THE INFLUENCE OF FACILITIES AND SERVICE QUALITY ON USER SATISFACTION OF COMPUTER LINE TRANSPORTATION SERVICES DEPARTEMENT OF CIKARANG –KAMPUNG BANDAN

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ABSTRACT

This study evaluates the impact of facilities and service quality on user satisfaction with the Jabodetabek Commuter Line Train on the Cikarang-Kampung Bandan route. A quantitative approach was used, with 98 respondents selected through accidental sampling. Data analysis involved multiple linear regression, resulting in the equation: $Y = 8{,}458 + 0{,}134X_1 + 0{,}716 X_2$. The key findings are as follows: The t_{value} for facilities ($t_{count} = 11{,}807$) is significantly higher than the critical t_{value} ($t_{table} = 1{,}985$), leading to the rejection of the null hypothesis (Ho) and acceptance of the alternative hypothesis (Ha). This indicates that facilities positively affect consumer satisfaction with the Jabodetabek Commuter Line Train. The t_{value} for service quality ($t_{count} = 14{,}752$) also exceeds the critical t_{value} ($t_{table} = 1{,}985$), resulting in the rejection of Ho and acceptance of Ha. This demonstrates a significant effect of service quality on consumer satisfaction. The F_{value} ($F_{count} = 109{,}856$) is greater than the critical F_{value} ($F_{table} = 3{,}09$), confirming the rejection of the null hypothesis. This shows that both facility and service quality significantly impact consumer satisfaction with rail transportation services on this route.

Keywords: Facilities, Satisfaction, Service Quality, Transportation Services

A. INTRODUCTION

In the transportation industry, customer satisfaction is a critical factor determining service-providing companies' success. This is also true for Kereta Commuter Line Jabodetabek, which focuses on meeting the needs of its passengers. According to (Adawia et al., 2020); (Fany Ardi et al., 2016), satisfaction is an attitude formed based on the experience gained by the consumer. This satisfaction is not only related to the quality of the products or services offered but also reflects how well the needs and expectations of customers are fulfilled. Improving customer satisfaction means optimizing the service provided and fostering customer loyalty. High customer satisfaction creates a better relationship between the consumer and the company, where the consumer feels valued and comfortable using the services provided. Although this is the primary goal, in practice, various complaints are still frequently received by PT Kereta Commuter Indonesia (KCI), particularly regarding the existing service quality.

One of the main issues that stands out is the overcrowding of passengers during peak hours, which causes discomfort both in the trains and at the stations. This issue does not only occur during the morning and evening rush hours but also on weekends, when many people travel for personal purposes. Trains packed with passengers and long waiting times often make the travel experience less pleasant. Passengers often have to stand close to each other, which can cause physical and psychological discomfort. Despite efforts to increase train departure frequency, the limited capacity remains an unresolved problem. In this context, the mismatch between the increasing number of passengers and the available train capacity indicates an imbalance that PT KCI must address urgently.

The limited transport capacity is closely related to the lack of available fleet during peak hours. The decision to increase the number of trains or fleets is often suggested, but implementing such policies still faces various obstacles. According to existing data, many passengers complain about the increasing waiting times due to the long intervals between train arrivals. On some routes, such as Cikarang-Kampung Bandan, passenger waiting times can reach up to 25 minutes. This situation is worsened by the insufficient frequency of trains to meet passenger needs. If this problem continues without a concrete solution, customer satisfaction will continue to decline, which in turn may negatively affect the number of users in the future.

Apart from capacity issues, the quality of facilities provided by PT KCI is also a significant concern in maintaining customer satisfaction. Inadequate or malfunctioning facilities can affect the users' experience when utilizing this transportation service. One of the common complaints is the accessibility of station facilities, such as high stairs and escalators that are not used optimally. For certain groups, such as the elderly, pregnant women, or people with disabilities, limited access to facilities can be a significant barrier. Although escalators are available in most stations, ineffective usage management often causes congestion, especially during peak hours.

