GROSTLOG 2021
Global Research on Sustainable Transport & Logistics

ISSN: 2622-5778 (online)
Advances in Transportation and Logistics Research
http://proceedings.itltrisakti.ac.id/index.php/altr

POLICY IMPLEMENTATION ANALYSIS OF PT. KCI AND PASSENGER DISCIPLINE BEHAVIOR ON TRAIN TRAVEL DURING THE COVID-19 PANDEMIC

(A CASE STUDY OF THE ROUTE BEKASI - JAKARTA KOTA)

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Abstract : The study was conducted on customers who use KRL and employees of PT. KCI route Bekasi-Jakarta Kota. The research method used in this study is a quantitative method. SPSS version 20 is used to analyse the data. Data was collected by distributing 200 questionnaires to customers of KRL and employees of PT. KCI. The purpose of this study is to analyse the implementation of PT. KCI and passenger discipline behavior towards train travel during the COVID-19 pandemic. The result of this study indicates that the implementation of passenger discipline policies and behavior has a positive and significant impact on train travel.

Keywords : Policy Implementation, Passenger Discipline, Train Travel, COVID-19

Introduction

Transportation is a means that plays a role in human life, both for the continuity of interaction between people, and as a tool to facilitate moving goods from one place to another. Transportation activities are very important in every part of people activity and are closely related to the lifestyle, range and location of the activities. One of land transportation which is mostly used as mass transportation is train.

There are many reasons why people still take train to commute even though since 2020, the rate of increase in the COVID-19 pandemic is soaring high. Especially for electric rail trains (KRL), PT Kereta Commuter Indonesia (KCI) has reminded since mid-July 2020. However, KCI has

ISSN: 2622-5778 (online)
Advances in Transportation and Logistics Research
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extended the socialization period by considering KRL users who are still adapting to all changes.

PT. Kereta Commuter Indonesia appeals the KRL users to be disciplined in carrying out or implementing health protocol policies in order to break the chain of the spread of COVID-19. Pasolong (2014:38) views policy as the result of an in-depth analysis of decisions on the best alternative. Including the implementation of policies that are currently being carried out during the COVID-19 pandemic.

PT Kereta Commuter Indonesia has fully implemented health protocols according to the standards of the National Task Force. PT Kereta Commuter Indonesia always implements Health protocols such as campaigning for washing hands, wearing masks, and maintaining distance (3M) to all customers and employees. While on the train, passengers must be disciplined in obeying Health protocols such as always wearing masks on the train and also keeping their distance and staying away from crowds.

Literature Review

Policy Implementation

Implementation can be related to the act of implementing a policy or regulation that has been determined for the purpose or activity to be achieved. Grindle in Mulyadi (2015:47) states that "Implementation is a general process of administrative action that can be investigated at a certain program level".

Policy is an effort to carry out predetermined decisions that have certain goals. Policy setting is an important factor for organizations to achieve their goals (Iskandar, 2012). The implementation of policies that are carried out in a targeted and efficient manner will be able to solve a problem well, the more complex the policy problem and the deeper the analysis used,

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Advances in Transportation and Logistics Research
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the more theory and capital are needed to be able to explain the accuracy of the implementation of the policy (Rohman, 2016).

According to Tahir (2014: 61-62), "the success of policy implementation is determined by many factors, and each of these factors is interconnected with one another. The understanding of the various factors involved in this implementation is elaborated by several theories of policy implementation and serves as a basis.

Discipline

Discipline is an attitude and behavior to comply with social rules and norms. According to Priyono et al. (2015), discipline is a person's awareness and willingness to comply with all applicable company rules and social norms. Priyono et al. (2015), explains: Discipline works as a mental attitude that is reflected in the actions or behavior of individuals, groups or communities in the form of compliance with regulations set by the government or ethics, norms, and rules that apply in the company for certain purposes.

