9
Agree	11	14	25
Strongly Agree	15	32	47
	1	13	14
Total	34	62	96

According to the table above, it can be seen that in the opinion of 97 respondents about the level of security on pedestrian pathways based on gender. The respondents strongly agree it is consist male 1 respondent and 13 female. 47 respondents also agree with the level of security in Pemuda street their belief that there's have a security or police that keep save the area, on the other 4 respondent consist of 15 male and 23 female and for not sure 25 respondent perhaps the area really have the security or police, at the same time a few of the respondents are disagree and strongly disagree. Which means the level of security in the pedestrian area on pemuda street the street is good.

Security * Level of Education Crosstabulation

	Level of Education						Total
	Elementary S	Junior HS	Senior HS	Diploma	S1	S2/S3	
Strongly Disagree	1	0	0	0	0	0	1
Disagree	0	2	3	0	3	1	9
Not Sure	1	5	11	4	3	1	25
Agree	4	11	18	4	6	4	47
Strongly Agree	3	4	1	1	3	2	14
Total	9	22	33	9	15	8	96

According to the table above, it can be seen that in the opinion of 97 respondents about the level of security on pedestrian pathways based on level of education. The respondents strongly agree it is consist of level of junior high school and senior high school . 14 respondents also agree with the level of security in Pemuda street their belief that there's have a security or police that keep save the area, on the other 4 respondent , at the same time a few of the respondents are disagree and strongly disagree. Which means the level of security in the pedestrian area on pemuda street the street is good

Security* Level of Employment Crosstabulation

	Level of Employment				Total
	P. Servant	Entrepreneur	Student	Other	
Strongly Disagree	0	0	1	0	1
Disagree	0	2	3	4	9
Not Sure	1	7	11	6	25
Agree	6	14	15	12	47
Strongly Agree	3	2	7	2	14
Total	10	25	37	24	97

According to the table above, it can be seen that in the opinion of 97 respondents about the level of security on pedestrian level of employment. The respondents 47 agree it is consist of 14 respondents of entrepreneur, 15 respondent of student 12 respondent of other and 6 respondent of public servant. . 14 respondents also agree strongly agree with the level of security in Pemuda street their belief that there's have a security or police that keep save the area, on the other 25 respondent consist of 1 public servant, 7 enterprenuer, 11 of student and 6 of other for not sure 25 respondent perhaps the area really have the security or police, at the same time a few of the respondents are disagree and strongly disagree. Which means the level of security in the pedestrian area on pemuda street the street is good.

Access * Age Crosstabulation

	Age					Total
	<20	20-30	31-40	41-50	>50	
VAR0000 Strongly Disagree	1	0	0	0	0	1
5 Disagree	2	3	4	0	0	9
Not Sure	11	2	2	7	6	28
Agree	16	19	2	9	4	50
Strongly Agree	4	3	1	0	0	8
Total	34	27	9	16	10	96

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding easy access especially in Pemuda street. 8 respondents strongly agree with the easy access to getting in the pedestrian area, a majority of 50 respondents are certainly agree with this program which means give easily access especially for pedestrians or people walking around that pedestrian consist of <20 aged 20-30 , 41-50 and >50 aged. In other hand there's some 28 of the respondents are not sure with this program might they not sure it will help the pedestrian or not, and at the same time a few of the respondents in 9 respondent that disagree and strongly disagree of this program can easily give access for pedestrians. It means based on the data above pedestrian area giving program easily access for pedestrians or user especially on Pemuda street.

Access *Gender Crosstabulation

	Gender		Total
	M	F	
Strongly Disagree	0	1	1
Disagree	4	5	9
Not Sure	12	16	28
Agree	16	34	50
Strongly Agree	2	6	8
Total	34	62	96

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding easy access especially in Pemuda street based on gender. 6 respondents strongly agree with the easy access to getting in the pedestrian area is female, and 2 male. a majority of 50 respondents are certainly agree with this program which means give easily access especially for pedestrians or people walking around that pedestrian. In other hand there's some 28 of the respondents are not sure with this program might they not sure it will help the pedestrian or not, and at the same time a few of the respondents in 1 respondent that disagree and strongly disagree of this program can easily give access for pedestrians. It means based on the data above pedestrian area giving program easily access for pedestrians or user especially on Pemuda street.

