



An Analysis of Public Service Policy on Rail Transport Passenger in Malang Station in this New Normal Era

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Abstract

The implementation of public service policy in the new normal era on rail transport refers to the decree of the Minister of Administrative reform of the national apparatus number 63 year 2019 and adjusted to the decree of the Minister of Health No HK. 01.07/Menkes/328/2020 about the manual and control of covid-19 by giving public service related to new normal rule. The implementation of new normal rule at Malang station have some obstacles such: 1) Without realizing that many people are people without symptoms status travel outside the city as usual, it is risky to transmit to other transportation users, 2) Community compliance is still low in implementing health protocols. This research uses qualitative methods. The results showed that the satisfaction of train users in Malang City station using the Likert scale shows an average of 2.69 is a good category. Based on the minimum service standard (SPM) at the train station of Malang city in the new era of normal prevention spread Covid-19 is good.

Keywords: *Boarding Pass; Station; Train; Minimum Service Standard; Passenger Satisfaction*

Introduction

Transportation is very essential in supporting the community's daily activities in terms of mobility. The train is chosen by the community because it is free of hindrance and able to carry out many passengers and things (luggage, etc.). That is why the train is as effective and efficient as the land transportation alternative. According to Pradana (2015), it stated that the service given by a country to its people was transportation. The public service given by train is referred to the decree of the Minister of Administrative reform of the national apparatus number 63 the year 2019. Then, Zeithaml (2014) indicated that the indicators which used to evaluate public services were: 1) physical facility in the public service, 2) reliability, a skill to organize accurate service, 3) reactive, fast response in assisting the passenger, 4) comfort facility which is the presence of waiting room, clean toilet, prayer room, boarding room, trash can, clean station, 5) convenience, providing services to the passenger, and 6) equality which includes indicators of special facilities provided for disabled passengers, nursing rooms, and isolation rooms.

Nevertheless, since the outbreak of COVID-19, there is a new change in transportation public services. The new change is adapted to press the the COVID-19 virus transmission. The scheme for public service guidelines in the transportation sector in the new normal era is prepared, which refers to Regulation of Transportation Government Number 18 concerning Transportation Control in the Context of Preventing the COVID-19 transmission. Furthermore, the new normal consisted of implementing a new habit, by using health protocol in daily life after considering the coronavirus transmission. Next, the adaptation of new normal in transportation services hold to assist the passenger in the pandemic era by implementing health protocol with standard operating services (SOP) to prevent the COVID-19 transmission.

New normal is a new rule of habit and behavior by adapting a clean and healthy lifestyle. The implementation of the new normal in Indonesia gives a change in public services as an estuary of bureaucratic reform, which is still the top priority of the Indonesian government. In this new normal era, both government and society work together in creating, arranging, and controlling public services. Here, in order to success the new normal program, government adapting health protocol through standard operating services (SOP) in order to make sure that the community is able to do their daily activity as before in a save condition from COVID-19.

Moreover, the health protocol guideline is applied to all aspects from the aspect of economic, industry, offices, until education, religion, public transportation, station, airport, and other public places.

Rail transportation in Indonesia is adapting health protocol based on new normal guidelines to provide a sense of security to the train's passengers. The policy is implemented by reduce physical contact and apply health protocol to prevent the COVID-19 transmission. The adaptation of the new normal in Malang station refers to the decree of the Minister of Health No HK. 01.07/Menkes/328/2020 about the manual and control of COVID-19 in education, office, company, industry, and transportation agency to in supporting the continuity of service provision during the COVID-19 pandemic.

There were several new normal protocols conducted by PT. KAI in Malang station, namely: 1) implementing an online system regarding ticket purchasing through the KAI access application, 2) the obligation of using a mask in station era, 3) checking passenger's body temperature when entering the train or boarding which must be under 37,3-degree Celsius, 4) the passenger should wear face field in the station era and during the journey, 5) at the boarding time, the passenger should queue up according to the adjusted line by the PT. KAI in Malang station with 1-meter distance for social distancing, 6) Body temperature measurements are conducted by officers both during boarding and onboard the carriage will be carried out regularly if a passenger has a body temperature of 37.5 degrees Celsius, which identified as having symptoms of COVID, the passenger will be moved to the isolation room provided on the train, 7) the officer will clean the facility regularly every 30 minutes to make sure the train in Malang station is always clean, 8) the frontline officer of KAI station such as counter officers, boarding passes, customer service is equipped with field faces and gloves to anticipate the COVID-19 virus transmission.