The limitations in managing C-VIM (Commuter Vending Machine) also frequently generate complaints. Although these machines are available at several stations to facilitate card recharging, many users report that these machines are

often broken or unable to provide change. This situation leads passengers to prefer queuing at the ticket counters, which takes longer and creates long queues. This issue is more prevalent during peak hours when many people need a quick service to recharge their cards before boarding the train. The suboptimal management of technology demonstrates that, despite modern systems' introduction, maintenance and management issues remain significant barriers to improving comfort and service efficiency. Delays in system maintenance continue to disrupt operations and reduce user confidence in the automated systems that have been introduced.

The importance of adequate facilities and infrastructure to support user comfort becomes increasingly apparent as the number of The Commuter Line users grows. Facilities that not only include access to trains but also comfort within the carriages and other supporting facilities at the stations greatly influence consumers' decisions to choose this mode of transportation. Users who are comfortable with the available facilities, such as sufficient seating, cleanliness of the carriages, and station comfort, are more likely to become loyal customers. Good facilities enhance satisfaction and create a positive perception of the service provider. (Hidayat et al., 2022); (Maulidiah et al., 2023) ;(Maydiana, 2019)

However, significant challenges remain, particularly when an improvement does not match the growing number of passengers regarding the quality of available facilities. One of the main ongoing issues is customer dissatisfaction with the quality of service provided. As the number of users increases and infrastructure remains limited, the company faces a dilemma in meeting consumers' rising expectations. Users of The Commuter Line Jabodetabek now expect fast and efficient journeys and seek better comfort. (Srijani & Hidayat, 2017)

This study highlights the importance of facilities outside the train, such as station accessibility and the comfort of supporting facilities, which are often overlooked in public transportation satisfaction studies. By focusing on the interaction between limited fleet capacity, long waiting times, and external factors like station facilities, this research offers a fresh perspective on understanding the user experience. This approach provides deeper insights into how the management of operations and infrastructure, taken together, can affect overall service quality and its impact on customer satisfaction, especially in the context of the Commuter Line. Based on the outlined situation and conditions, researchers must explore this issue further in the study "The Influence of Facilities and Service Quality on Customer Satisfaction in the Cikarang-Kampung Bandan Commuter Line Route."

B.   LITERATURE REVIEW

A service is an action by someone towards another person through Presentation of products according to size applies to products to meet the needs, desires and expectations of the people served. (Sobrina & Gupitha, 2023). Meanwhile, according to (Setyowati et al., 2021) services are an activity, benefit, satisfaction, which can be offered to other people to fulfill their wants and needs.

Definition of Consumer Satisfaction

According to (Sofyan et al., 2013); (Pantilu et al., 2018), customer or consumer satisfaction is a function of employee performance impressions and customer expectations. Insufficient employee performance will result in customer dissatisfaction. In contrast, when staff performance aligns with expectations, clients will experience a sense of satisfaction. If staff performance surpasses expectations, clients will experience a high level of satisfaction or happiness.

Factors Driving Customer Satisfaction

According to (Rakib et al., 2022) stated that in carrying out the level of satisfaction with consumers there is at least

There are five main indicators that companies must pay attention to, here are five indicators of customer satisfaction:

Product Quality. The initial sign is the quality of the product. Consumers will experience satisfaction if their evaluation reveals that the product they are using possesses high quality. The key components of product quality include Performance, Durability, Features, Reliability, Consistency, and Design..

Service Quality. This indicator is of utmost importance for organizations working in the service industry. Consumers experience satisfaction and happiness when they receive high-quality service that meets their expectations.

Emotional. Emotions are also a primary determinant in assessing client satisfaction. Consumers will have a sense of pride and confidence when using products from specific brands that are known for their high degree of pleasure, as they believe others will admire them.

