

## Evaluation of the Classification of the Type A Terminal in Leuwipanjang, Bandung

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### ABSTRACT

These changes impact terminal classification, service quality, and overall terminal performance. Terminal class determination is based on Decree No. 6251 of 2017, while service and performance assessments are measured using the Importance Performance Analysis (IPA) method. The analysis results indicate that aspects falling into quadrants I and II are the top priority for improvement, while aspects in quadrants III and IV do not require immediate improvement. Terminal classification is determined through field observations based on five indicators that align with existing conditions. Performance evaluation is conducted based on Minister of Transportation Regulation No. 24 of 2021 concerning the implementation of road passenger terminals. The results indicate that Leuwipanjang Terminal falls into class 2 and requires adjustments to several indicators, such as transportation needs, starting and destination points, number of routes, and number of staff. Furthermore, several performance aspects require improvement, such as workforce capabilities, cleanliness and utilization of primary and supporting facilities, technology implementation, and matters related to safety, security, and smooth traffic flow.

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### Introduction

In the land transportation system, the existing infrastructure and facilities are very important to ensure that operations run smoothly. A terminal is one of the important facilities in the land transportation system, functioning as a starting point, transit point, and final destination for public transport as well as a center in the inter-regional transportation network.

West Java Province is an important area in the national land transportation system due to its position connecting DKI Jakarta with various major cities on the island of Java. Terminals located in this region, including the Leuwipanjang Terminal in the city of Bandung, play an important role in serving inter-city inter-provincial transport (AKAP) and inter-city intra-provincial transport (AKDP) as well as urban transport. However, based on preliminary observations and field study results, there are still several terminals that have

not met good service standards, both in terms of facilities, management, and terminal classification. Although many terminals have undergone physical improvements and service enhancements, evaluation regarding the technical classification of terminal classes has not yet been carried out comprehensively by managers, particularly in the working area of the Class I Regional Land Transportation Management Center (BPTD) of West Java. A comprehensive evaluative study is needed for the classification of Type A Terminal classes.

## Method

### Analysis of Terminal Performance Improvement Efforts

Terminal performance analysis is carried out by evaluating the distribution of questionnaires obtained from service users using Google Form as a tool to gather assessments from respondents (the public) by including characteristics for respondents such as name, gender, age, place of residence, type of occupation, average monthly expenditure, and questions contained in the Google Form. This assessment tool is guided by Ministerial Regulation Number 40 of 2015 concerning service standards for the operation of road passenger transport terminals, with benchmarks for Type A terminals containing 46 questions. The respondents used in the study are those who have ever engaged in boarding or alighting activities at the Leuwipanjang Terminal.

Importance Performance Analysis (IPA) is used to evaluate respondents' answers to questions or statements in the questionnaire. This method uses a Likert scale to measure a person's attitude or opinion toward a certain condition, where each item has levels of answers ranging from positive to negative. The variables to be measured are elaborated into indicators of those variables. These indicators are then used as the basis for creating instruments that can take the form of questions or statements. The following are the scales used in this study:

- a. The satisfaction level is rated on a scale of 1 to 5 ·  
SP = Very satisfied with a value of 5. ·  
P = Satisfied with a value of 4 ·  
CP = Fairly satisfied with a value of 3. ·  
KP = Dissatisfied with a value of 2. Then as previously stated,  
TP = Not satisfied with a value of 1.
- b. The importance level is rated using a scale of 1 to 5. ·  
SP = Very important with a value of 5. ·  
P = Important with a value of 4 ·  
CP = Fairly important with a value of 3 ·  
KP = Less important with a value of 2. ·  
TP = Not important with a value of 1.

