

ABSTRAK

KAJIAN KEPUASAN DAN EFEKTIVITAS JEMBATAN PENYEBERANGAN ORANG (JPO) PASCA PEMELIHARAAN DI JALAN RADEN INTAN KOTA BANDAR LAMPUNG

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JPO memiliki fungsi agar kendaraan yang ada di jalan arteri tidak berhenti tiba-tiba untuk memberi jalan kepada penyeberang. Berdasarkan hasil pengamatan JPO di jalan Raden Intan masih belum digunakan secara optimal seperti banyaknya pejalan kaki memilih menyeberang di jalan daripada menggunakan JPO. Tujuan penelitian ini adalah untuk mengkaji efektivitas, kepuasan dan ketepatan perencanaan fasilitas JPO Raden Intan. Penelitian dilakukan pada hari kerja dan hari libur. Pengumpulan data dilakukan melalui perhitungan jumlah kendaraan dan jumlah pejalan kaki, mengukur dimensi JPO serta penilaian JPO melalui penyeberan kuisioner. Analisis data jumlah kendaraan dan pejalan kaki menggunakan rumus PV^2 yang hasilnya dibandingkan dengan tabel perencanaan fasilitas pejalan kaki menurut “Perencanaan Fasilitas Pejalan Kaki di Perkotaan DPU-1997”. Lalu menghitung efektivitas JPO serta pengolahan data kuisioner yang disajikan dalam bentuk persenan dalam perhitungan CSI (*Costumer Satisfaction Index*). Dari hasil analisis nilai PV^2 JPO Raden Intan sudah tepat ditempatkan di lokasi tersebut yaitu fasilitas jembatan penyeberangan orang, efektivitas JPO pada hari libur sebesar 47,05% dan 62,08% pada hari kerja serta nilai CSI kenyamanan sebesar 91,25% “sangat puas”, keselamatan 88,86% “sangat puas” dan keamanan 59,23% “kurang puas”. Teknis kelayakan dimensi JPO yang belum sesuai pedoman ada 3 dari 9 poin yaitu tinggi sandaran anak tangga, lebar jalur pejalan kaki dan tinggi sandaran jalur pejalan kaki.

Kata kunci: Kepuasan, Efektivitas, Kelayakan, Ketepatan Perencanaan.

ABSTRACT

STUDY OF SATISFACTION AND EFFECTIVENESS OF PEDESTRIAN CROSSING BRIDGE IN RADEN INTAN ROAD, BANDAR LAMPUNG CITY

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JPO has a function so that vehicles on arterial roads do not stop suddenly to give way to pedestrians. Based on the results of observations, the JPO on Jalan Raden Intan is still not used optimally, as many pedestrians choose to cross the road instead of using the JPO. The purpose of this study was to examine the effectiveness, satisfaction and accuracy of planning for the Raden Intan JPO facility. The research was conducted on weekdays and weekend. Data collection was carried out by calculating the number of vehicles and the number of pedestrians, measuring the dimensions of the JPO and evaluating the JPO by distributing questionnaires. Data analysis on the number of vehicles and pedestrians uses the PV2 formula, the results of which are compared with the pedestrian facility planning table according to "Pedestrian Facilities Planning in Urban Areas DPU-1997". Then calculating the effectiveness of the JPO and processing the questionnaire data which is presented in the form of a percentage in the calculation of the CSI (Customer Satisfaction Index). From the results of the analysis of the PV2 value of pedestrian bridge in Raden Intan, it is correctly placed in that location, namely the pedestrian bridge facility, the effectiveness of the pedestrian bridge on holidays is 47.05% and 62.08% on weekdays and the comfort CSI value is 91.25% "very satisfied", safety 88.86% "very satisfied" and security 59.23% "less satisfied". There are 3 out of 9 points for the feasibility of JPO dimensions, namely the height of the steps, the width of the pedestrian path and the height of the backrest of the pedestrian path.

Keywords: Satisfaction, Effectiveness, Feasibility, Planning Accuracy.