Price. Price is a crucial determinant of customer satisfaction. Products that offer comparable quality at affordable rates will deliver greater value to consumers.

Cost and Convenience. Customers' satisfaction and happiness are directly influenced by the cost and convenience of obtaining a product or service. If the process is relatively effortless and streamlined, customers are more likely to be satisfied and content.

Understanding Service Quality

Service quality refers to the deliberate actions taken by a company to fulfill the expectations of its consumers. (Arifin & Budiarti, 2021). Meanwhile, according to (Saputri, 2019), service quality is all forms of activities carried out by companies to meet consumer expectations.

(Rahmawati et al., 2019) also believes that service quality is a customer's assessment of the service they receive, by comparing the service they receive with the expectations of the service they want to receive.

C. RESEARCH METHOD

The researchers conducted this research over a span of around four months, from April to July 2023. The researcher conducted research by taking the research location at Cikarang Station with the consideration that Cikarang Station is a station with a fairly dense number of Commuter Line Train service users at each train

departure time. The population for the present research consists of 4,000 individuals who regularly utilize the commuterline train to travel to Cikarang-Kampung Bandan. The research sample consisted of 98 respondents with random sampling. The variables examined in this study were Facilities (X_1), Service Quality (X_2), and Consumer Satisfaction (Y). The research methods employed include Library Research and Field Research methodologies.

Library Research involves gathering data from libraries and websites, whereas Field Research is a way of conducting on-site studies at PT Sicepat Ekspres Jatisampurna Bekasi. Field Research focuses on collecting quantitative data and utilizes research tools such as observation, surveys, interviews, and questionnaires. The research employs the following data analysis techniques: The classic assumption tests include the normality test, multicollinearity test, heteroscedasticity test, linearity test, coefficient of determination (R^2), hypothesis test (partial test using T test), and simultaneous test using F test.

Classic assumption test

Normality test

The Normality Test is designed to determine whether the confounding or residual variables in the regression model have a normal distribution. It is well-established that the t and f tests rely on the assumption that the residual values conform to a normal distribution. If this assumption is not upheld, the statistical test loses its validity when applied to small sample numbers. There are two methods for determining if the residuals follow a normal distribution: graphic analysis and statistical tests.

Multicollinearity Test

This test aims to assess the effectiveness of a regression model and identify any correlation between its independent variables. An ideal model should show no correlation among its independent variables, as correlation indicates potential errors or non-orthogonality. To detect multicollinearity, the Variance Inflation Factor (VIF) and tolerance levels are used. A VIF close to 1 suggests no multicollinearity, while a value above 10 indicates its presence. The formula for VIF is VIF = 1 / (1 - R²). A tolerance value above 0.01 and near 1 indicates no multicollinearity, while values below 0.10 suggest its presence

Heteroscedasticity Test

Heteroscedasticity test refers to the situation where the variability of the variables in the model is not constant. Heteroscedasticity leads to inefficiency in the estimator, regardless of sample size. A technique commonly employed to detect instances of heteroscedasticity is the Glejser test, which utilizes the criterion that if the p-value is greater than 0,05, then there is no evidence of heteroscedasticity.

Autocorrelation Test

The Autocorrelation Test was conducted to determine if there was a correlation between confounding errors in the prior period (t-1) in the modal linear

regression. The autocorrelation test is used to determine if there is a correlation between elements in a series and observations that are described in terms of time or space. One of the reasons for autocorrelation issues is the presence of inertia, which means that there is likely to be a dependence on previous observation data and the current period. The Durbin-Watson Test is one method that can be used to detect autocorrelation. The Durbin-Watson test is exclusively employed to detect first-order autocorrelation and necessitates the inclusion of an intercept (constant) term (Ghozali, 2018). Ghozali (2018) states that the Durbin-Watson Test (DW Test) is the basis for decision making in the autocorrelation test.:

1. If $0 < d < dl$ Indicates the absence of positive autocorrelation between the decision and its rejection.
2. If $dl \leq d \leq du$ Indicates the absence of positive autocorrelation in respect to the No Decision outcome.
3. If $4 - dl < d < 4$ Indicates that there is no negative autocorrelation between the decision and the likelihood of being rejected.