Revision: "This method is carried out by determining the level of satisfaction and importance in the form of a graph aligned with the X and Y, referred to as a Cartesian diagram." The formula used:

$$Tki = \frac{x}{Yi} x 100\%$$

Description:

Tki : Respondent satisfaction level

X : Performance assessment score

Yi : Customer importance assessment score

Furthermore, the assessment results can provide information regarding the questions that influence the level of satisfaction and importance, so that priorities can be established in carrying out improvements. Thus, it can be identified which statements fall into the Cartesian diagram consisting of 4 quadrants, among others:

- 1) The first quadrant covers factors that are considered important by customers, but in reality these factors have not met expectations, so the level of satisfaction obtained is still very low. In this quadrant, improvements need to be made in order to enhance performance within that quadrant.
- 2) The second quadrant covers factors that are considered important by respondents and factors that are already in line with what is felt, thereby resulting in a higher level of satisfaction.
- 3) The third quadrant, in this quadrant the factors are considered less important by respondents and in reality their performance is not given much attention.
- 4) The fourth quadrant contains factors that are considered not too important by respondents and feel excessive.

### Discussion Method of Analysis Results

#### Discussion of Terminal Performance Improvement Effort Results

The results of the questionnaire distribution will be analyzed using the IPA method, which places the average values of satisfaction and importance levels in a Cartesian diagram. The discussion is carried out by dividing into four main quadrants, as follows:

##### 1. Quadrant I

The factors located in this quadrant are service aspects that are considered very important by users but have a low level of satisfaction. This means that these aspects must be immediately improved. The discussion will include:

- a. Identification of indicators that fall into Quadrant I.
- b. Strategic recommendations and service improvement priorities.

##### 2. Quadrant II

The factors in this quadrant are already in line with user expectations and are important factors. Maintain this quality performance. The discussion covers:

- a. Factors that become service excellence.
- b. Efforts that need to be made to maintain performance in this quadrant.

##### 3. Quadrant III

These factors are considered not too important and the level of satisfaction toward them is also low. They do not become the main priority for improvement. However, these aspects are still discussed in the context of overall service mapping.

#### 4. Quadrant IV

These factors are considered not too important by users, but the service is excessive. Resource allocation for these aspects may be redirected to more priority aspects. The discussion will focus on:

- a. Efficiency of resource management.
- b. Proportional adjustment between expectations and actual service

## Results and Discussion

### Analysis of Terminal Performance Improvement Efforts

#### Satisfaction and Importance Survey

From the results of the survey on satisfaction and importance levels of service users at Leuwipanjang Terminal, the following can be identified.

#### Based on Gender

The diversity of research participants based on gender can be seen in the following table.

**Table 1. Respondent Analysis Based on Gender**

Gender	Total	Percentage (%)
Male	57	55.9
Female	45	44.1
<b>Total</b>	<b>102</b>	<b>100</b>

#### Based on Age

The diversity of respondents based on age can be seen in the following table.

**Table 2. Respondent Analysis Based on Age**

Age	Total	Percentage (%)
< 20 Years	13	12.7
20 – 25 Years	22	21.6
26 – 30 Years	21	20.6
31 – 35 Years	19	18.6
36 – 40 Years	16	15.7
41 – 50 Years	18	7.8
46 – 50 Years	1	1.0
> 50 Years	2	2.0
<b>Total</b>	<b>102</b>	<b>100</b>

#### Based on Place of Residence

The diversity of respondents based on place of residence can be seen in the table below.

**Table 3. Respondent Analysis Based on Place of Residence**

Place of Residence	Total	Percentage (%)
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Bandung City	36	35.3
Bandung Regency	21	20.6
West Bandung Regency	16	15.7
Outside the City	29	28.4
<b>Total</b>	<b>102</b>	<b>100</b>

**Based on Occupation**

The diversity of respondents based on occupation can be seen in the following table.

**Table 4. Respondent Analysis Based on Occupation**

Occupation	Total	Percentage (%)
College Student	23	22.5
Civil Servant/Military/Police	19	18.6
Private Employee/State-Owned Enterprise	23	22.5
Entrepreneur	19	18.6
Housewife	13	12.7
Others	5	4.9
<b>Total</b>	<b>102</b>	<b>100</b>

**Based on Average Monthly Expenditure**

From the results of respondents' answers based on average monthly expenditure contained in the questionnaire results, it can be seen in the following table.

