

Public Value of Using Light Rail Transit Transportation at Palembang

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ABSTRACT

This study examines the public value derived from the use of the Light Rail Transit (LRT) system in Palembang City and investigates the factors contributing to its formation. Employing a descriptive qualitative approach, data were collected through interviews, observations, and text analysis. Findings reveal that the South Sumatra LRT operates on a well-organized schedule, ensuring seamless travel from Airport Station to DJKA Station and vice versa, without scheduling conflicts. The system also prioritizes passenger comfort through the presence of Crew on Trip Cleaning (OTC) officers responsible for maintaining cleanliness. Additionally, the LRT meets public expectations by offering a suitable route network, planning fleet capacity effectively, establishing consistent departure times, and ensuring high security across its operations. In conclusion, the Palembang LRT system enhances travel comfort with regular scheduling and adequate facilities, highlighting its potential as a key component of Palembang's sustainable urban transportation infrastructure with continued development.

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INTRODUCTION

Palembang City is the capital of South Sumatra Province. The development of Palembang City is quite rapid because various international events have been held in Palembang City (Romdhoni, 2020). One of them is the largest sporting event in Asia, the Asian Games which was held in 2018 (P. et al., 2021; Putri Alwahdaniyah Wahyuni, 2023). Palembang City was appointed as one of the hosts of the largest sporting event in Asia (Putra et al., 2021).

The Palembang City Government together with a team from the National Development Planning Agency (Bappenas) welcome the largest sporting event in Asia (Hairi, 2020; Maryouri et al., 2017; Revindo et al., 2023). Quoted from Republika. co, the plan to build a Light Rail Transit (LRT) from Sultan Mahmud Baddarudin Airport (SMB) II to the Jakabaraing Sports Complex (Jakabaring Sport Center) as an alternative public transportation to prevent congestion during the event, because it is considered more effective and Palembang City is the first city outside Java Island to have a Light Rail Transit (LRT).

Light Rail Transit (LRT) is a modern transportation system that uses a special lane that is made "floating" with high poles so that the layout of the city is different (Hairi, 2020; Hattori, 2004). The LRT passenger capacity is lacking with a speed that tends to be slow (Filippi et al., 2023; Gaduh et al., 2022), and is built within a short distance of only a few kilometres, and only in the city centre (Putri & Herwangi, 2023; Ricardianto et al., 2020). LRT also uses electricity as its energy source (Abd Rahman et al., 2021; Jobsoongnern et al., 2020; Sadeghi, 2022).

In its operation, one train can accommodate a maximum of 434 passengers in 1 trip, per day the Light Rail Transit (LRT) operates 74 times (Calabrò et al., 2021; Lieophaïrot & Rojniruttikul, 2023; Mohamed, 2023). The fare for one passenger

transport of this train is IDR 5,000 per passenger from and to any station, except for SMB II Airport Station which has a fare of IDR 10,000 per passenger. The government is targeting the number of passengers of 96,000 people per day through this project with an estimated increase in the number of passengers to 110,000 people per day by 2030.

The interest of the people of Palembang Cityzens in using the South Sumatra LRT transportation is very high and increases yearly, so it is necessary to add operating hours (Hidayat et al., 2022; Tarigan & Sagala, 2018). The current problem is that the South Sumatra LRT has not provided passenger service hours for the public in the morning at 05.00-06.00 and at night at 20.30-21.00.

The South Sumatra LRT service only provides 88 trips from 06.00-20.25, the capacity available for the South Sumatra LRT can be up to 361 trips. To improve services and the number of passengers, it is necessary to add travel routes and operating hours for the South Sumatra LRT, especially in the morning at 05.00-06.00 and at night at 20.30-21.00, which are adjusted to demand, potential, and the Train Travel Schedule and Graph (GAPEKA)(Ansori et al., 2022; Jannah et al., 2021; Martoras et al., 2019; Risdiana, 2023).



Picture 1: Light Rail Transit (LRT) Passenger Volume LRT South Sumatra PT. KAI (Persero) Divre III Palembang [source]

Picture 1 illustrates the volume of Light Rail Transit (LRT) passengers for the period 23 July 2018 to 20 January 2020. During this period, it has produced 3,775,346 passengers, with the largest number of passengers coming from the Airport station, namely 677,841 passengers (Ansori et al., 2022).