Access * level of Education Crosstabulation

	Level of Education						Total
	Elementary S	Junior HS	Senior HS	Diploma	S1	S2/S3	
Strongly Disagree	0	1	0	0	0	0	1
Disagree	1	5	3	0	0	0	9
Not Sure	2	1	15	3	3	4	28
Agree	4	11	13	6	12	4	50
Strongly Agree	2	4	2	0	0	0	8
Total	9	22	33	9	15	8	96

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding easy access especially in Pemuda street based on level of education. 8 respondents strongly agree with the easy access to getting in the pedestrian area, a majority of 50 respondents are certainly agree with this program which means give easily access especially for pedestrians or people walking around that pedestrian. In other hand there's some 20 of the respondents are not sure with this program might they not sure it will help the pedestrian or not, and at the same time a few of the respondents in 9 and 1 that disagree and strongly disagree of this program can easily give access for pedestrians. It means based on the data above pedestrian area giving program easily access for pedestrians or user especially on Pemuda street.

Access * Level of Employment Crosstabulation

		Level of employment				Total
		P. Servant	Entrepreneur	Student	Other	
VAR0000	Strongly Disagree	0	0	0	1	1
5	Disagree	0	4	2	3	9
	Not sure	2	6	10	10	28
	Agree	5	12	23	10	50
	Strongly Agree	3	3	2	0	8
Total		10	25	37	24	96

According to the table and the chart above, it can be seen the opinion of 97 respondents regarding easy access especially in Pemuda street based on level of employment. 8 respondents strongly agree with the easy access to getting in the pedestrian area, a majority of 50 respondents are certainly agree with this program which means give easily access especially for pedestrians or people walking around that pedestrian. In other hand there's some 28 of the respondents are not sure with this program might they not sure it will help the pedestrian or not, and at the same time a few of the respondents in 9 and 1 that disagree and strongly disagree of this program can easily give access for pedestrians. It means based on the data above pedestrian area giving program easily access for pedestrians or user especially on Pemuda street.

(1), Article 5 and Article 6, Regional Head authorized to give warnings and or dismantle and business facilities or issued merchandise used for business PKL of public facilities controlled by the Government. The Penalty Provisions Article 11 (1) Any person who violates the provisions of Article 2 paragraph (5), Article 4 paragraph (1), Article 5 and Article 6 in this Regional Regulation punishable with imprisonment for ever 6 (six) months and or a fine of Rp. 5.000.000, - (five million dollars); (2) Criminal Acts referred to in paragraph (1) is offense.

E. Regulation of Orchard Street

Orchard Road is Singapore's premier shopping street. Stretching 2km, it offers almost 800,000 sqm gross floor area of shopping and entertainment attractions, complemented by hotels, offices and residence. With a lively street culture and lushly planned boulevard, Orchard Road offers exciting 24/7 experience. Orchard road is also pedestrian-friendly while it provide the environment for shoppers and visitors along Orchard Road, with a comprehensive pedestrian network system of at-grade covered walkways, pedestrian underpasses and 2 storey inter-building links has also been planned to reinforce the all-weather and seamless connectivity between buildings, transport nodes and attractions along Orchard Road.

PARAMETERS	PROVISIONS/ REQUIREMENTS
Site Area*	Parcel A1 : 18,649.7 sqm Parcel A2*: 3,082.0 sqm (horizontal cross-sectional area)
Land Use	<p>Commercial.</p> <p>At least 40% of the maximum permissible GFA for the Land Parcel shall be for retail, food & beverage and/or entertainment uses.</p> <p>The development shall also include an art exhibition space with a minimum GFA of 500 sqm and an observation deck as part of the maximum permissible GFA for the Land Parcel, as set out in Part IV (Clauses 4.1.5 and 4.1.6).</p> <p>For Parcel A2, activity-generating uses, such as shops, restaurants, entertainment and other such uses shall be provided at the basement level along at least one side of the underground pedestrian walkway.</p>
Gross Floor Area (GFA)	<p>The maximum permissible GFA for the development within Parcels A1 and A2 is 125,726 sqm and the total GFA to be built shall not be less than 113,153 sqm. Capture region</p> <p>Outdoor Refreshment Areas (ORAs) within the development boundary may be computed over and above the maximum permissible GFA for the Land Parcel, as set out in Part IV (Clause 4.4).</p>
Strata Sub-Division	<p>Strata sub-division of the development can be allowed subject to the following:</p> <ul style="list-style-type: none"> a The art exhibition space shall be held under a single strata lot; b The observation deck shall be held under a single strata lot.