Hence, there is several problems that occurs on implementing new normal in Malang station, namely: 1) without realizing it, many people with OTG and PDP status still active and travel outside the city as usual, which put a risk of transmitting to other transportation users who are at the station, 2) diverse public understanding of COVID-19, 3) lack of community compliance, 4) many people still neglect to use masks in the railway station area of Malang, 5) inadequate PPE for passenger ticket screening.

Then, the finding of the research conducted by Septiana (2017) revealed that the minimum service standard applied in Jember station increased, which enlarge the passenger satisfaction. The implementation of the minimum standard needed continuous evaluation and monitor to enhance the public services quality. Furthermore, in the research of Syamsudin (2012), it found that the way to

enhance the public services policy was by with the construction of a high platform at the train station. Next, the results of Pradana's (2015) research elucidated the importance of evaluation in providing an overview of the level of satisfaction of train passengers in providing public services.

According to the public services standard in previous research, it can be summed that the minimum service standard applied as the guideline on the implementation of public services. The public services policy is referring to health protocol and No HK. 01.07/Menkes/328/2020. Here, this research aimed to analyze the implementation of the new normal policy applied by Malang station and identify the passenger level of satisfaction of rail in Malang station in this new normal era.

Research Methods

Descriptive-qualitative research was applied which was conducted in Malang station, Trunojoyo Street, Number 10, Kiduldalem, Klojen, Malang, East Java. The headlines of this research were analyzing how Malang station implementing the new normal and how Malang station providing public services in the new normal era. The sampling technique was using purposive sampling through in-depth interviews, observations, and the use of documents. Then, the data analysis techniques consisted of 1) primary and secondary data collection through preliminary field observation studies and questionnaires, 2) data reduction, 3) data presentation, 4) conclusions. The data analysis was carried out to obtain a general and comprehensive description of the implementation of public services in Malang stations by collecting questionnaire data, interviews, direct observation, and notes in the field. Furthermore, a questionnaire assessment was carried out using the Linkert scale to produce a descriptive analysis. This research employed key informants, namely the head of the Malang station (Mr. Agus), counter officers, and other informants were 3 ticket boarding pass officers, cleaning officers, and 30 passengers at Malang stations.

Result and Discussion

The transformation urgency in public services of Malang station in new normal era gave new transformation in the service provided to the passenger. There were changes in the perspective of public service delivery policy which refers to several indicators, namely: 1) the main task of the Malang station officer was to assist the passenger, 2) the policies in implementing public service guidelines should be based on minimum service standard according to the given public services as the decree of the Minister of Administrative reform of the national apparatus number 63 the year 2003 and adjusted to the decree of the Minister of Health No HK. 01.07/Menkes/328/2020 about the manual and control of COVID-19 in office, industry, and transportation places in supporting the continuity of public services in this pandemic COVID-19, 3) the public services should be upholding moral, applicable laws and regulations, social values and minimum service standards for railways.

Based on the previous indicators, the management of public service delivery in the new normal era in the context of preventing COVID-19 in Malang stations was needed. In the application of public services in the new normal era, good cooperation with the society as the service user was essential. However, there was hindrance occurs in the implementation of new normal in Malang station, which was: 1) without realizing it, many people with OTG and PDP status still activated and traveled outside the city as usual which put a risk of transmitting to other transportation users who are at the station, 2) diverse public understanding of COVID-19, 3) lack of community compliance, 4) many people still neglected to use masks in the railway station area of Malang, 5) inadequate PPE for passenger ticket screening, 6) the lack of public obedience to show a negative COVID-19 medical test result.

Build upon the interview result with one of the passenger ticket boarding officers, it said that “the main problem faced is inadequate of PPE for the security officer during the ticket boarding process which the officers only provided with glove and mask, then, another challenge is the awareness of the community itself about physical distancing, even though there is a boundary line, but many passengers ignore the rules of physical distancing. ” (Interview, June 16, 2020).

Then, it can be summed from the interview above that it was essential to have good synergy and cooperation between officers and the society in the implementation of public services in the new normal era, especially for preventing the COVID-19 transmission.