**Table 5. Respondent Analysis Based on Type of Expenditure**

Type of Expenditure	Total	Percentage (%)
No income yet	22	21.6
< 3 million	21	20.6
> 3 million up to 5 million	31	30.4
> 5 million up to 7 million	14	13.7
> 7 million up to 9 million	9	8.8
> 9 million up to 11 million	2	2.0
> 11 million up to 13 million	1	1.0
> 13 million up to 15 million	1	1.0
> 15 million	1	1.0

**Based on Type of Transport**

From the results of respondents' answers based on average monthly expenditure as stated in the questionnaire, it can be seen in the following table. This data is presented to illustrate the spending patterns of respondents within a certain period, which can be used as a reference for analyzing their economic capacity and consumption behavior.

**Table 6. Respondent Analysis Based on Type of Transport**

Transport Type	Total	Percentage (%)
AKAP (Inter-City Inter-Provincial)	40	39.2
AKDP (Inter-City Intra-Provincial)	40	39.2
Urban	11	10.8
Rural	11	10.8

### Recapitulation of Respondents' Answers

The overall percentage calculation can be seen in the table below:

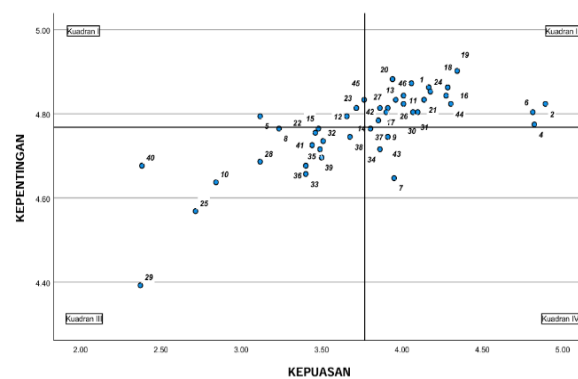
**Table 7. Frequency Distribution of Satisfaction Values**

No.	Answer	Likert Scale	Frequency	Percentage (%)
1	Not satisfied	1	0	0
2	Less satisfied	2	224	4.8
3	Fairly satisfied	3	1,529	32.6
4	Satisfied	4	2,050	43.7
5	Very satisfied	5	889	18.9
<b>Total</b>			<b>4,692</b>	<b>100</b>

**Table 8. Frequency Distribution of Importance Values**

No.	Answer	Likert Scale	Frequency	Percentage (%)
1	Not important	1	0	0.0
2	Less important	2	0	0.0
3	Fairly important	3	9	0.2
4	Important	4	1,071	22.8
5	Very important	5	3,612	77.0
<b>Total</b>			<b>4,692</b>	<b>100</b>

The following are the overall percentage results from both the satisfaction assessment and the importance assessment.



**Figure 1. Recapitulation Graph of Satisfaction and Importance Percentages**

Source: Research Processing

The average assessment for each question indicator contained in the 46 questions in the Google Form was also analyzed to determine the comparison between the satisfaction assessment and the importance assessment from the respondents.

**Table 9. Average Assessment of Satisfaction and Importance**

No.	Question	Average Assessment	
		Satisfaction	Importance
1	Availability of pedestrian lanes	4.17	4.85
2	Availability of road safety facilities (signs, markings, street lighting and fences)	4.89	4.82
3	Availability of evacuation routes	3.72	4.81

4	Availability of fire extinguishers	4.82	4.77
5	Availability of health posts, facilities and personnel	3.12	4.79
6	Availability of posts, facilities and personnel for public vehicle roadworthiness inspection	4.81	4.80
7	Availability of minor repair facilities for public vehicles	3.95	4.65
8	Availability of safety facilities, evacuation route signs and assembly points that are clearly visible	3.24	4.76
9	Availability of clearly visible health facility information	3.91	4.81
10	Availability of clearly visible vehicle inspection and minor repair facility information	2.84	4.64
11	Availability of security posts, surveillance cameras and specific security points	4.01	4.84
12	Availability of security disturbance complaint media placed in strategic, clearly visible locations	3.66	4.79
13	Availability of security personnel	3.96	4.83
14	Availability of written arrival and departure schedules along with fare information and schedule realization	3.80	4.76
15	Availability of public vehicle schedules for connecting routes and non-connecting routes along with written schedule realization	3.48	4.76
16	Availability of fixed and orderly ticket sales counters	4.27	4.84
17	Availability of terminal operator offices, control rooms and terminal management systems	3.90	4.80
18	Availability of terminal operational staff managing terminal operations	4.28	4.86
19	Availability of waiting rooms	4.34	4.90
20	Availability of toilets	3.94	4.88
21	Availability of worship facilities/prayer rooms	4.14	4.83
22	Availability of green open spaces	3.46	4.75
23	Availability of restaurants	3.72	4.81
24	Availability of cleaning facilities and personnel	4.18	4.85
25	Availability of rest areas for vehicle crew	2.72	4.57
26	Availability of smoking areas	4.01	4.82
27	Availability of drainage	3.86	4.81
28	Availability of internet network areas (hotspot areas)	3.12	4.69
29	Availability of reading corners	2.37	4.39
30	Availability of room lighting	4.10	4.80
31	Availability of fixed and orderly vehicle departure lane locations	4.07	4.80