D. RESULTS AND DISCUSSION

Classic Assumption Test

Prior to further analysis of the data, it is imperative to acknowledge the need to test traditional assumptions. The conducted assumption tests included the normality test, heteroscedasticity test, and multicollinearity test.

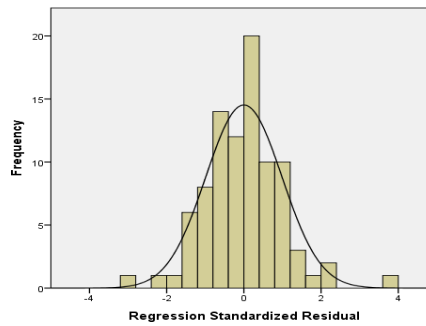### Normality Test

a. Classical P-Plot Test Analysis

This test is conducted to see whether the residual values have a normal distribution. The probability plot test and the Kolmogorov Smirnov test were employed in conducting this test. The decision-making process for probability plot graphs is based on the observation that if the data is dispersed around the diagonal line and aligns with its direction, or if the histogram graph exhibits a pattern of normal distribution, then the regression model satisfies the assumption of normality. If the data deviates significantly from the diagonal or does not align with the direction of the diagonal line, or if the histogram graph does not exhibit a normal distribution pattern, then the regression model fails to satisfy the condition of normality. Standard picture test results Probability-Probability Plot of Standardized Residuals from Regression:
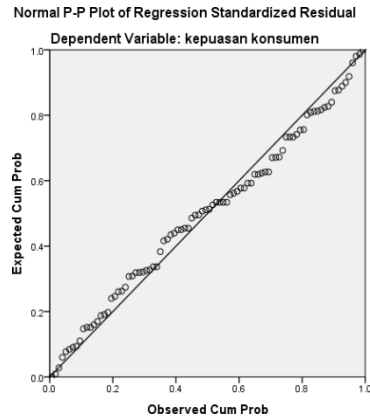
Source: Data Processed, 2023
Figure 1.
Probability Plot

Figure 1 above allows for the discovery of data normality by observing the distribution of points along the diagonal line of the graph. The graph displays data that is distributed along the diagonal line, following its direction. Therefore, the model used in this study satisfies the normalcy condition and is appropriate for utilization. Displayed below is an illustration depicting the Histogram test used in the process of Normality testing. Response Variable: Customer satisfaction

Source: Data Processed, 2023
Figure 2.
Normality Histogram

According to the graph shown, the variables exhibit a normal distribution. This is indicated by the symmetrical histogram image, which does not exhibit a right or left skew. This allows for the utilization of a regression model to make predictions about consumer happiness. Subsequently, a normality test was conducted utilizing the Kolmogorov Smirnov model to determine the presence of a normal distribution in the data. The information is presented in the table below:

Table 1.
Test Results Kolmogrofof-Smirnow
One-Sample Kolmogorov-Smirnov Test

Unstandardized Residual

N			98
Normal Parameters[a,b]	Mean		0,0000000
	Std. Deviation		4,19457391
Most Extreme Differences	Absolute		0,091
	Positive		0,088
		Negative	-0,091
Test Statistic			0,091
Asymp. Sig. (2-tailed)			0,042[c]
Monte Carlo Sig. (2-tailed)	Sig.		0,366[d]
	99% Confidence Interval	Lower Bound	0,354
		Upper Bound	0,79