The increase in the number of passengers on this public service certainly illustrates that many of them have experienced various experiences in using public services in various places. Based on this, it is important to understand that the quality of public services needs to be continuously evaluated and improved to meet the increasing needs of the community. For this reason, an in-depth analysis is needed regarding the experience and needs of passengers, including identifying aspects that require improvement, such as efficiency, comfort, accessibility, and safety. Through a comprehensive understanding of user feedback and expectations, public service managers can develop appropriate improvement strategies, so that the quality of public services can be improved significantly and sustainably.

Based on the background above, it is necessary to know why the public transportation use, especially LRT in Palembang City, is so important. And what are the benefits of using public transportation for the community for various and changing reasons? These values are referred to as public values which emphasize the resources provided by the government to the community in the form of public transportation. For this reason, the researcher formulated the problem formulation, namely: (a) What is the Public value in the use of Light Rail Transit (LRT) transportation in Palembang City? (b) How can Public value be formed in the use of Light Rail Transit (LRT) transportation in Palembang City?

This research is expected to be a reference for further research in developing research in the field of the public value of Light Rail Transit transportation and also to develop public administration science and can be used as a reference

material for PT Kereta Api Indonesia Regional Division III Palembang in terms of implementing the public value of LRT South Sumatra.

METHODS

The research method used to discuss the public value of using light rail transit (LRT) transportation in Palembang City is a descriptive qualitative research method. Qualitative descriptive research is research that produces descriptive data obtained from observations in the community (Busetto et al., 2020; Mohajan, 2018; Moser & Korstjens, 2018).

The data for this research was obtained from LRT guards and managers, as well as the community who use LRT services. The number of informants involved in this study was six, representing various social statuses, including men, women, parents, and adults. The selection of informants was done purposively to ensure a balanced representation of LRT users with different backgrounds. Interviews were conducted at LRT stations and nearby areas to understand the experiences and perspectives of informants regarding the reliability, service quality, and capacity of LRT. In addition to interviews, direct observation methods were used to observe the behaviour of LRT users in the field, and secondary data was collected through relevant documentation. The data gathered through interviews and observations was then analyzed to provide a deeper understanding of the LRT transportation system.

This study analyzed how the application of public value to the situation in the field of the use of Light Rail Transit (LRT) transportation in Palembang City, which was described in more depth and descriptively qualitatively clearly and in detail using supporting data (Li, 2023; Wang & Zhou, 2022). The secondary data obtained were then analyzed using three trilogies of strategies in creating "Public Value" in transportation, according to Mark H. Moore, namely Reliability, Service Quality, and Capacity (Nsama et al., 2021; Ruffini et al., 2022). Keandalan dalam transportasi mengacu pada kemampuan sistem untuk menyediakan layanan yang tepat waktu dan konsisten, sehingga pengguna dapat mempercayai jadwal dan durasi perjalanan. Di sisi lain, kualitas layanan berfokus pada kenyamanan dan kepuasan pengguna, sedangkan kapasitas mencerminkan seberapa banyak penumpang atau beban yang bisa diakomodasi oleh sistem tanpa menurunkan kinerja atau efisiensi.

RESULTS AND DISCUSSION

Public value, according to Mark H. Moore, refers to the positive outcomes generated by government activities that benefit society (Bojang, 2020, 2021; Coffey, 2021). Moore emphasized that public sector organizations must prioritize three core components: value creation, responsiveness to democratic demands, and accountability in the use of resources. In the context of transportation, public value is achieved through three main strategic elements: reliability, service quality, and capacity. These components work together to ensure that the transportation system not only functions effectively but also meets the needs of the community it serves (Mendez et al., 2024; Vollmer, 2020).

Based on the findings of the study, the LRT transportation system provides consistent service, according to a timely schedule and is operationally reliable. Efficient traffic management is confirmed by users. Meanwhile, service quality focuses on the comfort, safety, cleanliness, and accessibility of the transportation system. The services available on the LRT provide good quality and passengers have a positive experience, with accurate information and a system that is easily accessible to all users. Finally, the capacity provided by the LRT turns out to refer to the system's ability to meet increasing demand, especially during peak times. An efficient transportation network is key to increasing usage without compromising performance, thus maintaining public value.

In detail, the author summarizes the interview findings in Table 1.