The understanding of implementing public services policy during the pandemic in the prevention of COVID-19 at Malang stations was the restructuring of the minimum service standards for train transportation passengers, both from the indicators of human resources who served as public servants, units and made this policy worked effectively and efficiently. Here, another interview result with one of the public service officer indicated the needs of socialization to the society that used train services by guiding changes in mental attitudes, awareness of using rail transportation services by complying with the rules of implementing the new normal in the context of preventing COVID-19.

There were indicators in determining the effectiveness of applying public service standard in Malang station in the new normal era, which referred to minimum service standard in the Minister of Administrative reform of the national apparatus number 63 the year 2003 and adjusted to the decree of the Minister of Health No HK. 01.07/Menkes/328/2020 about the manual and control of COVID-19, namely:

1. Tangible (Physical Facilities)

Tangible is observed from physical facilities at Malang city station, which included:

Table 1. Tangible physical facilities that are in accordance with the health protocol

No	Facilities	Total Unit
1	Ticket printers	3
2	Health protocol standard waiting room facilities	245 chairs
3	Counters	4
4	Information speakers	12
5	Hand sanitizers	17
6	Hand –washing sinks	8

(Primary data source, 2020)

In the time of the implementation of new normal and COVID-19 transmission prevention, Malang City station implements physical distancing by providing lines or cross-marks on chairs as the facilities of the waiting room of the ticket service and train departure. Prospective passengers who are waiting at the ticket counter or train departure waiting room are not allowed to use the marked chairs. This regulation of physical distancing is implemented in order to prevent the spread of COVID-19. Below is a picture showing the minimum standard of waiting room facilities in Malang City station during the new normal era:



Figure 1. Waiting Room Facilities

At Malang City station, the cross-marks are applied on chairs in waiting rooms in order to implement physical distancing to prevent COVID-19 transmission. Passengers are expected not to have physical contact with other passengers.

2. Reliability

The indicator of reliability is the officers' and staffs' skills in providing services to customers at Malang City station. According to the results of the interview with the respondents working at Malang City station, officers and staffs who work at Malang City station have adequately performed their job. Workers working as counter officers, boarding pass screening officers, janitors, customer service officers, and other positions have already acquired good skills in conducting the SOPs of public service in the new normal era. Their swiftness in providing services is inseparable from the effort of Indonesia Railway Transportation (KAI) in improving the officers' and staffs' competent in serving the passengers during the implementation of the new normal regulations in the pandemic of COVID-19. As what has been mentioned by Mr. Agus below:

“We periodically conduct socialization and briefings to officers and staffs who are working at Malang City station to enforce the new regulations in providing public services in order to prevent the spread of COVID-19.” (Interview, 20 June 2020)

At Malang City station, the capability of the officers and staffs in enforcing the new regulations during the public services went well. This can be observed from their competent in implementing the new regulations at Malang City station. Other than that, ticket counter officers always wear maskers and face shields as obligatory protectors (APD) that must be worn during in station areas and in trains. Strict verification will be conducted by the officers to passengers with boarding tickets by showing their valid identity and negative COVID-19 PCR medical test result that is valid 3-14 days of their departure.

The regulation regarding negative COVID-19 medical test result is obligatory for passengers, travelling long and medium distance by train. In addition, passengers are required to wear long-sleeves and face shield that are given free by the officers during boarding. Temperature checking will also be conducted by the officers during boarding and will also be done periodically throughout the journey. In case of meeting a passenger with a temperature above 37 degrees Celsius, the concerned passenger will be guided to an isolation area which has been spared in the train.



Figure 2. Negative COVID-19 medical test result verification

Figure 3. Periodic temperature checking

3. Reactive

The researcher conducted an observation by distributing questionnaires to some train service users at Malang City station, and conveys that the officers have been responsive when serving the train users. This can be seen by how swiftly prepared the officers were when passengers needed help. Officers were also active in warning passengers to always use their masks and face shields and also distributed free face

shields during boarding. The researcher conducted a survey regarding satisfaction at Malang City station on June 2020, as follows:

Table 2. A review of satisfaction at Malang City station 2020

No.	Satisfaction Indicators	Satisfaction Level
1	The tidiness at Malang City station	3.08
2	The cleanness of toilets at Malang City station	3.05
3	Physical distancing at the counter waiting room	3.04
4	Hand sanitizers at the counter and at the boarding pass station room	2.99
5	Hand –washing sinks (Health protocol)	2.94
6	Officers' understandings about health protocol in the pandemic era	3.04
7	Health protocol implementation by the officers and staffs	3.02
8	The provision of isolation room for passengers with the indication of COVID-19 symptoms	3.04
9	The provision of Rapid Test facilities	1.20
10	The provision of health consultation facilities	2.90
11	Temperature check in every entry of the station	3.24
12	Janitors are prepared and ready to periodically clean the station areas	3.15
13	The existence of latest information regarding COVID-19 prevention	3.25
	Average	2.69

According to the results of the questionnaires distributed to 30 train service users as the respondents at Malang City station, it shows that 2.69 is the average of passengers' satisfaction in using the train services during the new normal era, which is categorized as good. This satisfaction illustrates what the citizens get and experience of how the officers implement the public services during the new normal era at Malang City station. Officers and staff have given the train service users ease and comfort. The implementation of the health protocol at Malang City station is also categorized as good. Hence, several passengers complained about the regulation of Rapid test (negative COVID-19 medical test result) which became one of the requirements of using the train services. Respondents suggested providing the COVID-19 PCR test service at the station in order to ease passengers.

4. Comfort

At Malang City station, the indicators of comfort to the availability of rooms for passengers before check-in which appropriate to the SOPs are including the implementation of 1-meter physical distancing between other passengers and the cross-marks provided for chairs that are not allowed to be used by passengers. Janitors cleaned the waiting room areas periodically and therefore the areas are very sterile and clean. Other facilities such as the prayer room also provided cross-marks on the tile or floor to implement physical distancing. Moreover, the condition of the toilets is always clean and under control throughout the operating hours. Malang City station always urges passengers to implement health protocols by providing information regarding the health protocol on preventing COVID-19 transmission in the form of posters as one of the efforts.

5. Convenience

The indicators of convenience are the existence of information that is easy to convey and read by passengers. This information contains: 1) station layout; 2) train operating schedule; 3) guidance in every waiting room, counter, and boarding area regarding physical distancing implementation; and 4) evacuation routes. Below are the convenience indicators at Malang City station:

Table 3. Convenience indicators at Malang City station

Convenience Indicators	Availability
Station layout	Available
Train operating schedule	Available
Guidance of physical distancing implementation	Available
Evacuation routes information	Available

(Primary data source, 2020)

6. Equality

Equality indicators that are implemented at Malang City station are facilities provided for disabled passengers such as adequate seats appropriate to the SOPs of COVID-19 prevention, special elevator routes, and also pedestrian guiding block. A customized room for breastfeeding is also provided with equipped facilities appropriate to standard SOPs during new normal in the pandemic era of COVID-19. The following is the indicators of equality at Malang City station:

Table 4. Equality indicators at Malang City station

Equality Indicators	Availability
Seats for disabled passengers	Available
Pedestrian guiding block	Available
Breastfeeding room	Not available
Special elevator routes for disabled passengers	Not available

(Primary data source, 2020)

It is concluded that, based on the observation results achieved at Malang City station, that equality indicators at Malang City station according to the minimum service standard of regulation Number 63 Year 2019 is still required to fulfill the aforementioned SOPs by providing customized room for breastfeeding and special elevator routes for disabled passengers.

Conclusions

According to results obtained from the field and the discussion on this research, it can be concluded that the service performance and facilities at Malang City train station during the new normal era are well provided under the implementation of physical distancing to prevent the spread of COVID-19. This can be proven from several services that have fulfilled the minimum service standard (SPM) and standard operational procedure (SOP) of the new normal implementation to train users by performing physical distancing and health protocol appropriate to the Regulation of the Minister of Health No HK. 01.07/Menkes/328/2020 regarding Guidance and Control of COVID-19 at Work Places as Offices, Industries, and Transportation in supporting the provider of services in the COVID-19 pandemic situation. However, there are still several facilities that are not yet appropriate to the SPM parameter such as the unavailability of costumed room for breastfeeding and the unavailability of elevators for disabled passengers.

According to the satisfaction level, train passengers at Malang City station are satisfied with the services provided under the implementation of the health protocol in the new normal era. This gives passengers comfort in utilizing railway transportation for travelling. Hence, one of the indicators that cause passengers to feel uncomfortable is the verification system enforcement of the PCR medical test result which is inconvenient for some passengers. Several passengers mentioned some critics and suggestions such as by providing affordable COVID-19-PCR test facilities at the station.

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