

CHAPTER IV

CONCLUSION

A. Conclusion

Based on the results of such studies that have been described in the previous chapter, it will be taken to a conclusion consisting of:

When viewed from the overall item in question on the questionnaire carefully, there are 15 indicators which have the highest value in terms of access and responsibility, fifteenth indicators are: easiness to move, the responsibility of the user complaints, the strategic location of the pedestrian area, the use in accordance with its function, the widening at a crossroads, safety, suitability lines, accessibility to the centre of the crowd, the aesthetic value of the arrangement the condition difficult to move, the arrangement of public bodies such as banners, monument appropriate, reduce the level of pollution, the road facilities not tangible, security and safety. However, there are also 10 indicators with unfavourable category such as: trees along the pedestrian area, comfort, lighting facilities, protective sidewalk, street maintenance, sidewalks size, arrangement of parking, bus stops, traffic signs and pedestrian.

- 1) People satisfaction on the use of the service area in the pedestrian street of Surabaya in Pemuda street 2013-2014 showed an overall positive thing . It can be seen from the quality of service is measured by indicators that have been specified. Based on the survey results especially in Line Road pedestrian area on Pemuda street in Surabaya city obtained 69.8 IKM

service unit with quality of service good, because the value is in the interval from 6.6 to 91.8 IKM conversion.

- 2) Pedestrian area in Surabaya city on Pemuda street obtained 69.8 service unit with quality of service B because it is in the value of the conversion interval 6.6 to 91.8 IKM.

Based on the points above, it can be concluded that in the pedestrian area in Surabaya city on Pemuda street, categorized user quality of service on both. It is proved that in the area of pedestrians on the Pemuda street it is easy to move, the responsibility of the user complaints and obtain the highest possible score.

Suggestion

From the survey results of the pedestrians index of people satisfaction in pedestrian area program on Pemuda street in Surabaya city it is obtained the average value of the element of good service. Of course these things need to be noticed and to be improved to maintain the quality of public services in the pedestrian lane on Pemuda street on Surabaya. In order to maintain public confidence in the service of users of pedestrian area in the city of Surabaya street youth, it is proper to give attention to the user ratings of pedestrian path element that have lowest scores in this study. The aspects that should be made a top priority in repair services that are customized to the lowest value in the results or findings of this study have been stated in the picture above bar chart. Some aspects of the service are:

- 1) discipline from each of users.

In this case it is , the responsibility of the law enforcement officers and public awareness of pedestrian area .

2) The trees along the pedestrian area.

This case, the need for additional trees around pedestrian area so that users feel more comfortable and protected from the scorching sunlight.

3) Comfort level environment

This elements related agencies in charge of structuring the pedestrian area of this program in the future need to raise higher as adding seating comfort at a particular point on the pedestrian path on the road , especially the youth with a good level of feasibility and keeping clean.

4) lighting facilities

This element is a facility of the pedestrian area of the structuring of the relevant government that needed to improve for the quality of pedestrian area lighting on the pedestrian path.

5) Protective sidewalk

This needs to be improved in protective measure for the safety of the user sidewalk pedestrian paths .

6) Road maintenance

Maintenance of roads should be improved so that the users of pedestrian pathways remain comfortable.

7) Size sidewalk

Size pavement road users have not felt appropriate so that local governments should to relocate the city of Surabaya on the road pavement to resize Pemuda street.

8) parking arrangements

More parking arrangements add size because the number of users in the parking of vehicles in the city of Surabaya especially increase so that the parking lot is certainly one alternative to reduce the toxin in the air .

9) Halte

This is the element that the government need to add. A stop at certain locations in the sense that it is important that road users remain safe and feel comfortable in using the pedestrian area.

10) Traffic signs pedestrian

In this case the relevant traffic signs particularly user of pedestrian area is still very low. The government or related agencies need to add a user signs of pedestrian path in order to maintain the security and safety of the users of pedestrian paths.