

INTER-CITY INTER-PROVINCIAL TRANSPORTATION SERVICE AT THE KALIDERES BUS STATION AT 2019-2021

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Abstract: This study aims to determine public services in the field of Intercity and Interprovincial (AKAP) Bus transportation in Terminal Kalideres between 2017-2019, considering that Kalideres Terminal is the largest in Jakarta with more than 5,000 passengers. This large number results in still not optimal service functions managed by the DKI Jakarta Provincial Transportation Agency. The research method used a qualitative approach to find out more about public services in the field of transportation involving informants from the management and passengers. The results showed that with the rapid development of cities, human activities are increasingly diverse, so we need a system that regulates the transportation system in Indonesia. The impact that arises is the increasing intensity of human movement as labor and goods as production materials. The factor of means and transportation greatly affects the smooth mobility of passengers and goods. Therefore, in addition to infrastructure factors, service factors also have an important role. This study used the snowball sampling technique, which determined informants based on previous informants without determining the exact number by digging up information related to the required research topic. This paper is intended to improve the quality of service and satisfaction of Kalideres bus station service users.

Keywords: public service; satisfaction; transportation; quality service.

INTRODUCTION

One of the keys to the success of regional development is the availability of infrastructure that can support the community's welfare. It can be realized if the government provides transportation infrastructure. The public often uses one of the transportation services affordable by all levels of society: bus transportation. Bus transportation requires supporting infrastructure in the form of a bus terminal. Because whatever mode of transportation is used, it will not work well if no infrastructure supports it. Transportation has a vital role, namely determining the success of the development (Tan et al., 2020) ; (Riaz et al., 2018).

Economic development according to stages reflects the condition of transportation. In the current setting of the economy, transportation conditions are very advanced. The shape of transportation development shows the same direction or an incredibly positive relationship. Transportation is an essential means of helping the economy. An area cannot stand alone totally in meeting the needs of its region, and the site needs other regions as supporters connecting used is transportation (Moody et al., 2019); (Dietrich & Weber, 2018). Whether in the economy, education, tourism, or culture, regional development requires adequate transportation services. Without transportation as a means of support, one cannot expect satisfactory results to develop and improve an area (Verma et al., 2021); (Setthasuravich & Kato, 2020); (Marsden & Reardon, 2017).

The transportation system has the nature of a network system where the performance of transportation services is strongly influenced by network integration and integration. The terminal is part of the transportation system and must have quality services because the airport is one of the critical public services supporting economic activities. Kalideres Terminal is one of the most significant types of A terminals in DKI Jakarta. Kalideres Terminal is a terminal located at the end of the West Jakarta-Tangerang area, Banten. Kalideres Terminal has an area of \pm 3.5 Ha, which began be built in 1983 and was inaugurated on December 22, 1985.

Besides being a public transportation base, Kalideres Terminal facilitates inter-city and inter-provincial buses with about 67 PO counters, including Sumatra and Java counters. In a day, the departure of buses to Java and Sumatra is around 200 buses. With an average of 1000 passengers in one day. In contrast to holidays or before going home for Eid, passengers can be 2-3 times more than usual. In addition, Kalideres Terminal provides a rest area or canteen of around 50 kiosks. The following chart compares the increase in buses and passengers in 2017 and 2019:

