THE CONCEPT OF INTEGRATED PUBLIC TRANSPORTATION SYSTEM IN SURABAYA CITY BASED-ON USER PREFERENCE

By: Rizky Amalia Yulianti  
Student Identity Number: 3211205907  
Supervisor: Dr. Ir. Rima Dewi Supriahadjo, MIP.  
Co-Supervisor: Putu Gde Ariastiti, ST., MT.

ABSTRACT

Integrated public transportation is one of urban transportation management coordinating two or more modes to create an optimized public transportation system. However, as one of metropolitan city with population more than three billions people and high mobilization, Surabaya does not have integrated public transportation system whereas public transportation system actually has great influences against people’s attitude and behavior. Therefore, this research is aimed to arrange the concept of integrated public transportation system in Surabaya based on preference of public transportation user.

The methods used in this research are both qualitative and quantitative methods by giving questionnaires to 150 people who inhabitants in study areas and then analyzed by using several techniques, such as statistics descriptive, Service Quality (Servqual), and Importance-Performance Analysis (IPA).

There are 3 priorities of integrated public transportation according to user preference in study areas as the results of this research: 1) Integration of schedule, socio-environment, and network; 2) Integration of fare, payment, and land use; and 3) Integration of physical locations. Therefore, the concept of integrated public transportation implemented in Surabaya City based on the results are: 1) Optimizing public transportation service through optimization of network service to reduce duplication of service, synchronization of service schedules between operators to make the public transportation is more reliable, optimization of stops locations to create the travel behavior depending on physical location, and redesign information providing system either manually or digitally to make the public transportation is easily accessible; and 2) Restructuring fare system using combination of stops’ distance and zone tapered fare, to make the trips are equally distributed, and improving of fare payment to make the public transportation is cheaper and easier.

Keywords: integration, concept, modes, preference, public transportation
“Halaman ini sengaja dikosongkan”