



## Implementation Of Performance Achievements Of The Mangkang Terminal Semarang City

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**Abstract:** *The growth in population and the usage of private automobiles in Semarang City have an impact on the operation and performance of the Mangkang Terminal with Type A, namely the terminal's class, service evaluation, and performance. The purpose of this study is to identify terminal class criteria, service enhancements, and operational performance that requires improvement at the Semarang Terminal. For this reason, the terminal class is created in accordance with rules governing technical guidelines for defining terminal class criteria, and service and terminal performance are assessed using the IPA method. A Google form with as many questions regarding services as an evaluation of satisfaction and interest is issued to terminal users, with the primary goal of improving and determining terminal class being to identify 5 indications that are tailored to current circumstances. According to the findings of the terminal class study, the Semarang Terminal is in class 1, which is the highest priority for developing and delivering services to road passenger terminals.*

**Keywords:** *Repair, Mangkang Terminal, Class 1*

### INTRODUCTION

Semarang Terminal is a type A terminal that provides inter-city travel between provinces and within provinces. It offers two types of passenger public transport routes: city and spicy lines. As a category A terminal, the Semarang terminal organizes all passenger public transit that connects to other cities (Setiawan, 2021). According to the Semarang City Statistics Agency, the growth of transportation in Semarang, especially four-wheeled vehicles, is expected to accelerate by 2022. According to the available statistics, private cars outnumber public vehicles, and private vehicles have climbed over the previous year, whilst public transit has seen a decline in the number of vehicle fleets. As a consequence of the significant usage of private automobiles and the growth in vehicle numbers, public transit has become inefficient. This necessitates sufficient transportation management in order to conduct an assessment of one of the transportation infrastructure, namely the terminal, which transports people from one location to another (Nashrullah, 2023). To address this issue, mass transit is required to make the transportation process more efficient.

The transportation process necessitates the use of facilities and infrastructure to coordinate the movement of passengers and goods by arranging its components, with

infrastructure serving as the medium and facilities serving as the tools. However, public transit is becoming less popular as more people utilize private automobiles instead (Setiawan, 2021). In this case, the terminal plays an important role in the transportation system and serves as an alternative to reduce the increase in the number of private vehicles in the city of Semarang, which results in quite dense traffic, prompting people to switch to public transportation. Based on these issues, the terminal must assess its performance in order to maximize its ability to facilitate transportation movements in Semarang City (Nasrullah, 2023). As a result, it is required to conduct an assessment of public transportation terminals and service facilities in order to identify and rectify issues.

## RESEARCH METHODS

Terminal Facility Observation is critical for determining a terminal's performance. Direct observations are made at the Semarang Terminal to assess its categorization and enhance amenities to increase public transit usage. Interviews with terminal heads are also used to select words. The study instrument is a tool that researchers use to collect user evaluation data in order to determine terminal users' satisfaction requests and hopes that it will become a better location for transferring public transportation modes. This questionnaire is designed to gather information from respondents, in this case, terminal passengers, in order for them to answer questions on the Google Form. In data processing, instrument precondition tests include validity and reliability testing

### Determination of Terminal Class

The terminal class was determined through interviews with the head of the Semarang Terminal in Semarang City. Each indicator was assigned a weight based on the Technical Guidelines for Determining Classes for Type A Passenger Terminals. The terminal class criteria are developed at the Semarang Terminal in order to examine the calculated weights. The terminal class may be found by doing the following calculations:

**Table 1. Analysis of Determining Criteria for Semarang Terminal Class.**

Weight							
Evaluator	Criteria 1	Criteria 2	Criteria 3	Criteria 4	Criteria 5	Results	Criteria Class
Terminal Head	14 %	13%	8%	4%	12%	52%	Class II
Respondents	10%	15%	12%	5%	13%	48%	Class II
Researcher	14%	16%	7%	3%	11%	51%	Class II

The calculation results in table 1, Semarang Terminal, are in accordance with the regulations of the Director General of Land Transportation regarding Technical Guidelines for Criteria for Determining Classes for Class II Passenger Terminals, wherein determining class II the value weight is 40% to 69%. According to the calculation results in the table above, the Semarang terminal receives scores of 52%, 48%, and 51%.

### **User Assessment using the IPA (Importance Performance Analysis) Method**

The questionnaire given to respondents yielded 418 user responses. Calculations were conducted at the Mangkang Terminal in Semarang City to acquire the study findings. As a result, the study summarizes the responses in light of the overall question. From a total of 58 kinds of statements, an overall percentage computation was utilized to display the proportion of respondents that answered each evaluation. The entire percentage computation is shown in the following table.

### **CONCLUSIONS**

Three evaluators evaluated the terminal-class determination findings. The assessors' weights are 52%, 48%, and 51%. According to the findings of this analysis, the Semarang Terminal in Semarang City meets the criteria for Type A passenger terminals with class 2 and a value weight range of 40% to 60% when determining the terminal class in accordance with the regulations governing Technical Guidelines for Class Determination Criteria for Type A Passenger Terminals. Service assessment at the Mangkang Terminal, Semarang City, using a Google Form distribution with 49 statements with two assessments regarding satisfaction and interest and getting 303 terminal respondents, then analyzed using the Importance Performance Analysis method, it was found that the facilities in the service quadrant were very important, terminal users did not feel the maximum service performance, and terminal users have high expectations for services which include Information on bus transit delays. The utilization and cleanliness of the main facilities and supporting facilities at the Semarang Terminal necessitate repair and maintenance, which is a priority for services that must focus on improvements to the statements in the quadrants, and the quadrants indicate the existence of statements that, according to users, perform well and even exceed what is stated. Terminal users want this because they have no hope.

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