

## **ANALYSIS OF THE EFFECT OF FACILITIES, SECURITY AND TARIFFS ON THE JA CONNEXION BUS SERVICES FOR WEST BEKASI - SOETTA AIRPORT ROUTE DURING THE COVID-19 PANDEMIC**

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### **ABSTRACT**

The COVID-19 pandemic that is currently happening has implications for all sectors of life, one of the most affected is transportation services, which have to make several service adjustments by implementing strict health protocols. The objectives of this study are: 1) To determine the effect of whether facilities have an effect on services. 2) To determine the effect of whether security affects the service. 3) To determine the effect of whether the tariff affects the Service. 4) To determine the effect of whether facilities, security and tariff together have an effect on services. The research method used was quantitative. Data analysis used statistical methods to describe the research variables. The analysis technique used in this research was Multiple Regression Analysis. The sampling technique used in this study was the Slovin formula, so that a sample of 50 passengers of the JA Connexion Bus for West Bekasi - Soetta Airport route during the COVID-19 Pandemic were taken as respondents in this study. The results in this study are: 1) There is an effect of the Facility variable (X1) on the Service variable (Y). 2) There is an effect of the Security variable (X2) on the Service variable (Y). 3) There is an effect of the Tariff variable (X3) on the Service variable (Y). 4) There is an effect of Facility (X1), Security (X2) and Tariffs (X3) together on Service (Y).

*Keywords: Facilities, Security, Tariffs, Services, Bus, Pandemic, COVID-19*

### **Introduction**

Transportation is the dominant sector in the development of the economic sector. Transportation is not only a matter of safety and comfort, but also the rights of the community's needs to be fulfilled. A common problem in big cities of the world, including Indonesia, especially Jakarta, is transportation. The more dynamic a city is, the higher the movement of its people. Thus, it needs to be balanced with the speed of transportation facilities (modes) and infrastructure (Kadarisman, 2014).

The progress of development in the Greater Jakarta area has increased the number of car ownership. In addition, developments and progress also have an impact on increasing community activities, but this growth is not proportional to the increase in the

use of public transportation, because there are still many people who prefer to use private vehicles. Therefore, it has an impact on the level of congestion, which is also due to the quality of service. Public transportation that is felt to be unable to satisfy passengers. Thus, efforts are needed to divert people from using private vehicles to switch to public transportation. For this reason, the quality of public transportation services must be made more comfortable, safe, fast and cheap, and this can only be achieved through an integrated intermodal and intramodal transportation system. This means that various modes can be integrated properly, efficiently, and effectively, so that people can move from one type of transportation to another quickly, cheaply, safely, and comfortably (Kadarisman, 2014).

In order to achieve this, the Jabodetabek Transportation Management Agency (BPTJ) has launched the Jabodetabek Airport Connexion (JA Connexion) airport bus, one of which connects the West Bekasi route with Halim Perdanakusuma Airport and Soekarno Hatta Airport. This bus is a real work of the government, especially the Jabodetabek Transportation Management Agency (BPTJ) in overcoming congestion in Jabodetabek. This bus is an effort to reduce the volume of vehicles from Bekasi to the airport. With this service, it is hoped that Bekasi residents will no longer use private vehicles to travel to the airport, either Halim Perdanakusuma or Soekarno Hatta and vice versa.

The Jabodetabek Airport Connexion Bus route starts from Kayuringin Bekasi Terminal – Entering West Bekasi Toll Road – Cawang Toll Road – Inner City Toll Road for Ancol – Ancol Toll Road – Airport Toll Road – Soekarno Hatta Airport. With the departure time of JA Connexion from Kayuringin Bekasi Terminal at 03.00 WIB to 21.00 WIB, but during this COVID-19 pandemic, the JA Connexion service starts at 02.00 WIB to 20.00 WIB which departs every 60 minutes.