Train

A train is a railway facility with movable power, either running alone or in combination with other railway facilities, which moves on the rail road related to train travel. (Law No.23, 2007). Because train is managed by PT Kereta Api Indonesia (Persero) which is part of a BUMN, the services provided are included in the category of public services

According to Salim (2004) rail transportation is the provision of transportation services on rails to carry goods and passengers. The train provides safety, comfort, and security services for passengers. The train was discovered around 1800 and developed until 1860 (Salim, 2004). At first known horse-drawn carriage which only consists of one carriage (series).

ISSN: 2622-5778 (online)
Advances in Transportation and Logistics Research
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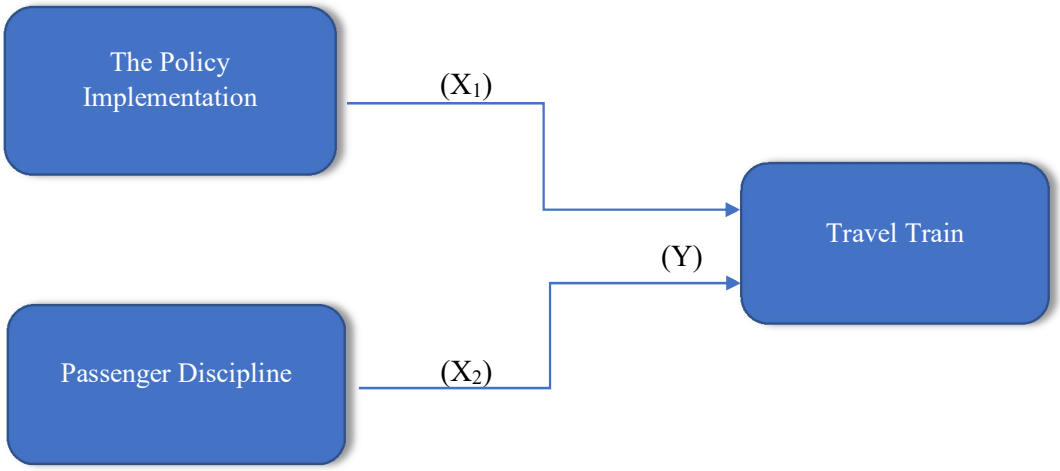
Then a horse-drawn carriage is made that pulls more than one series and runs on a certain track made of iron (rails).

Framework and Hypothesis



Information

X_1 : Policy Implementation affects Train Travel

X_2 : Disciplined Passenger affects Train Travel

METHOD

Data Collection

This study uses descriptive research with a quantitative approach. This research was conducted by distributing questionnaires to the public and employees of PT. KCI users of Bekasi-Jakarta Kota commuter line train.

The types of data used are primary data and secondary data. Primary data was obtained from distributing questionnaires and secondary data came from literature studies such as journals related to policy research of PT. KCI and passenger discipline behavior towards travel patterns using trains during the COVID-19 pandemic.

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Data Processing

Data was obtained from respondents using a questionnaire method, tested for validity and reliability to ensure that the data is valid. The data was analysed using SPSS version 20.

1. Validity Test

   The validity test is carried out to determine the extent to which a testing tool is appropriate in testing the data to be tested. The test steps are carried out whether a questionnaire is valid or not.

2. Reliability Test

   Reliability test is used to measure questionnaire which is an indicator of whether the measuring instrument is valid or reliable. A measuring instrument can be said to be reliable if it produces the same results even though repeated measurements are made. The Cronbach Alpha method is used on a score in the form of a scale (1-4, 1-5) or a ranged score (0-20, 0-50).

3. Simple Linear Regression

   Simple Linear Regression Analysis aims to determine the linear relationship between one independent variable (X) and the dependent variable (Y).