PARAMETERS	PROVISIONS/ REQUIREMENTS
Uses at 1 st storey	Activity-generating uses such as shops, restaurants, entertainment, and other such uses, shall be provided at the 1 st storey of the development.
Building Height	The development shall be subject to an overall technical height control of 218m Above Mean Sea Level (AMSL), as set out in Part IV (Clause 4.6).
Structural Loading Provision	The structure of the existing Orchard MRT Station has been designed to support the future column loads of the development as set out in Part IV (Clause 4.6.6).
Building Platform Level	The platform level of the development in Parcel A1 shall not be lower than Reduced Level (RL) 105.612m as set out in Part IV (Clause 4.7.1).
Building Edge	A minimum 1 storey high building edge shall be provided along the site boundary / building setback line fronting Orchard Road as shown in the Control Plans, as set out in Part IV (Clause 4.10).
Building Setback	<p>The development shall be setback 11.6m from the line of Road Reserve along Orchard Road. Facade articulations can be allowed to project within this 11.6m setback subject to the guidelines set out in Part IV (Clause 4.11.2).</p> <p>The development shall be setback 7.6m from Paterson Road and Orchard Boulevard to provide a landscaped green buffer, as given in Part IV (Clauses 4.11.3 and 4.11.4).</p> <p>The development shall be setback at least 6m from the common boundary adjacent to Wisma Atria as given in Part IV (Clause 4.11.5).</p>

<p>Underground Pedestrian Network</p>	<p>The successful tenderer shall carry out the following:</p> <ul style="list-style-type: none"> a Construct a direct underground pedestrian walkway from the Public Concourse on the MRT concourse level to the adjacent Wheelock Place development across Paterson Road, as set out in Part IV (Clauses 4.18.2 and 4.18.3); b Upgrade the existing underground pedestrian walkway from the Orchard MRT station to the adjacent development at Wisma Atria as set out in Part IV (Clauses 4.18.4 and 4.18.5); c Provide minimum 6m wide direct connection between the development and the Orchard MRT station as set out in Part IV (Clause 4.18.7); d Provide a minimum 7.0m wide 'knock-out' panel at the basement level along Orchard Boulevard, for future connection to the Land Parcels across Orchard Boulevard, as set out in Part IV (Clauses 4.19.13 and 4.19.14). <p>The underground pedestrian walkways shall be at least 6.0m/ 7.0m wide, and have a minimum clear internal ceiling height of 4m. The underground pedestrian network shall include associated vertical circulation points to connect to the at-grade pedestrian network. The detailed technical requirements are set out in Part IV (Clause 4.19).</p> <p>The underground pedestrian walkway within Parcel A2 shall remain open for public use at all times. The remaining portion of the walkway within Parcel A1 shall remain open for public use during the operating hours of the RTS.</p> <p>All subterranean development shall also comply with the technical requirements as set out in Part IV (Clause 4.18).</p>
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PARAMETERS	PROVISIONS/ REQUIREMENTS
Pedestrian Access at 1 st storey	A convenient pedestrian access shall be provided between Orchard Road and Orchard Boulevard through the 1st storey of the development for commuters using the existing bus-stop(s) at Orchard Boulevard, and the new bus-stop at Orchard Turn (if applicable), as set out in Part IV (Clause 4.21).
Upper Storey Pedestrian Link	The development shall provide a minimum 7.0m wide knock-out panel on the appropriate level, to allow for a future connection to the 4 th storey of the adjacent Wisma Atria development as set out in Part IV (Clause 4.22).
MRT Entrances	The two existing MRT station entrances along Orchard Road and Orchard Boulevard, as well as the fire-escape stairs along Orchard Road, shall be integrated with the new development as set out in Part IV (Clause 4.19.12), and subject to LTA's requirements. These may remain within the 11.6m and 7.6m buffer respectively.
Taxi-stand	The existing taxi-stand shall be relocated and integrated within the development as set out in Part IV (Clause 4.27).
Bus-stop/ Shelter	The existing bus stop/ shelter along Orchard Boulevard shall be relocated to Orchard Turn in the event where the vehicular access to the development is taken from Orchard Boulevard, as set out in Part IV (Clause 4.28) and subject to LTA's requirements. If the vehicular access is taken from Orchard Turn only, the development shall provide a sheltered connection from the existing bus-stop/ shelter at Orchard Boulevard to the covered walkway of the development.
Servicing and Vehicular Access	Vehicular ingress/ egress to car parks, passenger drop-offs, and taxi lay-bys shall be taken from Orchard Boulevard and/ or Orchard Turn. However vehicular ingress/ egress to service areas, loading/ unloading bays, shall be taken from Orchard Turn only. All such vehicular access shall be located within the site boundary of Parcel A1, as set out in Part IV (Clauses 4.23 and 4.24).