In Indonesia, currently the Corona virus or COVID-19 outbreak has spread. As a result, the government tightens the implementation of health protocols, so that people do not carry out activities outside the home in an emergency. The appeal is in accordance with the Governor of DKI Jakarta's Appeal Number 6 of 2020 concerning the Temporary Suspension of Office Activities in Order to Prevent the Spread of the Coronavirus Disease (COVID-19) Outbreak. In addition, the Large-Scale Social Restrictions (PSBB) has also been implemented starting April 10, 2020. Due to the decreasing activity of Jakarta residents, Perum PPD has now stopped all JA Connexion operations. It was previously reported that only a few JA Connexion routes were suspended.

Currently Soekarno-Hatta International Airport is restricting the operation of Terminal 1 and Terminal 2 in the context of preventing COVID-19. These operational restrictions are also affected by the operation of Intermodal Buses at Soekarno-Hatta Airport so that Intermodal Buses only serve at Sub-terminal 2D, E and Terminal 3. For other intermodal buses, they still operate normally as usual, but still maintain the health

protocol based on the Minister of Transportation Regulation no. PM 18 of 2020 concerning Transportation Control in the Context of Preventing the Spread of Corona Virus Disease 2019 (COVID-19) which reads in article 1 paragraph (1) Large-Scale Social Restrictions are restrictions on certain activities of residents in an area suspected of being infected with Corona Virus Disease 2019 (COVID-19) in such a way as to prevent the possible spread of Corona Virus Disease 2019 (COVID-19) and paragraph (5) the Head of the Agency is the Head of the Jakarta, Bogor, Depok, Tangerang and Bekasi Transportation Management Agency. And article 9 reads: Control of transportation in areas designated as Large-Scale Social Restrictions is carried out on transportation that carries passengers and logistics/goods. 1) Limitation of the number of passengers on the means of transportation; 2) Applies to transportation activities to and from the Large-Scale Social Restriction area. And in Article 11 paragraph (1) for land transportation includes: (a) bus cars, restrictions on the number of passengers are limited to a maximum of 50% (fifty percent) of the total seating capacity and the application of physical distancing;

In this new normal, it is very necessary for the cooperation of the entire community in complying with health protocols according to government directives so that activities can continue to take place more normally. Nationally, the data has not changed much, still at 40-60 percent occupancy because it is also related to holidays and knowing that there will be another long holiday which will have a positive impact on some transportation and negative on several other modes (Rinaldi, 2020).

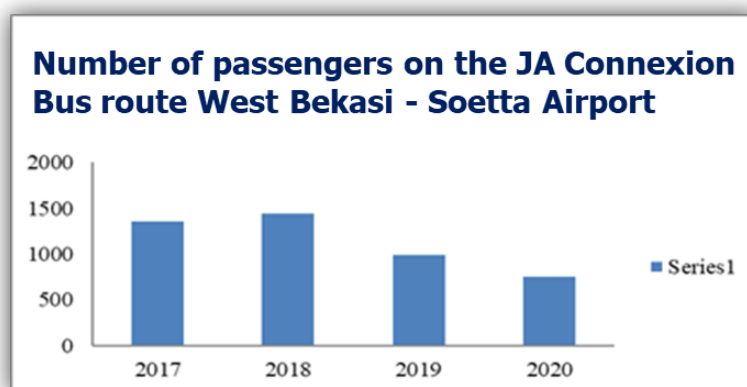
In order to meet the needs of passengers during the COVID-19 pandemic, the JA Connexion Bus Service follows regulations such as sterilizing transportation facilities through spraying disinfectants, implementing physical distancing in every means of transportation, and providing health check equipment; ensuring that all personnel of transportation facilities are declared healthy by the authorized health agency or doctor, providing backup for transportation facilities for long-distance travel, and providing health equipment for personnel of transportation facilities at least in the form of masks, gloves and hand sanitizers; for bus transportation, boarding passengers at a place that has been determined in accordance with the provisions of the legislation. There is also a new normal guide poster when taking public transportation, as shown below,

**Figure 1.**  
**New Normal Guide Poster When Taking Public Transportation**



Service is the process of meeting needs through the activities of others directly. Standard in service is a measure that has been determined as a standard of good service. The use of public transportation that is widely used by the community does not escape various reasons. These reasons include cheap, fast, comfortable, safe, not having a vehicle and others (Al-Arif, 2010).

