

ANALYSIS OF FACTORS AFFECTING FACILITY MANAGEMENT AT JATI KUDUS TERMINAL

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Abstract. Jati Kudus Terminal is a type A terminal that plays an important role in land transportation services. The quality of facility management significantly affects service effectiveness and user comfort. This study aims to identify factors influencing facility management at Jati Kudus Terminal. The research uses a quantitative descriptive approach with data collected through observation, interviews, documentation, and questionnaires. The analysis focuses on identifying key influencing factors based on service standards. The results show that facility management is influenced by six main factors: safety, security, reliability, comfort, accessibility, and equality. These factors determine the effectiveness of terminal services and require continuous evaluation for improvement.

Keywords: facility management, terminal, service quality, transportation infrastructure

1. Introduction

A bus terminal is an infrastructure designed for land transportation, with the primary function of regulating the arrival and departure of public vehicles from their operational bases, as well as facilitating the loading and unloading of passengers or goods. Terminals are an essential part of transportation, serving as temporary stops for public transportation to pick up passengers and goods and transport them to their final destinations. In addition to controlling, supervising, and operating passenger flow and logistics systems, terminal buildings also function to facilitate the flow of passengers and logistics. [1].

Minister of Transportation Regulation Number 132 of 2015 details the services provided by bus terminals according to their types. Type A consists of public transportation that serves cross-border transportation or intercity and interprovincial transportation (AKAP) combined with intercity and interprovincial transportation (AKDP), urban transportation, and rural transportation. Type B consists of intercity and interprovincial transportation (AKDP) combined with urban and rural transportation. Type C consists of intercity and interprovincial transportation (AKDP) combined with urban and rural transportation. [2]

Jati Kudus Terminal is a type A terminal located in Jati District, Kudus Regency, Central Java. This terminal serves as the main land transportation hub connecting Kudus with various major cities in Central Java, East Java, and Jakarta. Jati Kudus Terminal is equipped with various supporting facilities such as comfortable waiting rooms, ticket counters, parking areas, and special facilities for people with disabilities. This terminal serves more than 100 intercity and interprovincial bus routes, including routes to Jakarta, Surabaya, Semarang, Yogyakarta, and Solo. The terminal also operates 24 hours to meet the public's transportation needs. [3].

From previous research that has been conducted by several studies on the services provided by the terminal to its users, [4] that the management of Jati Terminal facilities is complete but in some cases the existing facilities are not yet adequate and there are still many things that need to be improved. From the initial observations that have been carried out, there are several things that must be the focus of improvement, namely the seats in the passenger waiting room do not have backrests, the condition of the passenger toilets is worrying, the location of the prayer room facilities is lacking, pedestrians as pedestrian access in the terminal, the addition of road signs so that visitors who come are not confused in finding information or facilities.

2. Methods

The research method used in this study is a descriptive method, using a quantitative approach to process data obtained from both survey results and secondary data from institutions related to the research being conducted. This research is included in quantitative research with an approach. Quantitative methods can be interpreted as research methods based on the philosophy of positivism, used to research a specific population or sample, data collection using research instruments, data analysis is quantitative/statistical with the aim of testing predetermined hypotheses. Research with a quantitative approach is usually conducted with a number of samples determined based on the existing population. The calculation of the number of samples is done using a specific formula. The selection of the formula to be used is then adjusted to the type of research and population homogeneity. [5].

This study was conducted to identify factors that influence facility management at the Jati Kudus Terminal, including aspects of safety, security, comfort, reliability, convenience, and equality. The data used in this study are primary and secondary data. Primary data was obtained by asking questionnaires to respondents, namely service users, both passengers and visitors, bus crews, traders around the terminal, and terminal managers at the Jati Kudus Terminal regarding the level of service quality.

Secondary data was obtained through a direct survey at the Jati Kudus Terminal location. Data obtained from the daily recap terminal for 1 year from 2025.

2.1. validity test

The questionnaire that had been created was then tested for the validity of each question item. In this validity test, the value was used to determine whether it was valid and whether it could be used in the research.

a. Determining the r-table value

The following formula was used to determine the r-table value:

$df = (n - 2)$ and for a significance value of 5%, the number of respondents was 100 (n). Therefore, $df = (100 - 2) = 98$. Therefore, the r-table value used was 0.197.

b. Finding the calculated r-value

The calculated r-value can be calculated by correlating each question item score with the total score using SPSS version 26 software.

c. Explanation of the Statement

If the test results show that the calculated r-value is greater than the table r-value, the question item in the questionnaire is considered valid. Conversely, if the calculated r-value is less than the table r-value, the question item is considered invalid.

The results of the validity test calculations for each question item in the questionnaire at the Jati Kudus terminal show that all questionnaire items are valid.

2.2. reliability test

The level of questionnaire reliability also needs to be tested to measure the instrument's consistency when reused as a measurement tool for respondents. Questionnaire reliability is determined based on the Cronbach's Alpha value. A questionnaire is categorized as reliable if the Cronbach's Alpha value is in the range of > 0.6 to 0.8 and is declared very reliable if the Cronbach's Alpha value is in the range of > 0.8 to 1.00 . The following are the results of the questionnaire reliability test:

The results of the reliability test at the reality level showed that the Cronbach's Alpha value obtained was 0.940. This value meets the criteria for highly reliable, which is in the range of > 0.8 to 1.00 . Therefore, the questionnaire used in this study can be categorized as a reliable measuring instrument. The reliability test results at the expectation level showed a Cronbach's Alpha value of 0.841. This value meets the reliability criteria, which ranges from > 0.6 to 0.8 . Therefore, the questionnaire used in this study can be categorized as a reliable measuring instrument.

3. Results and Discussion

A. Result

Jati Kudus Terminal is a type A terminal that functions as a land transportation center and has various facilities such as a waiting room, ticket counter, parking area, prayer room, and other supporting facilities.

Based on the results of processing the questionnaire data, it was found that the factors influencing the management of terminal facilities consist of several main aspects, namely safety, security, reliability, comfort, convenience and equality.

B. Discussion

Based on the analysis, safety is one of the most important aspects. Indicators for this

factor include signs, lighting, evacuation routes, and other safety facilities. However, performance in this aspect is still suboptimal, requiring priority improvement.

Security factors also have a significant impact on facility management. The presence of CCTV, security personnel, and surveillance systems are key indicators of a sense of security for terminal users. The high level of importance indicates that users place significant importance on this aspect.

Furthermore, the reliability factor relates to the regularity of terminal operations, such as departure schedules, route information, and service systems. A mismatch between the level of importance and performance indicates the need for improvements in the operational system.

Comfort is a dominant factor influencing user satisfaction. The condition of the waiting room, the cleanliness of the restrooms, the prayer room, and the terminal environment are key indicators of this aspect. If facility performance falls below user expectations, improvements in quality and maintenance are necessary.

In addition, factors of convenience and equality also play a role in facility management, such as accessibility for people with disabilities, availability of information, and ease of use of terminal facilities.

4. Conclusion

Based on the research results, it can be concluded that the factors that influence facility management at the Jati Kudus Terminal include aspects of safety, security, reliability, comfort, convenience, and equality. Of these six factors, safety, security, and comfort are the most important, yet their performance is not yet optimal. Therefore, these aspects need to be prioritized in efforts to improve facility management. Improving the quality of facility management at the Jati Kudus Terminal is expected to increase user satisfaction and support better transportation services.

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