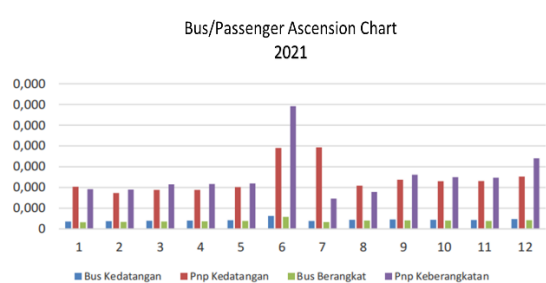


Fig.1: Bus/Passenger Ascension Chart, 2021

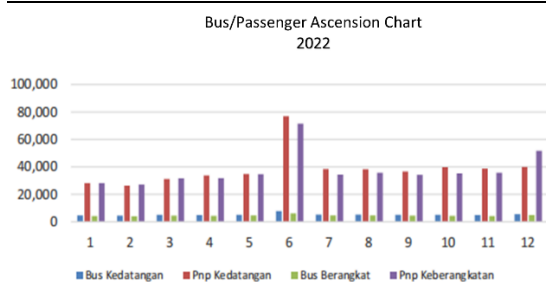


Fig.2: Bus/Passenger Ascension Chart, 2022

Kalideres Bus stations are an excellent potential for the transportation sector to increase regional income if this potential is developed and managed correctly. In addition, Kalideres Terminal, considered one of the "largest terminals" in DKI Jakarta, needs to improve its function and role as a "show window" for DKI Jakarta Province, which has a high number of passengers. Based on direct observations made by researchers, the service problems at the Kalideres bus terminal, which are still a public complaint, are: 1) There are still many PO employees (autobus companies) who offer tickets that are not following the desired destination of prospective passengers (ticket brokers), offering impolite attitudes that seem to be pushy; 2) Crime rates such as pickpocketing, coercion, and hypnosis are still relatively high; 3) The waiting room area is open and uncomfortable due to the lack of cleanliness in the waiting room seat area, cigarette smoke, vehicle noise, and pollution from bus vehicle fumes; 4) The location of the arrival path or the arrival path is still too far from the waiting room area, and the lack of signs and information boards on the arrival path makes people confused when they want to continue their journey; 5) The manual information board containing the bus departure schedule does not match the actual situation, which

results in the accumulation of passengers with specific destinations. 6) The breastfeeding room facilities are not representative enough to make breastfeeding mothers uncomfortable with the terminal atmosphere. 7) There are still a few bus ticket-price information boards installed at the counter. It makes it more accessible for brokers to take advantage of the situation, especially during the "Lebaran" and New Year transportation seasons.

It has become the role of the Transportation Service, the Road Transport Terminal Management Unit, which must be able to meet the community's demands in carrying out public services. One example of public service is the creation of service innovations that focus on efforts to increase passenger satisfaction.

As a provider of public services needed by the community, the government must be responsible and continue to strive to provide the best service for the sake of improving public services (Adjat et al., 2020); (Mutiarin et al., 2019); (Lee, 2018); (Wijaya, 2018). Every problem must have a connecting theoretical basis to strengthen the problem. Therefore, the author will present several theories to help the process of solving research problems related to public services, especially government services in bus transportation at the terminal (Vickers, 2017); (McKenzie, 2020).

Public services are defined as a series of activities carried out by the public bureaucracy to meet users' needs. The users in question are citizens who need public services. Zeithaml et al. in (Engdaw, 2020) argue that consumer expectations for service quality are greatly influenced by the

information obtained by word of mouth, consumers' needs, and past experiences in consuming a product. Because they know the quality of service that consumers feel. Provide an indicator of a measure of customer satisfaction, which lies in 5 (five) dimensions of service quality: 1) Tangibles, namely services in physical office facilities, computerized administration, waiting rooms, information centers, and so on, must be reliable; 2) Reliability, namely the ability, and reliability to provide services that reliable and accurate. Performance must be following customer expectations and without error; 3) Responsiveness, namely the ability to help and provide services quickly and accurately. And responsive to consumer desires; 4) Assurance, namely the ability and friendliness, and courtesy of employees to ensure consumer confidence; 5) Empathy; the firm but attentive attitude of employees towards consumers to understand consumer desires. Public service is the provision by the government. On behalf of the government, the private sector, and the community, payment to interests (Aminudin, 2019 ; (Irtema et al., 2018).