32	Availability of vehicle departure lanes separated from passenger drop-off lanes	3.51	4.74
33	Availability of vehicle departure lanes free from crossing with other vehicles	3.40	4.66
34	Availability of fixed and orderly vehicle arrival lane locations	3.86	4.72
35	Availability of vehicle arrival lanes separated from passenger drop-off lanes	3.50	4.70
36	Availability of vehicle arrival lanes free from crossing with other vehicles	3.40	4.68
37	Availability of service information placed in strategic, easily visible and clearly readable locations	3.91	4.75
38	Availability of service information placed in locations easily heard by service users	3.68	4.75
39	Availability of connecting transport information placed in easily visible and clearly readable locations	3.49	4.72
40	Availability of bus trip disruption information (causes of schedule delays such as security, operational and safety disturbances)	2.38	4.68
41	Availability of luggage storage facilities	3.44	4.73
42	Availability of battery charging facilities (charging corners)	3.85	4.78
43	Availability of passenger boarding/alighting platforms	3.91	4.75
44	Availability of public and private vehicle parking areas	4.30	4.82
45	Availability of portable or permanent ramp facilities for persons with disabilities	3.76	4.83
46	Availability of dedicated rooms and facilities for breastfeeding mothers and infants	4.06	4.87
<b>Overall Average</b>		<b>3.77</b>	<b>4.77</b>

### Conformity Level Analysis

By examining the results of the satisfaction assessment and importance assessment, the percentage of the conformity level between satisfaction and importance is calculated. The conformity level is calculated using the following formula:

$$Tki = \frac{x}{Yi} \times 100\%$$

Description:

Tki : Respondent satisfaction level

X : Performance assessment score

Yi : Customer importance assessment score

**Table 10. Conformity Level Calculation Results**

No.	Question	Xi	Yi	Tki%	Priority
1	Availability of pedestrian lanes	425	496	85.69	9

2	Availability of road safety facilities (signs, markings, street lighting and fences)	499	492	101.42	1
3	Availability of evacuation routes	379	491	77.19	29
4	Availability of fire extinguishers	492	487	101.03	2
5	Availability of health posts, facilities and personnel	318	489	65.03	42
6	Availability of posts, facilities and personnel for public vehicle roadworthiness inspection	491	490	100.20	3
7	Availability of minor repair facilities for public vehicles	403	474	85.02	12
8	Availability of safety facilities, evacuation route signs and assembly points that are clearly visible	330	486	67.90	41
9	Availability of clearly visible health facility information	399	491	81.26	21
10	Availability of clearly visible vehicle inspection and minor repair facility information	290	473	61.31	43
11	Availability of security posts, surveillance cameras and specific security points	409	494	82.79	16
12	Availability of security disturbance complaint media placed in strategic, clearly visible locations	373	489	76.28	31
13	Availability of security personnel	404	493	81.95	19
14	Availability of written arrival and departure schedules along with fare information and schedule realization	388	486	79.84	26
15	Availability of public vehicle schedules for connecting routes and non-connecting routes along with written schedule realization	355	486	73.05	34
16	Availability of fixed and orderly ticket sales counters	436	494	88.26	6
17	Availability of terminal operator offices, control rooms and terminal management systems	398	490	81.22	22
18	Availability of terminal operational staff managing terminal operations	437	496	88.10	7
19	Availability of waiting rooms	443	500	88.60	5
20	Availability of toilets	402	498	80.72	23
21	Availability of worship facilities/prayer rooms	422	493	85.60	10
22	Availability of green open spaces	353	485	72.78	36
23	Availability of restaurants	379	491	77.19	30
24	Availability of cleaning facilities and personnel	426	495	86.06	8
25	Availability of rest areas for vehicle crew	277	466	59.44	44
26	Availability of smoking areas	409	492	83.13	15
27	Availability of drainage	394	491	80.24	25
28	Availability of internet network areas (hotspot areas)	318	478	66.53	40
29	Availability of reading corners	242	448	54.02	45
30	Availability of room lighting	418	490	85.31	11