F. Analysis Output Chi Square

1. Output Of Tangible

Tangible of Sidewalk

	Observed N	Expected N	Residual
Diagree	11	24.0	-13.0
Not Sure	16	24.0	-8.0
Agree	50	24.0	26.0
Strongly Agree	19	24.0	-5.0
Total	96		

Table above shows that the number of sample observations is 97, while the disagree answer as many as 11 of the total 24.0 expectations. Not sure of the answer to the tangible of sidewalk is 16 of the total 24.0 expectations. Whereas agree of tangible answer is 50 of the total 24.0 expectations, are very amenable to tangible of sidewalk is 19 of the total 24.0 expectations. The answer between the sidewalk beforehand that tangible of expectations compared to the amount of 24.0 margin of tangible -13.0 answered disagree. While the answer not sure who answered agree -8.0 26.0 and the distance between strongly agree on tangible amount of sidewalk to answer the expectations are -5.0

2. Reliable of Chi Squer

Reliable

	Observed N	Expected N	Residual
Strongly Disagree	3	19.2	-16.2
Disagree	15	19.2	-4.2
Not Sure	25	19.2	5.8
Agree	37	19.2	17.8
Strongly Agree	16	19.2	-3.2
Total	96		

Table above shows that the number of sample observations is 97, while the strongly disagree answer as many as 3 of the total expectations 19.2 for disagree is 15 of the total expectations 19.2. Not sure of the reliable is 25 of the total expectations 19.2, for agree to the reliable is 37 of the total expectation 19.2 and strongly agree is 16 of the total 19.2 expectation. The answer between the reliable of expectations compared to the amount of -16.2 margin of tangible -4,2 answered disagree. While the answer not sure who answered agree -5.8, 17,8 and the distance between strongly agree on tangible amount of reliable expectations are -3.2.

3. Responsiveness of Chi Squer

Responsiveness

	Observed N	Expected N	Residual
Strongly Disagree	6	19.2	-13.2
Disagree	5	19.2	-14.2
Not Sure	13	19.2	-6.2
Agree	31	19.2	11.8
Strongly Agree	41	19.2	21.8
Total	96		

Table above shows that the number of sample observations is 97, while the disagree is 6 of the total 19.2 expectations disagree 5, not sure of the answer of the responsiveness is 13 of the total 19.2 expectations. For agree the answer is 31 of the total expectations 19.2, are very amenable to responsibility is 41 of the total expectations 19.2 and strongly agree is 31 of the total 19.2 expectation. The answer between the sidewalk beforehand of expectations compared to the amount of -13.2 margin of tangible - 14,2 answered disagree. While the answer not sure who answered agree -6.2, 11,8 and the distance between strongly agree on responsiveness is answer the expectations are -21.8

4. Security of Chi Squer

Security			
	Observed N	Expected N	Residual
Strongly Disagree	1	19.2	-18.2
Disagree	10	19.2	-9.2
Not Sure	28	19.2	8.8
Agree	25	19.2	5.8
Strongly Agree	32	19.2	12.8
Total	96		

Table above shows that the number of sample observations is 97, while the strongly disagree is 1 of total 19.2 expectations disagree is 10 of the total expectations 19.2, not sure of the answer to the level of security is 28 of the total expectations 19.2. For agree of tangible answer is 25 of the total expectations 19.2, are very amenable is 41 of the total 19.2 expectations and strongly agree is 32 of the total expectation 19.2. The answer between level of security of the expectations compared to the amount of -18,2 margin of tangible -9,2 answered disagree. While the answer not sure who answered agree 8.8, 5,8 and the distance between strongly agree level of security amount of sidewalk answer the expectations is 12.8 .

5. Access of Chi Squer

Access

	Observed N	Expected N	Residual
Strongly Disagree	1	19.2	-18.2
Disagree	7	19.2	-12.2
Not Sure	22	19.2	2.8
Agree	46	19.2	26.8
Strongly Agree	20	19.2	.8
Total	96		

Table above shows that the number of sample observations is 97, while the strongly disagree is 1 of total 19.2 expectations disagree is 7 of the total expectations 19.2, not sure of the answer to the level of security is 22 of the total expectations 19.2. For agree of tangible answer is 46 of the total expectations 19.2, are very amenable is 41 of the total 19.2 expectations and strongly agree is 20 of the total expectation 19.2. The answer between level of security of the expectations compared to the amount of -18.2 margin of tangible -12,2 answered disagree. While the answer not sure who answered agree -2.8, 26,8 and the distance between strongly agree level of security amount of sidewalk answer the expectations is 8 .