Public service is an activity carried out by a person or group of people based on factors through specific systems, procedures, and methods to fulfill the interests of others following their rights (Chan et al., 2020); Aminudin, 2019; Fajarwati, 2018). The essence of public service is the provision of excellent service to the community, which embodies the obligations of government officials as public servants. From some of the opinions expressed by the experts mentioned above, it can be concluded that the notion of

public service is all public service activities carried out by government institutions or agencies in the form of goods or services to meet the community's needs with excellent service. And the emphasis of the notion of public service is on the process of achieving goals. It is said to be a perfect service if the goals or objectives are performed according to the plan and have the expected or desired effect or impact. Because the service apparatus does not have the slightest reason not to be oriented to total customer satisfaction, even customer satisfaction can be used as a barometer to measure service success. To achieve this, the government should not evade the principle of service carried out wholeheartedly. So, the authors are interested in using the theory of Zeithaml et al. as an indicator to measure inter-city bus transportation services between provinces, the Department of Transportation at Kalideres Terminal.

In the business world, it is not just the product/service that matters. In terms of business, quality is considered a way to retain customers. Quality means that companies must meet customer expectations and satisfy their needs. The meaning of service is a service process resulting from four input processes: people processing (consumer), possession processing, mental stimulus processing, and information processing. As a system, the service business is a service operating system, service delivery system, and service marketing system. Where service marketing delivery systems, namely how a company delivers services to consumers. Quality is a dynamic condition associated with products, services, people, processes,

and environments that meet or exceed expectations (Graves et al., 2019); (Xue et al., 2018); (Pratiwi et al., 2018)

According to (Avianto & Oktaviani, 2020) quality is how to find out what creates value for consumers, and companies must provide that value. Therefore, service quality must receive serious attention from the management of service organizations. To determine the quality of service to be achieved by a service organization, the organization must first have a clear goal. The definition of service quality may differ but specifically includes matters in determining whether the perceived service meets customer expectations. Customers judge service quality based on their perception of the technical results provided, which is how delivered results. Service is the process of meeting needs through the activities of others directly. There are two types of services needed by humans. Namely, physical services are personal as humans and administrative services are provided by other people as members of the organization, be it mass or state organizations.

MATERIALS AND METHODS

The research approach used in this research is to use a qualitative approach. The selection of informants as data sources in this study is based on the principle of subjects who master the problem, have data and are willing to provide complete and accurate information (Gill, 2020). Informants who act as data sources and information must meet the requirements. Critical informants in this study are the

relevant authorities or policymakers and stakeholders from the Kalideres Terminal Transportation Service. Data collection techniques used in this study consisted of:

- a) Primary data, namely data collection techniques using observations and interviews conducted on 100 respondents.
- b) Secondary Data, namely data obtained from literature review sources, electronic media, relevant journals, and regulations.
- c) Documentation Data in the form of photos of activities, official reports, minutes of meeting results and decision letters, and other related documents.

The data analysis technique used in this study was descriptive analysis which was carried out to identify the excellent service quality of Kalideres Terminal. The data analysis process begins by examining all available data from various sources, namely through observation, interviews, and documentation.

Data analysis in qualitative research is carried out before entering the field, during, and after completion in the area. The technique of checking the validity of the data in this study is the triangulation technique. This study uses three kinds of triangulation. Firstly, triangulation of data sources in the form of information from places, events, and documents and archives containing notes related to the data in question. Second, triangulation techniques or methods of collecting data from interviews, observations, and documents. Third, concluding. The initial conclusions put forward are still temporary and will change if no substantial evidence is found

to support the next stage of data collection. However, suppose the findings raised early are supported by valid and consistent evidence when the researcher returns to the field to collect data. In that case, the conclusions put forward are credible. Data analysis in this study was carried out through three activities that co-occurred, namely data reduction, data presentation, and drawing conclusions or verification. Qualitative data analysis is an ongoing, iterative, and continuous effort. The problem of data reduction, data presentation, and the conclusion is a series of analytical activities that follow one another ((Guerra & Pazey, 2016) & Onwuegbuzie 2019; (Kalpokaite & Radivojevic, 2018).