**Figure 2.**  
**Number of passengers on the JA Connexion Bus**  
**West Bekasi - Soetta Airports Route**



Based on the data above, there has been a fluctuating number of transport passengers, the number of passengers on the JA Connexion Bus route, West Bekasi - Soetta Airport (round-trip) from 2017-2020. This is due to people who prefer to use private vehicles to go to a place both short and long distances, especially during the COVID-19 pandemic, where the majority of passengers still maintain security and comfort in order to avoid COVID-19.

In general, the quality of service provided by the JA Connexion Bus is deemed not optimal, because there are still passenger complaints, this shows that there is still dissatisfaction of passengers who use the services of the JA Connexion Bus route West Bekasi - Soetta Airport who feel that the performance of bus services is not optimal in serving passenger. In addition, various complaints also occurred on the public facilities provided on the bus, such as the cleanliness of the toilets, delays in the buses arriving, quite expensive fares, because all of that could affect passenger satisfaction.

Each company strives to provide the best service to passengers and provide adequate facilities so that they are satisfied with the service they feel and can be expected to become passengers. The quality of service is also very closely related to passenger satisfaction. Passenger satisfaction is the company's benchmark for how things are going in the future or there are even some things that must be changed because passengers feel dissatisfied or disadvantaged.

Passenger satisfaction is a condition that describes the fulfillment, even exceeding of passenger expectations for a product or service carried out by the producer/business actor. The concept of passenger satisfaction is actually still abstract, achieving satisfaction can be a simple process, or complex and complicated (Darus, M. D. & Mahalli, 2015). In this case, the role of the individual in the service counter is very important and influences the satisfaction formed. Customer satisfaction is a response to the evaluation of a perceived discrepancy or disconfirmation between previous expectations or performance norms that support it. Many factors can affect passenger satisfaction including: Facilities, Security and Tariffs.

The first factor that can affect passenger satisfaction is facilities. Passengers using bus services require the availability of facilities on the bus. Facilities are the provision of physical equipment to provide convenience to passengers in carrying out their activities so that their needs can be met (Budiyanto & Yunus, 2014).

The problem of public service facilities, especially transportation services, is still very far from the expectations of persons with disabilities. It is a problem that cannot be resolved. Regarding facilities, the JA Connexion Bus which serves the West Bekasi - Soekarno Hatta Airport route has provided a fleet with a capacity of 36 seats, in which it is equipped with Wi-Fi facilities, air conditioning (AC), reclining seats and hand sanitizers in every corner of the bus. So as an effort to improve the quality of service, it can be equipped with facilities for people with disabilities.

**Figure 3.**  
**Facilities In Bus with Health Protocol**



Then, the second factor that can affect passenger satisfaction is security. Physically, the security aspect is an aspect that is most felt by passengers of transportation

services, which includes things that can be prevented by provisions regarding the safety of bus passengers. Security is the state of being free from danger or risk. This term can be used for anything related to crime, all forms of accidents and others (Ruswinda, E., *et al*, 2019).

An additional safety enhancement on the bus is the use of UV lighting in the air ducts to effectively sterilize and kill viruses. UV lighting up to 20 mj has been shown to destroy up to 99 percent of the genetic material (DNA or RNA) of microorganisms, bacteria, and viruses smaller than 253.7 nm. making them unable to replicate and eliminating the source of the infection. Combined with an improved air filtration system, this allows the entire bus to be completely sterilized in 20 minutes (Bahtiar, 2020).

Public transportation service policies should prioritize health protocols. These can be done by always wearing a mask, arriving early to the bus stop or station, avoiding overcrowded in vehicles arriving late at their destination. When public transportation is full, use public transportation next. Safe distance when in public transportation when sitting and standing, is maintained 1.5 meters - 2 meters. Bus seats or floors can be marked for easy execution. In the driver's room, plastic or mica barriers are made so that drivers are protected, they should also wash their hands regularly, use disinfectant, and should not touch their face with their hands. In addition, they should cover cough with arms, not hands.