Discussion and Result

1. Validity Test

   The rtable value with the total respondents N=200 with a significance of 5% is 0,139 from the formula df= N-2=200-2=198.
   Valid if rcount > rtable
   Invalid if rcount < rtable

Table of Policy Implementation Validity Test Results

Statement to-	*R*count	*r*table	Explanation
1	0,485	0,139	VALID
2	0,550	0,139	VALID
3	0,517	0,139	VALID
4	0,746	0,139	VALID
5	0,534	0,139	VALID
6	0,505	0,139	VALID
7	0,448	0,139	VALID
8	0,507	0,139	VALID

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Table of Validity Test Results for Passenger Discipline Instruments

Statement to-	*R*count	*r*table	Explanation
1	0,517	0,139	VALID
2	0,764	0,139	VALID
3	0,751	0,139	VALID
4	0,840	0,139	VALID
5	0,795	0,139	VALID
6	0,765	0,139	VALID

Table of Validity Test Results for Train Travel Instruments

Statement to-	*R*count	*r*table	Explanation
1	0,575	0,139	VALID
2	0,781	0,139	VALID
3	0,794	0,139	VALID
4	0,888	0,139	VALID
5	0,894	0,139	VALID
6	0,844	0,139	VALID

From the results of the validity test on the three variables above, it can be seen that if rcount > rtable, then the questionnaire is VALID.

2. Reliability Test

Instrument Reliability Test

Correlation coefficient	Interpretation
0,80 – 1,00	Very High
0,60 - 0,80	High
0,20 – 0,40	Enough
0,20 – 0,40	Low
0,00 – 0,20	Very Low

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Advances in Transportation and Logistics Research
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Variable	*r*count	*R*table	Explanation	Interpretation
X1	0,629	0,139	Reliable	High
X2	0,837	0,139	Reliable	Very High
Y	0,884	0,139	Reliable	Very High

3. Normality Test

The normality test in this study used the *Kolmogorov-Smirnov* test with the help of the IBM SPSS 20.0 application. The criteria for significance level (α = 0,05). The test criteria are as follows:

If the significance is 0,05, the data is normally distributed

If the significance is 0,05, the data is not normally distributed

The following are the results of the normality test:

		Unstandardized Residual
N		200
Normal Parameters[a,b]	Mean	0E-7
	Std. Deviation	2,15486039
Most Extreme Differences	Absolute	,073
	Positive	,067
	Negative	-,073
Kolmogorov-Smirnov Z		1,035
Asymp. Sig. (2-tailed)		,235

a. Test distribution is Normal.

b. Calculated from data.

From these results it was found that the significance result between the variables of policy implementation and passenger discipline with train travel was 0,235. These results have a significance level of 0,05 so it can be concluded that the data distribution is normally distributed.

4. Correlation Test (r)

Correlation test was conducted to see the relationship between variable X and variable Y. Variable X1 is Policy

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Implementation, X2 is Passenger Discipline, and variable Y is Train Travel. Correlation test using *bivariate pearson*.

(The value of r table is calculated based on the number of samples with a significance of 5%) rtable obtained 0,139

Interpretation of the Correlation Coefficient of the Two Variables

Correlation coefficient	Interpretation
0,00 – 0,199	Very High
0,20 - 0,399	High
0,40 – 0,599	Enough
0,60 – 0,799	Strong
0,80 – 1,00	Very Strong

The following are the results of the correlation test:

		Policy Implementation	Train Travel	Passenger Discipline
Policy Implementation	Pearson Correlation	1	,740**	,635**
	Sig. (2-tailed)		,000	,000
	N	200	200	200
Train Travel	Pearson Correlation	,740**	1	,750**
	Sig. (2-tailed)	,000		,000
	N	200	200	200
Passenger Discipline	Pearson Correlation	,635**	,750**	1
	Sig. (2-tailed)	,000	,000	
	N	200	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

From the results above, it shows that the value of sig. (2-tailed) between variable X1 policy implementation with variable Y train travel is 0,000 <0,05 which means that there is a significant correlation between policy implementation and train travel. The correlation coefficient value is 0,740 > rtable 0,139, which means that there is a relationship between policy implementation (X1) and

ISSN: 2622-5778 (online)
Advances in Transportation and Logistics Research
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train travel (Y). The correlation coefficient value is 0,740 in the range of values 0,60-0,799 with the interpretation that the relationship between X1 and Y variables, policy implementation by train travel, is strong.