Information	Reliability	Service	Quality	Capacity
LRT Management	... our services are in accordance with the existing schedule.	We prioritize the service	Apartment from service, we prioritize quality, so	We strive to always increase passenger capacity effectively.

			there is an officer in each carriage...	
Passenger 1	I use the LRT service every morning, according to my schedule on campus.	Fits the student's pocket, comfortable, and safe.	While riding the LRT, the carriage guards were friendly.	There are lots of chairs, the point is the seating capacity is sufficient, and no one is standing.
Passenger 2	... comfortable and on time ...	The service is good, unlike other public transportation,	The room was comfortable, and it arrived quickly...	Never queue when buying tickets, meaning the capacity is very adequate.
Passenger 3	LRT is the right choice because it can be relied on for punctuality...	The service is already technological.	We use a subscription card, so it's very convenient...	... very spacious, we are always in a group in the carriage from the housing complex and always get a seat.
Passenger 4	This transportation is recommended when there are guests from outside the area, to take you to the airport.	The service is also very satisfying, there are priority seats.	The seats are soft, comfortable and smoke-free, and there is a special place for the elderly.	It's comfortable and we're all organized, except when there are tournament activities like the Sea Games, it's quite busy...
Passenger 5	My impression is that the use of the LRT is very timely,...	... the service is good, friendly...	... It's easy for us to access the schedule using our mobile phones, and there's a number we can call...	... no crowding, we all got a seat.

Table 1: Interview Findings

Based on the observation results, researchers found that LRT travel scheduling was well-organized to improve service quality. The South Sumatra Light Rail Transit (LRT) refers to the Train Travel Chart (GAPEKA). Gapeka is an operational application of a graphical representation of a train set that can be used to determine schedules, capacity crossings, etc.

The image shows a screenshot of the 'JADWAL PERJALANAN LRT SUMSEL DIVRE III PALEMBANG' for the 'BANDARA - DJKA' route. The table lists train numbers (P.01 to P.08) and their departure and arrival times at various stations: Bandara, Dharma, Djika, and others. The schedule is organized in columns for each station, showing the sequence of train arrivals and departures.

Picture 2: South Sumatra LRT Travel Schedule Airport-DJKA
 LRT South Sumatra PT. KAI (Persero) Divre III Palembang [source]

Picture 3: LRT South Sumatra DJKA-Airport Travel Schedule
 LRT Sumsel PT. KAI (Persero) Divre III Palembang [source]

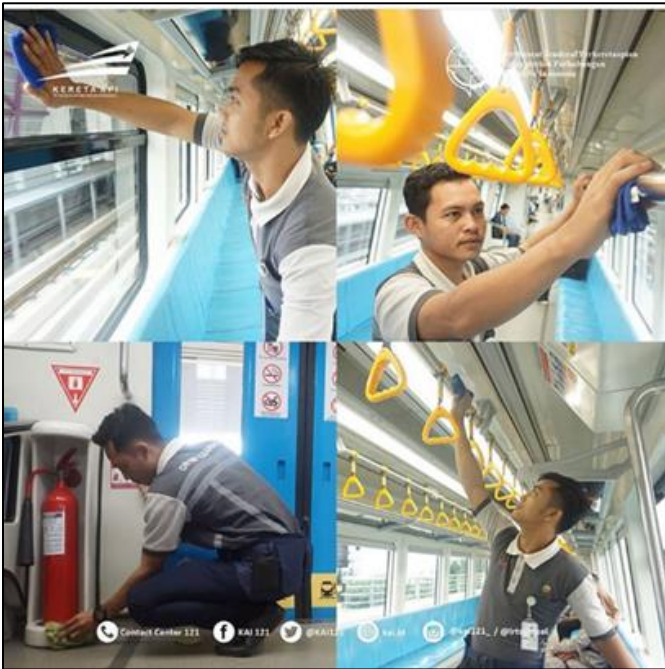
Based on Picture 2 and Picture 3, it can be seen that the South Sumatra Light Rail Transit (LRT) travel schedule is arranged periodically, both from the direction of the Airport-DJKA station and from the opposite direction, namely DJKA-Airport, there are no conflicting schedules. It is also known that the party responsible for the South Sumatra Light Rail Transit (LRT) has planned the capacity and number of fleets and route networks, determined the departure schedule, and carried out fleet and vehicle crew operations.

The quality of transportation services is very important in meeting the mobility needs of the community. In general, the quality of transportation services can be measured based on various factors such as safety, comfort, speed, reliability, and accessibility. To improve the quality of transportation services, the government and transportation service providers must work together to develop better infrastructure and update the vehicle fleet. By improving the quality of transportation services, we can ensure more efficient and comfortable community mobility.

As an effort to maintain and repair the fleet, the South Sumatra LRT carries out daily checks as a form of prevention, both in train carriages, rails, and stations. For example, checking the third rail voltage is carried out before and after the LRT operates, while inside the carriage there is always an On Trip Cleaning (OTC) crew to maintain the fleet, thus providing comfort to passengers.

