

SUMMARY

Indra Wahyu Prastyo, Department of Urban and Regional Planning, Faculty of Engineering, University of Brawijaya, July 2016, *Kajian Kualitas Pelayanan Terminal Pemadu Moda di Bandara Pengumpul Tersier (Studi Kasus Bandara Abdurrahman Saleh, Malang)*, Academic Supervisor : Dr. Ir. Agus Dwi Wicaksono, Lic.rer.Reg. dan Dr, Septiana Hariyani, ST.,MT.

In Indonesia, the intermodal transport service quality is in poor condition, especially in terms of intermodal transportation terminal. Therefore, the problem of intermodal transportation service facilities, resulting in a lack of interest in using public transport. This paper evaluates the performance of intermodal transport facilities and provide recommendations to improve the service based on the perspective of the passengers at the airport Abdurrahman Saleh.

The purpose of this study was to analyze the quality of service and obtain equation model of service quality as perceived by passengers in terminal mode integrator. The data collection method used by passenger questionnaire. Quality of service integrator terminal modes identified by the analysis of importance performance analysis (IPA) and quality function deployment (QFD), while for the determination of the model equations using multiple linear regression analysis with backward method.

Results of the quality of service terminal based on the perception of passengers is the addition and improvement of main facilities (lane departure, the window of the passenger, evacuation routes, where waiting passengers), the addition of support facilities (additional facilities (Ac, seat parallel, bins, postal security, postal health, information boards, ATM, Diner, Means of worship, Toilet), increasing the number of the fleet in accordance with the needs of the passenger, certifications thoroughly to officers in the terminal alloying mode for proficiency in health care, the provision of the trolley and the presence of personnel transport in connecting lines are sufficient so that passengers can be served up, separating the evacuation path with the main lines that are useful to be effective in case of disasters, and improve the quality of bus alloying modes for the fulfillment of the wishes of the passengers.

Keywords: Terminal-alloying-modes , quality-of-service , passenger-perception , quality-function-deployment , importance-performance-analysis