RESULTS AND DISCUSSION

To measure public services, there are 5 (five) indicators or measures to see public services, namely tangibles; reliability; responsiveness; assurance, and empathy. In this case, the author uses these five indicators as a measure in the study to determine the inter-city inter-provincial bus transportation services at Kalideres Terminal

Tangibles

The form of services in the form of office physical facilities, computerized administration, waiting rooms, information centers, and so on must be reliable. In tangibles indicators, it can be seen from the start of computerized administrative infrastructure, facilities such as waiting rooms, counters, and so on. And, the physical appearance of the officer is also

determined. In this dimension, the author uses interview techniques to find out how the service itself is. Based on the results of interviews, we know that the form of infrastructure is not sufficient, renewal or renovation to support terminal services cannot be carried out independently, overall renewal must follow the procedures of the related management unit, but maintenance is carried out independently. "One of the supporting modes of transportation for intercity bus services between provinces is the terminal. So infrastructure is critical to support services to passengers. And we always try to prepare the best possible infrastructure, starting from administrative office administration for the administrative purposes of bus services companies, namely counters, kiosks, and toilets. And we also prioritize terminal service users such as waiting rooms, restrooms, and nursing mothers' rooms. In addition, we have a particular room for information services to make it easier for passengers to travel from Kalideres Terminal. We need to admit that the building that stands as Kalideres Terminal is an old building, so weathered buildings need to be renovated or renewed. We cannot continue these services independently because we must follow the complete renewal of the related units. However, for the maintenance of infrastructure facilities, we do it alone. However, under the auspices of the Department of Transportation, the Road Transport Terminal Management Unit continues to provide progressive efforts for development every year. Every year, it experiences a progressive increase to support the satisfaction of terminal service

users. In addition, the physical appearance of members or officers is significant, and we continue to urge to always maintain the arrival of our officers to look good. So far, these services have been quite helpful for terminal service users, and of course, we never give up and are always eager to maintain and try to improve it to improve the quality of the services we provide" (Interview results, 2021)

"My experience at Kalideres Terminal is decades old, so developments regarding infrastructure development at Kalideres Terminal are currently experiencing significant changes from the past. Now, we are facilitated by the existence of administrative services that are more concise and faster. The large passenger waiting room makes it easier for passengers to rest while waiting for the bus to arrive. Clean toilets and breastfeeding rooms are available. The Customer Service room is also located in front of the counter. In conclusion, I feel that the terminal infrastructure is quite good. And appearance is also considered quite good." (Interview results, 2021)

"As a service provider for bus companies at the Kalideres terminal, we are quite satisfied because currently administrative services are easier and we can pay levy taxes online, meaning we no longer need to queue and wait at the office. The infrastructure in the field is quite good, especially since there are quite a lot of Budiman passengers, we are provided with sufficient bus parking facilities, and our passengers are given easy access. The appearance of the officer is considered

quite neat" (Interview results, 2021)

Based on the results of the interviews above, it can be concluded that the physical form of the infrastructure at Kalideres Terminal is said to be quite good. Because it has the necessary supporting facilities such as waiting rooms, toilets, customer service rooms, and breastfeeding rooms and can be accessed easily. And also, the appearance of the officer is considered quite neat in duty.

Thus, this facility is used as a step to increase passenger satisfaction and provide a sense of comfort to users of terminal services or the public. After the author made direct observations, it can be concluded that the form of the Kalideres Terminal service facilities is quite representative. It's just that there is a need for additional waiting rooms and additional space for the counter so that it is sufficient for passenger capacity so that terminal services will be better in the future (Gaulé & Jovarauskienė, 2022).