31	Availability of fixed and orderly vehicle departure lane locations	415	490	84.69	13
32	Availability of vehicle departure lanes separated from passenger drop-off lanes	358	483	74.12	33
33	Availability of vehicle departure lanes free from crossing with other vehicles	347	475	73.05	35
34	Availability of fixed and orderly vehicle arrival lane locations	394	481	81.91	20
35	Availability of vehicle arrival lanes separated from passenger drop-off lanes	357	479	74.53	32
36	Availability of vehicle arrival lanes free from crossing with other vehicles	347	477	72.75	38
37	Availability of service information placed in strategic, easily visible and clearly readable locations	399	484	82.44	18
38	Availability of service information placed in locations easily heard by service users	375	484	77.48	28
39	Availability of connecting transport information placed in easily visible and clearly readable locations	356	481	74.01	39
40	Availability of bus trip disruption information (causes of schedule delays such as security, operational and safety disturbances)	243	477	50.94	46
41	Availability of luggage storage facilities	351	482	72.82	37
42	Availability of battery charging facilities (charging corners)	393	488	80.53	24
43	Availability of passenger boarding/alighting platforms	399	484	82.44	17
44	Availability of public and private vehicle parking areas	439	492	89.23	4
45	Availability of portable or permanent ramp facilities for persons with disabilities	384	493	77.89	27
46	Availability of dedicated rooms and facilities for breastfeeding mothers and infants	414	497	83.30	14

### Importance Performance Analysis (IPA)

From the results of data collection through questionnaires that have been distributed, the data is contained in the research data. The next stage is to analyze the data using the Importance-Performance Analysis (IPA) method with the assistance of SPSS software version 25.

### Validity and Reliability Test

In this study, the author conducted a validity test by distributing 102 questionnaires in the form of Google Form to users of Leuwipanjang Terminal, as follows:

Df : N - 2

Df : 102 - 2

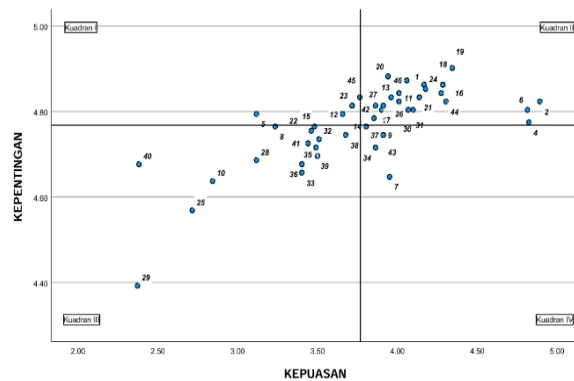
Description: Df : degree of freedom N : number of samples

The Df value is 100 based on the r product moment table (Sugiyono, 2017:333), where the Df value at 100 corresponds to an r table of 0.197. The validity test was carried out using SPSS (Statistical Product of Social Sciences) and the results obtained indicate that all statements in the research instrument have an r-count value greater than the r-table.

In this reliability test, the Cronbach's Alpha model is used because each question has more than three answer options. This test is conducted using the Cronbach's Alpha technique, because the answer values consist of a range of values with a coefficient alpha that must be greater. With these results, the reliability test has met the requirements.

