

**THE INFLUENCE OF TIMELINESS, FACILITIES AND TICKET PRICE  
ON RAILWAY STATION PASSENGER SATISFACTION  
SEMARANG TAWANG  
(Study on the Joglosemarkerto Semarang Tawang – Solo Train)**

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**ABSTRACT**

*This study aims to test the hypothesis whether Timeliness ( $X_1$ ), Facilities ( $X_2$ ), and Ticket Prices ( $X_3$ ) partially and simultaneously have a positive effect on Passenger Satisfaction on the Joglosemarkerto Semarang Tawang – Solo Train.*

*The population in this study was 1200 people while the sample was calculated using the Slovin formula of 100 respondents. The sampling technique was carried out by accidental sampling technique. Data analysis was performed using multiple linear regression analysis.*

*The results showed that the independent variables consisting of Timeliness ( $X_1$ ), Facilities ( $X_2$ ), and Ticket Prices ( $X_3$ ) together had a positive and significant effect on Passenger Satisfaction. The results of the analysis using the coefficient of determination ( $R^2$ ) show that the value of the adjusted R square in the table is 0.773, which means that 77.3% of the dependent variable, namely Passenger Satisfaction, can be explained through the independent variables consisting of Timeliness, Facilities and Ticket Prices. While the remaining 22.7% can be explained outside the research model.*

**Keywords: Timeliness, Facilities, Ticket Prices, Passenger Satisfaction**

**PENGARUH KETEPATAN WAKTU, FASILITAS DAN HARGA TIKET  
TERHADAP KEPUASAN PENUMPANG KERETA API STASIUN  
SEMARANG TAWANG  
(Studi Pada KA. Joglosemarkerto Semarang Tawang – Solo)**

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**ABSTRAK**

Penelitian ini bertujuan untuk menguji hipotesis apakah Ketepatan Waktu ( $X_1$ ), Fasilitas ( $X_2$ ), dan Harga Tiket ( $X_3$ ) secara parsial dan simultan berpengaruh positif terhadap Kepuasan Penumpang Kereta Api Joglosemarkerto Semarang Tawang – Solo.

Populasi dalam penelitian ini sebanyak 1200 orang sedangkan sampelnya dihitung menggunakan rumus *Slovin* sebanyak 100 responden. Teknik pengambilan sampel dilakukan dengan teknik *accidental sampling*. Analisis data dilakukan menggunakan analisis regresi linier berganda.

Hasil penelitian menunjukkan variabel bebas yang terdiri dari Ketepatan Waktu ( $X_1$ ), Fasilitas ( $X_2$ ) dan Harga Tiket ( $X_3$ ) secara bersama-sama berpengaruh positif dan signifikan terhadap Kepuasan Penumpang. Hasil analisis menggunakan koefisien determinasi ( $R^2$ ) bahwa nilai *adjusted R square* pada tabel dapat diketahui sebesar 0,773 yang berarti bahwa 77,3% variabel *dependent* yaitu Kepuasan Penumpang dapat dijelaskan melalui variabel *independent* yang terdiri dari Ketepatan Waktu, Fasilitas, dan Harga Tiket. Sedangkan sisanya 22,7% dapat dijelaskan diluar model penelitian.

***Kata Kunci: Ketepatan Waktu, Fasilitas, Harga Tiket, Kepuasan Penumpang***