Then, the third factor that can affect passenger satisfaction is tariff. Tariff is the price of transportation services that must be paid by service users, either through the mechanism of lease agreements, bargaining, or government regulations (Warpani, 2012).

JA Connexion fare in normal times on the route of Terminal Kayuringin Bekasi – Soekarno Hatta Airport with a Royal Class fleet is Rp. 65,000, while Executive Class costs Rp. 45,000. However, during the pandemic, only one tariff is applied, which is Rp. 95,000, due to the swelling operating costs due to the implementation of health protocols, especially physical distancing which requires only 50% passenger capacity. The target number of trips are difficult to achieve and the operational costs of the fleet are increasing.

Based on the description above, the authors are interested in conducting research on Facilities, Security and Tariffs with the title formulation "Analysis of the Effect of Facilities, Security and Tariffs on the JA Connexion Bus Service for the West Bekasi - Soetta Airport during the COVID-19 Pandemic".

Based on the background described above, several problems can be identified; 1) The condition of the COVID-19 pandemic has resulted in a decrease in the number of public transport users, 2) Operation and maintenance costs and services are increasing, 3) The condition of the JA Connexion bus stop and terminal for the West Bekasi - Soetta Airport route is not adequate, 3) The current facilities still limited, during the COVID-19 era which requires facilities to be sterile from viruses and germs, 4) The number of the

JA Connexion bus fleet for the West Bekasi - Soetta Airport route that operates is limited during the current Covid-19 pandemic so that the facilities offered are also limited. so that many passengers are queuing at the bus stop and are not satisfied with the services provided.

The purposes of this study are 1) To determine the effect, whether the Facility has an effect on the JA Connexion Bus Service for the West Bekasi route - Soetta Airport during the COVID-19 Pandemic, 2) To determine the effect, whether Security has an effect on the JA Connexion Bus Service for the West Bekasi route - Soetta Airport in the COVID-19 Pandemic Period, 3) To determine the effect, whether the Tariffs affect the JA Connexion Bus Service for the West Bekasi route - Soetta Airport in the COVID-19 Pandemic Period, 4) To determine the effect, whether the facilities, security and tariffs together - the same for the JA Connexion Bus Service for the West Bekasi - Soetta Airport route during the COVID-19 Pandemic Period.

Based on the framework as described in the previous section, the hypotheses in this study related to facilities, security, tariffs and services can be formulated as follows:

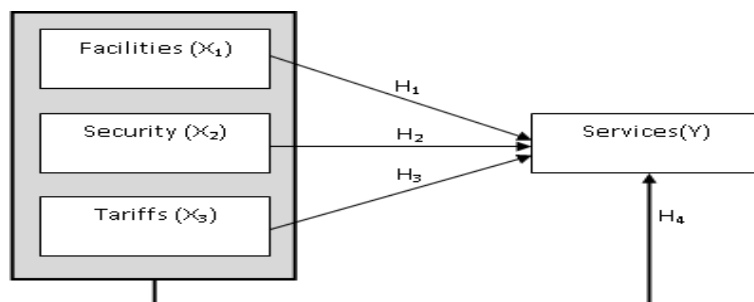
H1 : There is an effect of Facilities on the JA Connexion Bus Service;

H2 : There is an effect of Security on the JA Connexion Bus Service;

H3 : There is an effect of Tariff on the JA Connexion Bus Service;

H4 : There is a joint influence of Facilities, Security and Tariffs on the JA Connexion Bus Service.

**Figure. 4**  
**Research Model**



## Method

The research method in this study used a survey whose population was community members and the sample used in this study was non-probability sampling, namely using a quota sampling of 50 passengers on the JA Connexion Bus route West Bekasi - Soetta Airport during the COVID-19 pandemic period. The data used was primary data, namely data obtained from respondents' answers to a series of questions/statements posed by researchers in a questionnaire of twelve questions for each variable.