Reliability

Measuring the indicator reliability because a good service can be supported by accuracy, professionalism, and the ability of officers who can be relied on in providing services immediately, quickly, and responsively. Reliability here aims to improve the quality of service excellently. Based on the interviews above, it concluded the aspect of trustworthiness or reliability of officers in providing services is not running optimally. The Kalideres Terminal service unit head with the Kalideres terminal service officer has tried to run according to terminal service standards. Still, the impact has not been felt

by terminal service users because the terminal, as one of the providers of land transportation services, is still left behind with other transportation even though buses are called the people's favorite affordable option. It needs a lot of service innovations such as online services for ticket purchases, information on departure and arrival times, and online criticism. After the author made direct observations, the writer could find out that the reliability or reliability of terminal service officers was still not running at maximum because care is still needed to add innovative products to increase passenger comfort.

"Regarding the reliability of our service, we always strive to provide excellent service to users of terminal services, and we carry out benefits according to service standards as stipulated by the DKI Jakarta provincial government. We have additional customer service officers who are focused on services and complaints from users of terminal services. And we continue to try to balance the needs of users of terminal services where there is a public stigma that lands transportation services, especially terminals, are felt to be left behind compared to other transportation services. But we will continue to strive to provide the best service. Supported by qualified human resources, we believe that they can work and reduce and evaluate complaints submitted by users of terminal services" (Interview results, 2021).

"We can now serve users of terminal services by continuing to innovate services; if users of terminal services have not felt the full benefit from us, we strive for

continuous evaluation, and we will not be complacent and continue to do what is needed. Best, the most important thing is that we do it according to service standards or following Standard Operating Procedures." (Interview results, 2021)

"The Kalideres Terminal officers' services greatly help us because we are given the convenience of operating at the Kalideres Terminal. And also, our prospective passengers are given full service related to complaints that occur. The unfortunate thing is that there may be a limited number of members. If members are added or become more, can this service do better? As bus service providers, we are given good service by terminal service officers. Likewise, we always provide the best service to our prospective passengers. And I think the officers have offered full service." (Interview results, 2021)

Based on the interviews above, officers' reliability in providing services is not running optimally. The Kalideres Terminal service unit head with the Kalideres terminal service officer has tried to run according to terminal service standards. Still, terminal service users have not felt the impact because the terminal, as one of the providers of land transportation services, is still left behind with other transportation even though buses are called the people's favorite affordable option. Then we need a lot of service innovations such as online services for ticket purchases, information on departure and arrival times, and submitting criticism online (Engdaw, 2020).

Responsiveness

The next indicator of public service is responsiveness or responsiveness of service quickly and responsively where the purpose of this indicator is as human nature is generally happy when noticed, served quickly and concisely this responsiveness measures the extent to which service personnel can be willing to help or the desire to assist and provide prompt and responsive service in dealing with problems or complaints.

"We are indeed in the service of how our officers can provide prompt and responsive service. We always hope to give the appropriate expectations even more. The quality of human resources has been ensured to be adequate because, from the recruitment process, the central government only accepts those who meet the criteria needed such as young age and strata one education level which is expected to provide a new face and enthusiasm in public service. And we will continue to work to change the stigma of terminal service users who were once terrible now providing satisfactory service. However, there are still some obstacles in the field such as rampant criminality such as pickpocketing in the terminal environment, we coordinate with the local police post for follow-up. However, this is a challenge for us to continue to provide maximum service." (Interview results, 2021)

"We are doing this to be responsive, one of which is by continuing to appeal through loudspeakers by our officers that we always provide services and respond 24 hours to complaints and complaints that occur. What is PR may be our limitations in reducing crimes or criminal acts that are

beyond our control, but we always provide excellent service for terminal service users." (Interview results, 2021)

"As a large bus company that has been established for a long time, responsiveness is always given to our customers as evidenced by our loyal customers and always entrusting their journey to us, surely we prioritize fast and responsive service not forgetting the support from the service personnel from Department of Transportation who help our customers well" (Interview results, 2021)

Based on the interviews above, officers' reliability in providing services is not running optimally. The Kalideres Terminal service unit head with the Kalideres terminal service officer has tried to run according to terminal service standards. Still, terminal service users have not felt the impact because the terminal, as one of the providers of land transportation services, is still left behind with other transportation even though buses are called the people's favorite affordable option. Then we need a lot of service innovations such as online services for ticket purchases, information on departure and arrival times, and submitting criticism online (Kwon et al., 2019).