### IPA Matrix Mapping using a Cartesian Diagram

From the results of respondents' answers processed using the SPSS application, the Cartesian diagram can be seen as below.



**Figure 2. Cartesian Diagram of Leuwipanjang Terminal Performance**

Source: Research Processing

From the explanation of the figure regarding the results of the analysis using the IPA method, it can be seen in the figure above, namely the Cartesian diagram which shows that from 2 types of assessments, namely the satisfaction assessment and the importance assessment with a total of 46 statements, the results obtained indicate that there are 5 statements in Quadrant I, 21 statements in Quadrant II, 15 statements in Quadrant III, and 5 statements in Quadrant IV.

### Discussion of Terminal Performance Improvement Effort Analysis Results Discussion of Satisfaction and Importance Survey Analysis Results.

#### Based on Gender

From the table showing the gender characteristics of respondents, it can be seen that there are 57 male respondents with a percentage of 55.9% and 45 female respondents with a percentage of 44.1%.

#### Based on Age

Based on the age characteristics of respondents, the table above shows that respondents aged < 20 years totaled 13 people with a percentage of 12.7%, respondents aged 20 - 25 years totaled 21 people with a percentage of 21.6%, respondents aged 26 - 30 years totaled 21 people with a percentage of 20.6%, respondents aged 31 - 35 years totaled 19 people with a percentage of 18.6%, respondents aged 36 - 40 years totaled 16 people with a percentage of 15.7%, respondents aged 41 - 45 years totaled 8 people with a percentage of 7.8%,

respondents aged 46 - 50 years totaled 1 person with a percentage of 1%, and respondents aged > 50 years totaled 2 people with a percentage of 2%.

### **Based on Place of Residence**

Based on the place of residence of respondents, there are 36 people living in Bandung City with a percentage of 35.3%, 21 people living in Bandung Regency with a percentage of 20.6%, 16 people living in West Bandung Regency with a percentage of 15.7%, and 29 people living outside the city with a percentage of 28.4%. The largest number of respondents came from Bandung City, however the table shows that public transportation in Bandung City has attracted public transport users from outside the city.

### **Based on Occupation**

The table above shows that respondents working as college students totaled 23 people with a percentage of 22.5%. Respondents working as entrepreneurs totaled 19 people with a percentage of 18.6%. Respondents working as housewives totaled 13 people with a percentage of 12.7%, and respondents with other occupations totaled 4 people with a percentage of 4.9%.

### **Based on Average Monthly Expenditure**

Based on income characteristics, there are 22 respondents who have a monthly income categorized under no income yet, at 21.6%. Furthermore, there are 31 people with expenditure between more than 3 million up to 5 million, with a percentage of 30.4%. There are 9 people with expenditure between more than 7 million up to 9 million, with a percentage of 8.8%. There are 2 people with expenditure between more than 9 million up to 11 million, with a percentage of 2%. Furthermore, 1 person has expenditure between more than 11 million up to 13 million, with a percentage of 1%. There are no answers for expenditure between more than 13 million up to 15 million.

### **Based on Type of Transport**

Based on the characteristics of the type of transportation used, as many as 40 people or 39.2% use AKAP transport, as many as 40 people or 39.2% use AKDP transport, 11 people or 10.8% use urban transport, and 11 people or 10.8% use rural transport.

### **Recapitulation of Respondents' Answers**

#### **a) Satisfaction level assessment**

From the satisfaction assessment results, no respondents answered not satisfied, as many as 4.8% of respondents answered less satisfied, 32.6% of respondents answered fairly satisfied, 43.7% answered satisfied, and 18.9% of respondents answered very satisfied.

#### **b) Importance level assessment**

There is importance assessment data with 0% of respondents answering not important and less important, 0.0% of respondents answering less important, 0.2% of respondents answering fairly important, 22.8% answering important and as many as 77.0% of respondents answering very important.

#### **c) Average assessment**

The average assessment for each question indicator contained in the 46 questions in the Google Form was also analyzed to determine the comparison of assessment results for each question between the satisfaction assessment and the importance assessment provided by respondents.