The data analysis method used in this study is the test of each variable (testing the variables X1, X2, X3 and Y respectively so that it is declared valid from a questionnaire distributed to respondents), Reliability Test of each variable (a questionnaire is declared reliable). If the value of  $t_{count} > t_{table}$  value with a significant level of 5%). Simple Linear Regression Analysis, partial test (t test) is to determine the effect of each independent variable on the dependent variable. Stimulant effect test (F test) is to determine whether the independent variables simultaneously affect the dependent variable and the coefficient of determination to measure the percentage of independent variables together can explain the dependent variable.

## Discussion And Result

The description of the data presented in this study includes the service variable data (Y) which is an endogenous variable, and the Facility (X1), Security (X2) and Tariff (X3) variables are exogenous variables. These exogenous variables determine the value of the endogenous variables. The data description of each variable is explained using descriptive statistical techniques by calculating the range, mean, median, mode and standard deviation. Constant value  $a = 11.012$ , it can be interpreted that if the Facility, Security and Tariff variables are zero then the Service is positive at 11.012, where 1) Facility regression coefficient  $b_1 = 0.290$ , it can be interpreted that if the Facility value increases by one then the Service value will also increase equal to 0.290, 2) Security regression coefficient  $b_2 = 0.415$ , it can be interpreted that if the value of Security increases by one then the value of Service will also increase by 0.415, 3) Tariff regression coefficient  $b_3 = 0.424$ , it can be interpreted that if the value of Tariff increases by one then the value of Services will also increase by 0.424.

Based on the coefficients table on the results of the influence of the Facility Variable (X1) on Service (Y) using the SPSS Version 21 statistical calculation, the  $t_{count}$  value for the Facility variable (X1) is 3,400 while the  $t_{table}$  value for  $n = 50$  is 2,009. So  $3,400 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be stated that Facility (X1) has a significant effect on Service (Y), then the result of the influence of the Security variable (X2) is 4.341, while the  $t_{table}$  value for  $n = 50$  is 2.009. So  $4,341 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be concluded that partially the Security variable (X2) has an effect on Service (Y) and the results of the influence of the Tariff variable (X3), the coefficients table above, then the value of  $t_{count}$  for the Tariff variable (X3) is 3.545, while the  $t_{table}$  value for  $n = 50$  is 2.009. So  $3,545 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be concluded that partially the Tariff variable (X3) has an effect on Service (Y).

From the results of the ANOVA test analysis test table, the  $F_{count}$  value is 32.898, while the  $F_{table}$  ( $\alpha = 0.05$ ) for  $n = 2.79$  is 2.79. So  $F_{count} > F_{table}$  ( $\alpha = 0.05$ ) or  $32.898 > 2.79$  with a significant level of 0.000 because  $0.000 < 0.05$ , it can be said that Facilities



(X1), Security (X2) and Tariffs (X3) together or simultaneously positive effect on service (Y).

Based on the results of the table, the effect of the three variables was tested, and based on the Model Summary table, the R Square value was 0.682. This shows that 68.2% of Facilities (X1), Security (X2) and Tariffs (X3) together affect the Service (Y).

**Table 1.**  
**Coefficients. Test Results**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	11,012	5,311		2,073	,044
1 Facilities (X1)	,290	,085	,313	3,400	,001
Security (X2)	,415	,096	,408	4,341	,000
Tariffs (X3)	,424	,120	,358	3,545	,001

**a. Dependent Variable: Service (Y)**

Source: SPSS 20 Calculation Results, 2021

Simple Linear Regression Analysis Results

$$Y = 11,012 + 0.290 X1 + 0.415 X2 + 0.424 X3$$

(Source of processed data (SPSS 21), 2021

**Table 2.**  
**t test results**

**Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	11,012	5,311		2,073	,044
1 Facilities (X1)	,290	,085	,313	3,400	,001
Security (X2)	,415	,096	,408	4,341	,000
Tariffs (X3)	,424	,120	,358	3,545	,001

**a. Dependent Variable: Service (Y)**

Source: SPSS 21 Calculation Results, 2021

The remaining 31.8% is influenced by other factors is not examined in this study. In this study, the three variables have a positive influence, along with previous research

conducted by Gusni Nelisa, Sumarni, Stevani (2018). The results of the research analysis are as follow:

1) there is a positive and significant influence between service quality (x1) on passenger satisfaction with the value of regression coefficient 0.199 and tcount (4.691) > ttable (1.9849).

