

**MANAJEMEN PELAYANAN KRL DIVISI ANGKUTAN PERKOTAAN
JABOTABEK PT KAI (PERSERO)**

Oleh

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ABSTRACT

Mass transportation by train that operates in Jakarta is managed by The JABOTABEK Inter-city Transportation Division, Indonesian Railway Corporation (PT. KAI Persero). This transportation gives multi advantage to the people compare to other transport in Jakarta, such as cheaper cost, no daily traffic, and shorter time to reach their destination. Millions of people are helpful with that advantage from KRL, but behind that multi advantage people also have multi complains by their experience from using KRL as their transport to deliver them to their destination. This research takes place at the JABOTABEK Inter-city Transportation Division, Indonesian Railway Corporation (PT. KAI Persero) office in Jakarta, was aimed to know and to explain how does the KRL service management based on the Gaps Model of Service Quality from Valarie A. Zeithaml & Mary Jo Bitner. The results from this research is, there are a much distance between the customer expectation and the JABOTABEK Inter-city Transportation Division management perception about customer needs and customer expectations about services they give in KRL.

Keywords: service management, mass transportation, gaps model.