Assessing

The following public service indicator is responsiveness or responsiveness of service quickly and responsively. The purpose of this indicator is that human nature is generally happy to be noticed, and served rapidly and briefly. Assist and provide prompt and responsive service in

dealing with problems or complaints.

"Our focus is indeed on service responsiveness, how our officers can provide fast and responsive service. We always hope to be able to meet expectations even more. The quality of human resources has been ensured to be adequate. From the recruitment process, the central government only accepts those who meet the required criteria, such as young age and a bachelor's degree education level, which is expected to give a new face and enthusiasm in public services. And we will continue to try to change the stigma of terminal service users who used to be terrible and now provide satisfying services. However, there are still some obstacles in the field, such as rampant crime, such as pickpocketing in the terminal environment, which we coordinate with the local postal police for further action. However, this is a challenge for us to continue to provide full service." (Interview results, 2021).

"The way we do it to be responsive is of them by continuously urging through loudspeakers by our officers that we always provide service and respond 24 hours to complaints and complaints that occur. What becomes PR may be our limitations in reducing crime or criminal acts that are beyond our control, but we always provide excellent service for users of terminal services."

"As a large bus company that has been around for a long time, responsiveness and evidenced by our loyal and loyal customers, who always entrust their journeys to us. We prioritize fast and responsive service, not

forgetting the support from the service officers from the Transportation Agency who help our customers well." (Interview results, 2021).

Standard SOP is enforced if the bus company is found to have an element of fraud; it will be dealt with firmly according to the procedure. That is what worries us as users of terminal services where we want to be given a specific time, but it doesn't feel like it's going well. There are still many acts of brokering and thuggery at the Kalideres terminal so sometimes there is an element of coercion and fraud. The hope is that it can be overhauled for the counter and ticket system. Not to mention we are often faced with ticket brokers who are pushy and make us uncomfortable. And, when the Lebaran transportation season and Christmas and New Year's transportation arrives, ticket prices can soar up to 100%. The hope is that there will be certainty in the guarantee of time and cost in service. To guarantee cost certainty, it seems that several bus companies have implemented it, but there are still many that have not implemented it. And for the confidence of the arrival time, sometimes there are still many that are not appropriate. Still, it is understandable because bus transportation, however, cannot guarantee on time because of the many obstacles on the road, such as traffic jams, which cannot be denied." (Interview results, 2021).

Based on the interview, we can conclude that this assurance indicator has not worked as it should because there is no time guarantee in bus services where terminal service users need a time deposit. Likewise, with the promise of ticket costs, at

certain times, ticket prices soar up to 100% without prior information. Terminal service users hope to continue to be improved, especially in terms of providing time and cost guarantees. Based on the direct observation that the author made, it can be concluded that the assurance indicators are still not working correctly. The community is in dire need of timely guarantees and guarantees of cost certainty. Because bus transportation is one of the transportation that reaches all circles, it needs a lot of innovation in doing a service (Allen et al., 2019).

Empathy

Empathy is an essential dimension in public service indicators. In other words, empathy means the human ability to respond to the wishes of others that are not expressed verbally. In contrast to sympathy, if sympathy focuses on behavior that we think is good, then empathy is an attitude that other people want us to do. If sympathy usually stops with compassion, empathy will lead to helping. Confirming the extent of empathy for service officers to provide word bus transportation services at Kalideres Terminal following the results of the interview:

"Performing public services must be accompanied by a sense of empathy for customers. Just as human nature wants to be served, we must provide the best service by using the side of kindness. Although compassion comes from a personal heart, we always try to instruct our officers not to discriminate against all terminal service users. So far, I think the officers have done what they should. Not indiscriminately and

prioritizing disabilities. We provide exceptional services for people with disabilities. In addition, we cooperate with Social Services and the Police, and if we find abandoned people, we will help them return to their hometowns with free tickets. Likewise with health, we are overly concerned about the health of users of terminal services. We try to respond quickly to bring in a doctor or an ambulance from a hospital around here if needed at any time. We do not discriminate against people in need. We continue to strive to protect all levels of society and make it easier for people, especially people with disabilities, to access this bus mode of transportation". (Interview results, 2021).