2) There is a positive and significant effect between price (x2) on customer satisfaction with a regression coefficient value of 0.162 and tcount (4.466) > ttable (1.9849).

3) There is a positive and significant effect between facilities (x3) on passenger satisfaction. with a regression coefficient value of 0.179 and tcount (4.361) > ttable (1.9849).

4) There is a positive and significant influence between emotions (X4) on passenger satisfaction with a regression coefficient of 0.307 and tct (7.218) > ttable (1.9849)).

5) There is a positive and significant influence between service quality, price, facilities and together emotionally on customer satisfaction at PO. Lubuk Basung Express with fcount (112.486) > from ftable (2.47). The magnitude of the influence of service quality, price, facilities and emotional on customer satisfaction at PO. Lubuk Basung revealed that 81.8% and the remaining 18.2% were influenced by other factors not included in this study.

The results of other studies that are in line with those conducted by Suyitno (2018), with results from research analysis are that the quality of service, pricing and facilities have a significant effect either partially or simultaneously on patient satisfaction. Besides, the results of this study indicate that the quality of service has a dominant influence on patient satisfaction at Malang Regency General Hospital.

**Table 3.**  
**F Test Results**

Source:

SPSS 21

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	2724,612	3	908,204	32,898	,000 <sup>b</sup>
1 Residual	1269,888	46	27,606		
Total	3994,500	49			

a. Dependent Variable: Service (Y)

b. Predictors: (Constant), Tariffs (X3), Facilities (X1), Security (X2)

Calculation Results, 2021

**Table 4.**  
**Determination Test Results**

**Model Summary<sup>b</sup>**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,826 <sup>a</sup>	,682	,661	5,25417

a. Predictors: (Constant), Tariffs (X3), Facility (X1), Security (X2)

b. Dependent Variable: Service (Y)

Source: SPSS 21 Calculation Results, 2021

This positive result is expected to be input for managers to consider as data in decision making or in determining policies related to the three variables.

### Conclusion

Based on the results of the research and discussion in this study regarding "Analysis of the Effect of Facilities, Security and Fares on the JA Connexion Bus Service for the West Bekasi - Soetta Airport during the Covid-19 Pandemic", the conclusions of this study are:

- 1) There is an influence of the Facility variable (X1) to the Service variable (Y). This can be proven by the value of  $t_{count}$  for the Facility variable (X1) of 3,400 while the value of  $t_{table}$  for  $n = 50$  is 2,009. So  $3,400 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be stated that Facilities (X1) have a significant effect on Service (Y),
- 2) There is an effect of Security variable (X2) on Service variable (Y). This can be proven by the  $t_{count}$  value for the Security variable (X2) of 4.341, while the  $t_{table}$  value for  $n = 50$  is 2.009. So  $4,341 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be concluded that partially the Security variable (X2) has an effect on Service (Y),
- 3) There is an effect of Tariff variable (X3) on Service variable (Y). This can be proven by the  $t_{count}$  value for the Tariff variable (X3) of 3.545, while the  $t_{table}$  value for  $n = 50$  is 2.009. So  $3,545 > 2,009$ , then  $H_0$  is rejected and  $H_a$  is accepted, it can be concluded that partially the Tariff variable (X3) has an effect on Service (Y),
- 3) There is an effect of Facilities (X1), Security (X2) and Tariff (X3) together. the same for Service (Y) can be seen from the  $F_{count}$  value of 32.898, while  $F_{table} (\alpha 0.05)$  for  $n = 2.79$  of 2.79. So  $F_{count} >$  from  $F_{table} (\alpha 0.05)$  or  $32.898 > 2.79$  with a significant level

of 0.000 because  $0.000 < 0.05$ , it can be said that Facilities (X1), Security (X2) and Tariffs (X3) together or simultaneous positive effect on service (Y) with an R Square value of 0.682.

This shows that 68.2% of Facilities (X1), Security (X2) and Tariffs (X3) together have an effect on Service (Y), while the remaining 31.8% is influenced by other factors not examined in this study.

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