The results of the analysis contained in the table above show that the assessment of satisfaction and importance at Leuwipanjang Terminal uses a Google Form distribution assessment containing 46 questions given to 102 respondents. The results show that the satisfaction assessment with a total average result of 3.77 falls into the fairly satisfied category indicator.

**Conformity Level**

Each statement was obtained through a comparison between the satisfaction level and the importance level of the 46 statements representing the service system at Leuwipanjang Terminal, with 43 statements that have not yet met user expectations as the conformity level is still below 100%. Meanwhile, there are 3 statements indicating that the service system at Leuwipanjang Terminal has already met terminal user expectations as the conformity level results are above 100%, with the highest ranking at 101.04%.

**Discussion of Importance Performance Analysis (IPA) Results**

The Importance-Performance Analysis (IPA) in this study aims to determine users' perceptions regarding their level of importance and satisfaction toward Leuwipanjang Terminal. This method is used to find out the opinions of terminal users about the services at Leuwipanjang Terminal by answering several questions. It can be determined to what extent the level of user satisfaction meets the expectations in the minds of terminal users.

**Validity Test**

The results of the validity test on respondents show that all items in the satisfaction and importance aspects have correlation values above 0.197, which is equal to the r table value at a certain significance level (n = 100, α = 0.05).

**Table 11. Validity Test Results for Satisfaction and Importance**

No	r count		r table
	Importance	Satisfaction	
1	.659**	.692**	.197
2	.618**	.404**	.197
3	.757**	.437**	.197
4	.691**	.444**	.197
5	.604**	.513**	.197
6	.755**	.457**	.197
7	.626**	.721**	.197
8	.678**	.420**	.197
9	.766**	.709**	.197
10	.620**	.492**	.197
11	.787**	.743**	.197
12	.729**	.602**	.197
13	.779**	.791**	.197
14	.678**	.672**	.197
15	.544**	.677**	.197
16	.736**	.599**	.197
17	.761**	.763**	.197
18	.733**	.592**	.197
19	.633**	.567**	.197

20	.712**	.706**	.197
21	.786**	.717**	.197
22	.747**	.675**	.197
23	.776**	.556**	.197
24	.677**	.736**	.197
25	.539**	.486**	.197
26	.627**	.724**	.197
27	.610**	.654**	.197
28	.511**	.513**	.197
29	.246*	.476**	.197
30	.635**	.577**	.197
31	.531**	.534**	.197
32	.754**	.656**	.197
33	.499**	.633**	.197
34	.741**	.654**	.197
35	.700**	.649**	.197
36	.674**	.633**	.197
37	.668**	.580**	.197
38	.555**	.394**	.197
39	.728**	.611**	.197
40	.611**	.483**	.197
41	.730**	.617**	.197
42	.570**	.665**	.197
43	.547**	.646**	.197
44	.514**	.498**	.197
45	.655**	.620**	.197
46	.657**	.591**	.197

### Reliability Test

The results of the reliability test on respondents show that the reliability value for the satisfaction level is 0.959 and for the importance level is 0.968. Both exceed 0.7, so the questionnaire instrument used can be considered reliable and can be used for further analysis.

### IPA Matrix Mapping using a Cartesian Diagram

Statements that fall into Quadrant I are the main priority, because terminal users as respondents feel that these statements are very important and have high expectations toward the services in the statements in this Quadrant I. However, terminal users do not feel that the service is running well.

- a) Availability of evacuation routes
- b) Availability of health posts, facilities and personnel
- c) Availability of security disturbance complaint media placed in strategic, clearly visible locations
- d) Availability of restaurants
- e) Availability of general facilities

Quadrant II indicates that these statements are considered important and their performance has been rated well by users of Leuwipanjang Terminal. Therefore, managers

must continue to maintain the performance of statements in Quadrant II so that they can continue to improve and meet user expectations.

