

## **EVALUASI KINERJA BUS SEKOLAH TRAYEK C DI KABUPATEN TULUNGAGUNG**

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### **ABSTRAK**

Pemerintah Kabupaten Tulungagung bekerja sama dengan Dinas Perhubungan Tulungagung mengoperasikan armada bus sekolah guna memfasilitasi para pelajar yang berasal dari pelosok Kabupaten Tulungagung, salah satunya bus sekolah trayek C Ngantru-Tulungagung. Dengan beroperasinya bus sekolah ini diharapkan dapat mengurangi jumlah kecelakaan dan kemacetan pada jam-jam sibuk yang disebabkan oleh pelajar. Setelah satu tahun dioperasikan, maka perlu diadakan evaluasi yang berkaitan dengan kinerja bus sekolah trayek C kabupaten Tulungagung.

Pembahasan dalam Tugas Akhir ini adalah menghitung jumlah penumpang, menganalisis demand penumpang bus sekolah pada waktu mendatang, menghitung dan menganalisis waktu tempuh, menganalisis kinerja bus sekolah trayek menurut Standar Pelayanan Angkutan Umum Departemen Perhubungan, Kepuasan penumpang bus sekolah serta membandingkan antara rute lama dan rute baru. Sehingga perlu dilakukan survei naik-turun penumpang, wawancara, dan pengisian angket kuisioner.

Dari hasil analisis didapatkan jumlah penumpang hari Senin mendapatkan 81 penumpang serta hari Sabtu mendapatkan 78 penumpang. Pertambahan permintaan bus sekolah trayek C kabupaten tulungagung sebesar 1 penumpang di tahun mendatang. Kinerja bus sekolah trayek C dianalisis menurut Standart pelayanan angkutan umum departemen perhubungan berhasil mendapatkan 13 poin dari 10 aspek penilaian dan berada pada kategori sedang. Penumpang bus sekolah merasa puas atas daya tanggap, jaminan serta kepedulian petugas bus sekolah, perlu meningkatkan kehandalan dan penumpang bus sekolah merasa kurang puas dengan kondisi fisik bus sekolah karena alasan kapasitas. Alternatif rute baru berbasis zona dapat dipertimbangkan untuk mengurangi kapasitas berlebih bus sekolah trayek C kabupaten Tulungagung, serta mendapatkan waktu tempuh yang lebih cepat

Kata Kunci : Kinerja, Survey, Bus sekolah

## **“PERFORMANCE EVALUATION SCHOOL BUS ROUTE C IN TULUNGAGUNG REGENCY”**

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### **ABSTRACT**

Government of Tulungagung in collaboration with the Department of Transportation operates a fleet of school buses in order to facilitate the students who come from all over Tulungagung, one school bus route C sub Ngantru – Tulungagung. With the operation of school buses is expected to reduce the number of accidents and traffic jams at rush hours caused by students . After one year of operation , it is necessary evaluations relating to the performance of a school bus route C Tulungagung district .

The discussion in this final project is to count the number of passengers , analyze demand passenger school bus at a future time , calculating and analyzing the travel time , analyze the performance of a school bus route according to Standard Service Public Transport Department of Transportation , Satisfaction passenger school buses as well as a comparison between the old and the new route , So that needs to be done up and down the passenger survey , interview and questionnaire filling the questionnaire .

From the analysis we get the number of passengers Monday 81 passengers and Saturdays get 78 passengers. Added demand for school bus route C for 1 passenger tulungagung district in the coming year . Performance of the school bus route C Standart analyzed by the department of transportation of public transport services managed to get 13 points out of 10 aspects of assessment and medium category. School bus passengers feel satisfied with the responsiveness, assurance and school bus empathy , need to improve the reliability and passenger school buses were less satisfied with the Tangibles of the school bus for capacity reasons. The new service -based alternative zone can be considered to reduce the over capacity of the school bus route C Tulungagung district , as well as get a faster travel time

Keywords: Performance, Survey, School Bus