ABSTRACT

PUBLIC SERVICE REFORMATION OF PT KERETA API INDONESIA
(Study of PT Kereta Api Indonesia Subdivre III.2 Tanjung Karang)

PT Kereta Api Indonesia (KAI) is the only state-owned enterprise that has a long history and experience of all known forms of state-owned enterprises in Indonesia. Since the enactment of Law No. 23 of 2007 on Railways, the condition of railways in Lampung still pose a problem because the dominance of railway transport in this area is the transport of goods. The passenger transport have far below the freight transport, so less attention to services for the passenger train users. Therefore, public service reformation performed by PT KAI Subdivre III.2 Tanjung Karang is needed.

This study focused on how public service reformation performed by PT Kereta Api Indonesia. The type of this research is a descriptive study with a qualitative approach. This research was conducted at PT KAI Subdivre III.2 Tanjung Karang.

The results from this public service reformation research that performed by PT KAI are service procedure reformation, reformation of human resources, and technology reformation.

The conclusion from this study is the public service reformation performed by PT KAI Subdivre III.2 Tanjung Karang has been running properly even if there is still a lack of time efficiency and responsiveness aspects. Therefore, the need for improvement of efficiency aspects mainly time efficiency and responsiveness. PT KAI should be capable and more concern to the passenger train because the image of public railways is a mass transit so that delays can be minimized. Although rail revenue in Southern Sumatra was obtained by the transportation of goods.

Keywords: Reformation, Public Service, PT Kereta Api