Furthermore, the results show that the value of sig. (2-tailed) between the variable x2 passenger discipline and the variable y train travel, which is 0.000 <0.05, which means that there is a significant correlation between passenger discipline and train travel. The correlation coefficient value is 0.750 > rtable 0.139 which means that there is a relationship between passenger discipline (X2) and train travel (Y). The correlation coefficient value is 0.750 in the range of 0.60-0.799 values with the interpretation that the relationship between X2 and Y variables, passenger discipline with train travel, is strong.

5. Multiple linear regression test (because the dependent variable is influenced by two independent variables)
   a. T Test (Partial)
      Ttable = t(α/2 ; n-k-1)
      N = number of respondents
      K = number of variables x
      A= significance level

      Ttable = t (0,05/2 ; 200-2-1)

      = t (0,025;197) (Find the value of ttable on the table with a significance level of 0,025, then obtained 1,972)

T test was conducted to test the effect by comparing the values of *tcount* and *ttable* using linear regression analysis. The following is the result of the T test calculation:

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-1,544	1,442		-1,071	,286
	Policy Implementation	,449	,053	,441	8,451	,000
	Passenger Discipline	,502	,056	,470	8,998	,000

A. Dependent variable: Train Travel

From the data above, it is found that the value of tcount on the policy implementation variable is 8,451, which means

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tcount>ttable (8,451>1,972). Thus, the hypothesis is accepted, there is an effect of policy implementation on train travel.

In the passenger discipline variable, the *tcount* value is 8.998, which means *tcount>ttable* (8,998>1,972). Thus the hypothesis is accepted, there is an influence of passenger discipline on train travel.

b. F test (simultaneous)

To search for *Ftable* do with the formula *Ftable* = (k; n-k) k=number of independent variables, and n=number of respondents so obtained value of *Ftable* = (2; 200-2) = 2;198 so obtained the value of *Ftable* of the table of the distribution of the Ftable is the 3.04. As for looking *Fcount* using multiple linear regression analysis in SPSS as follows:

ANOVA[a]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1957,959	2	978,979	208,712	,000[b]
	Residual	924,041	197	4,691		
	Total	2882,000	199			

A. Dependent Variable: Train Travel

B. Predictors: (Constant), Passenger Discipline, Policy Implementation

Based on the table above, it is obtained that fcount is 208,712, thus *Fcount>Ftable*. So it can be concluded that there is a simultaneous influence between variables X1 and X2 with variable Y.

c. Coefficient of determination

The coefficient of determination is a test to find the square of the correlation coefficient multiplied by 100%. The test uses a linear regression analysis model summary in the R *square* column on IBM SPSS 20.0 software. The following are the results of testing the coefficient of determination:

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	,824[a]	,679	,676	2,16577

a. Predictors: (Constant), Disiplin Penumpang, Implementasi Kebijakan

b. Dependent Variable: Perjalanan Kereta Api

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Advances in Transportation and Logistics Research
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The above results show that R *square* on variable X with variable Y is equal to 0.676. Then the coefficient of determination is pursued by multiplying the results of R square by 100%, so the coefficient of determination between the x variable and the y variable is 67.6%. It can be concluded that the effect of variables X1 and X2 on variable Y is 67.6%.

Conclusion

PT Kereta Commuter Indonesia has implemented health protocol policies for passengers properly so that they have a positive influence and help reduce the chain of Covid-19 spread at stations and on trains. This is the good result of the implementation of fairly strict policies, disciplined passenger behavior and also excellent train travel.

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