Based on Figure 4 related to the maintenance of the South Sumatra LRT fleet, it can be seen that the On Trip Cleaning (OTC) crew is tasked with maintaining the fleet to maintain comfort. If assessed from this, it can be said that the South Sumatra LRT has implemented the second indicator in terms of service quality. For example, fleet maintenance is carried out periodically by conducting daily checks such as checking the current-voltage and also maintaining facilities in the carriages carried out by the On Trip Cleaning (OTC) crew as an effort to always ensure the comfort of South Sumatra LRT users.

The third indicator explains that to meet the needs of the community in terms of capacity and route networks, in its planning according to the Assistant Manager of the Building Unit Maintenance Light Rail Transit (LRT) South Sumatra: "The Central Government has assigned PT Waskita Karya to determine it, following Presidential Regulation No. 55 of 2016 concerning Amendments to Presidential Regulation No. 116 of 2015 concerning the Acceleration of the Implementation of Light Rail/LRT in South Sumatra Province. To find out, the Central Government and Waskita conducted technical surveys and market surveys, then conducted studies, and from the results of these studies, the results were determined. In conducting surveys, market conditions or what is happening in the field and Customer Willingness to Pay are seen."



Picture 4: Maintenance of the South Sumatra LRT Fleet
LRT South Sumatra PT. KAI (Persero) Divre III Palembang [source]

Based on this information, it can be concluded that the Central Government and Waskita are the ones who plan the capacity and number of LRT fleets and determine the LRT route network, by conducting technical surveys and market surveys, then conducting studies. As stated in Presidential Regulation Number 55 of 2016, PT KAI (South Sumatra LRT) is tasked with organizing what has been built by the Central Government and Waskita.



Picture 5: Map/Network of South Sumatra Light Rail Transit (LRT) Routes
LRT Sumsel PT. KAI (Persero) Divre III Palembang [source]

Picture 5 showed a map or route network of the Light Rail Transit (LRT). Based on the information in Figure 5, the South Sumatra LRT passes through or is located in crowded areas in Palembang City or is close to community activity centres. Starting from SMB II Airport, Hajj Dormitory, Pundi Kayu, RSUD, Garuda Dempo, Demang Lebar Daun, Bumi Sriwijaya, Dishub, Cinde, Ampera, Polresta, Jakabaring, and DJKA. On the routes passed by the LRT, it can be seen that the South Sumatra LRT has met the public's demand related to the network or route passed, where in the area there is a lot of mobility carried out by the community so that the fulfilment of this demand can be achieved Public value in the context of Light Rail Transit (LRT) transportation refers to the benefits provided by the LRT system to society as a whole. LRT is a more affordable and environmentally friendly transportation alternative, thus increasing public accessibility to work, education, and other public facilities. This provides added value to the community by increasing their mobility.

Based on the facts obtained from the results and research that have been discussed regarding the public value of using Light Rail Transit transportation in Palembang City, it can be concluded that the South Sumatra Light Rail Transit (LRT)

has planned the capacity and number of fleets and route networks, determined the departure schedule, and has carried out fleet and vehicle crew operations. Determination of the fleet operation schedule uses GAPEKA like determining other train schedules, as well as vehicle crew schedules that follow the LRT schedule.

Fleet maintenance is carried out periodically by conducting daily checks such as checking the current-voltage and also maintaining facilities in the carriages carried out by the On-Trip Cleaning (OTC) crew as an effort to always ensure the comfort of South Sumatra LRT users. South Sumatra LRT also provides a higher level of security compared to other modes of transportation and offers travel comfort with regular schedules and good facilities.

LRT South Sumatra is one form of public transportation that has the potential to provide great public value but also requires good investment and planning to be successful. With proper development, LRT South Sumatra can be an important component in the urban transportation system in this case, especially in the sustainable city of Palembang.

CONCLUSION

The public value of the Light Rail Transit (LRT) system in Palembang City is reflected in its contributions to enhanced community access, improved time efficiency, reduced urban congestion, and environmental benefits through lower emissions. The LRT supports community mobility by providing a safe, reliable, and comfortable mode of transportation. Strengthening the public value of the LRT in Palembang City can be achieved by focusing on service reliability, maintaining high-quality facilities, and effectively accommodating passenger capacity. Key actions include adhering to a consistent schedule, ensuring cleanliness and safety, and offering inclusive services that meet the diverse needs of all users. Moreover, active community involvement and sustained government support are essential to fully realizing the LRT's potential as a valuable and sustainable component of Palembang's urban transportation system.

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