- a) Availability of pedestrian lanes
- b) Availability of road safety facilities (signs, markings, street lighting and fences)
- c) Availability of fire extinguishers
- d) Availability of posts, facilities and personnel for public vehicle roadworthiness inspection
- e) Availability of clearly visible health facility information
- f) Availability of security posts, surveillance cameras and specific security points
- g) Availability of security personnel
- h) Availability of fixed and orderly ticket sales counters
- i) Availability of terminal operator offices, control rooms and terminal management systems
- j) Availability of terminal operational staff managing terminal operations
- k) Availability of waiting rooms
- l) Availability of toilets
- m) Availability of worship facilities/prayer rooms
- n) Availability of cleaning facilities and personnel
- o) Availability of smoking areas
- p) Availability of drainage
- q) Availability of room lighting
- r) Availability of fixed and orderly vehicle departure lane locations
- s) Availability of battery charging facilities (charging corners)
- t) Availability of public and private vehicle parking areas
- u) Availability of dedicated rooms and facilities for breastfeeding mothers and infants

Statements in Quadrant III indicate that terminal users do not have particularly high expectations toward these statements, so their level of importance is not given much attention by terminal users. Therefore, services at Leuwipanjang Terminal do not need to focus on improving the statements in Quadrant III. The following are the statements located in Quadrant III:

- a) Availability of safety facilities, evacuation route signs and assembly points that are clearly visible
- b) Availability of clearly visible vehicle inspection and minor repair facility information
- c) Availability of public vehicle schedules for connecting routes and non-connecting routes along with written schedule realization
- d) Availability of green open spaces
- e) Availability of rest areas for vehicle crew
- f) Availability of internet network areas (hotspot areas)
- g) Availability of reading corners
- h) Availability of vehicle departure lanes separated from passenger drop-off lanes
- i) Availability of vehicle departure lanes free from crossing with other vehicles
- j) Availability of vehicle arrival lanes separated from passenger drop-off lanes
- k) Availability of vehicle arrival lanes free from crossing with other vehicles
- l) Availability of service information placed in locations easily heard by service users
- m) Availability of connecting transport information placed in easily visible and clearly readable locations

- n) Availability of bus trip disruption information (causes of schedule delays such as security, operational and safety disturbances)
- o. Availability of luggage storage facilities

In Quadrant IV there are statements that, according to Leuwipanjang Terminal users, have performance that is already quite good, and may even exceed user expectations. However, terminal users actually do not have high expectations toward the statements in Quadrant IV, so there is no need to focus on improving or changing them. The statements located in Quadrant IV include:

- a) Availability of minor repair facilities for public vehicles
- b) Availability of written arrival and departure schedules along with fare information and schedule realization
- c) Availability of fixed and orderly vehicle arrival lane locations
- d) Availability of service information placed in strategic, easily visible and clearly readable locations
- e) Availability of passenger boarding/alighting platforms

### Conclusion

Based on the results of the performance assessment at Type A Leuwipanjang Terminal in accordance with Minister of Transportation Regulation Number 24 of 2021 concerning the operation of road transport terminals, using the Importance Performance Analysis (IPA) method, the explanation is as follows:

1. Human Resource Performance and Competency: There are two statement points regarding the availability of security personnel and the availability of terminal operational staff managing terminal operations, both of which fall into Quadrant II, meaning that the existence of these services is considered important by terminal users and their performance is already considered good by users.
2. Cleanliness of Main Facilities and Supporting Facilities Furthermore, the Development of Service Systems requires special attention and performance improvement in several service aspects that fall into Quadrant I.
  - a. Availability of evacuation routes
  - b. Availability of health posts, facilities and personnel
  - c. Availability of restaurants
  - d. Availability of portable or permanent ramp facilities for persons with disabilities.
3. Implementation of Standard Operating Procedures (SOP): The implementation of SOPs at the terminal has been in accordance with the applicable regulations.
4. Information Technology: Main facilities and supporting facilities under the cleanliness criterion can be categorized as follows: 1 service item falls into Quadrant I, namely the availability of security disturbance complaint media placed in a strategic location, easily visible and clear. In addition, 1 service item falls into Quadrant II, 3 service items fall into Quadrant III, and 2 service items fall into Quadrant IV.
5. Safety, Security and Traffic Flow Under the Safety, Security and Traffic Flow criterion, services consisting of 3 items fall into Quadrant II, 6 items fall into Quadrant III, and 1 item falls into Quadrant IV.

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