"Empathy starts from oneself, but we are trying to appeal to our officers to swiftly help terminal service users with special needs directly directed and assisted as much as possible by prioritizing to make it easier" (Interview results, 2021).

"Although overall it is not perfect, the officers, especially field officers, continuously monitor people who need more help. For example, for mothers who are before feeding, we direct them to the breastfeeding room available at our terminal. Likewise with the health of users of our terminal services, if they are found to be sick and need more health services, we aid provided by the hospital around here" (Interview results, 2021).

The officers were quite empathetic, and we were assisted to be directed to the bus company that was following our wishes, especially assisted for the elderly, pregnant women, and the disabled. Hopefully, in the future, we can maintain it." (Interview

results, 2021).

Based on the results of the interviews above, the empathy aspect in the word bus service at Kalideres Terminal has been running as it should even though it is not optimal. Due to the limited number of officers, it is difficult to serve as a whole; the officers always strive to make services accessible to the public, especially the elderly and pregnant women, and persons with disabilities.

Based on the direct observations that the author created. The services provided are sufficient to give a sense of empathy to users of terminal services. Persons with disabilities are assisted and explicitly offered as well as pregnant and breastfeeding women are given a particular room (Setiawan, 2021) ; (Avianto & Oktaviani, 2020).

CONCLUSIONS

Inter-city bus transportation between provinces at the Kalideres Terminal Transportation Service has not been running well. From the five indicators used to assess public services, we have seen that two hands are good while three are not. The first indicator, namely tangibles or physical form, has been going well because Kalideres Terminal already has representative facilities.

Kalideres Terminal has the facilities and infrastructure needed by users of terminal services. Several renovations have been carried out so that the terminal's maintenance will be well controlled. Likewise, the physical appearance of the officers is considered neat, and continues to strive to maintain and even improve

services to increase the satisfaction of users of terminal services. The second indicator, namely reliability, concluded that it was not good enough because this was related to the reliability or performance of the officers themselves. Information services are still slow, and the number of officers is inadequate, so it is considered not able to achieve this reliability indicator.

The third indicator, namely responsiveness, is also still regarded as average or less effective. Human nature that wants to be served quickly and responsively is a strong community demand in providing services. However, Kalideres Terminal officers always try to improve the quality of service better. The fourth indicator is assurance or assurance on time and service costs. For now, the guarantee on time and cost guarantee are still not good. Due to the difficulty of the bus transportation mode, which has many obstacles on the road, such as traffic jams that cannot be denied, it cannot guarantee the punctuality of the bus's arrival. And, to ensure the cost or the bus fare itself is considered not yet stable. Because it can jump when certain seasons increase, soaring to reach 100%, the fifth indicator, namely empathy or empathy, is currently good because users of terminal services feel that they are good and are served without discrimination. And for people with special needs or disabilities, more attention is paid to accessing terminal services. Likewise, the elderly and nursing mothers are given unique rooms according to their needs. Results explained: the Inter-City Inter-Provincial Bus Transportation Service at the Kalideres Terminal Transportation Service is still not fully optimized.

Seen from several aspects that become the author's reference to assess the service, there are deficiencies in the dimensions of reliability, responsiveness, and assurance which are still not satisfactory. Improvements are still needed in these aspects so that bus transportation services at Kalideres Terminal can be optimal. In contrast, what is acceptable is the tangible dimension and empathy.

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