Source: Data Processed, 2023

According to the findings in table 1, the results of the normality test conducted using the Kolmogrov Smirnov test indicate that if the significance value (Asymp.sig) is greater than 0,05, the data is normally distributed. Conversely, if the significance value (Asymp.sig) is less than 0,05, the data is not normally distributed. Typical. The output table above displays an Asymp.sig (2-tiledaaa) value of 0,379. Therefore, it can be asserted that the distribution follows a normal pattern.

b. *Multicollinearity Test*

The Multicollinearity Test is conducted to determine if there is evidence of correlation among the independent variables in a regression model. To ensure a regression model is free from multicollinearity, one should examine the Tolerance and Variance Inflation Factor (VIF) values in the model. To identify multicollinearity through hypothesis testing. If the tolerance value exceeds 0,10, it indicates the absence of multicollinearity. Conversely, if the VIF value is less than 10,00, it indicates the presence of multicollinearity.

Table 2.
Multicollinearity

| Model	Unstandardized Coefficients		Standardized Coefficients			Collinearity Statistics	
	B	Std. Error	Beta	t	Sig	Tolerance	VIF
(Constant)	8,458	3,554		2,380	0,019		
Fasilitas	0,134	0,124	0,134	1,079	0,283	0,207	4,833
Kualitas Pelayanan	0,716	0,124	0,714	5,755	0,000	0,207	4,833

Source: Data Processed, 2023

After doing multicollinearity testing, it is evident that the VIF value for facilities and service quality is less than 10, specifically 4.833, and the tolerance value is greater than 0,1, also 4,833. Therefore, it can be stated that there is no multicollinearity.

c.   Heteroskedasticity Test

The heteroskedasticity test is conducted to see if there is disparity in the variance of the residuals across all data in the linear regression model. The primary technique employed in SPSS to identify the existence or absence of specific patterns in the Scatterplot is through the examination of the correlation between studentised residual regression and standardized predicted value regression.

Figure 3.
Results of the heteroskedasticity test using scatterplot analysis.

Source: Data Processed, 2023
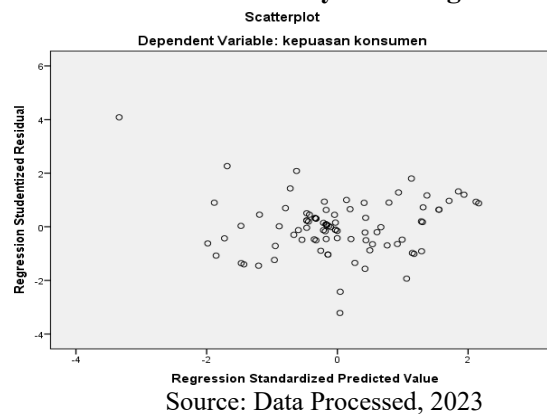
Results of data processing According to Figure 3, the data points are distributed both above and below the value of 0 on the Y axis, indicating the presence of heteroskedasticity. Put simply, the residuals in this investigation exhibit equal variance. Heteroskedasticity test.

d.   Autocorrelation Test

At this stage, an autocorrelation test is carried out to detect the occurrence of autocorrelation in the residual values from a regression analysis.

Table 3
Autocorrelation Test

ModelSummary[b]

Model	R	R_{Square}	Adjusted R_{Square}	Std. Error of the Estimate	Durbin-Watson
1	0,835[a]	0,698	0,691	4,238	2,016

a. Predictors: (Constant), Service Quality, Facilities
b. Dependent Variable: Consumer Satisfaction

Source: Data Processed, 2023

Based on Autocorrelation Test: n = 98 d = 2,016 dL = 1,6296 dU = 1,7128 4 – dL = 4 – 1,6296 = 2,3704 4 – dU = 4 – 1,7128 = 2,2872 If du < d < 4 – dU then Ho is accepted, meaning there is no autocorrelation. Conclusion: 1,7128 < 2,016 < 2,2872 = No Autocorrelation

2. Data Analysis Technique

a. Multiple Regression Test

Table 3.
Multiple Regression Test Results X_1, X_2 and Y

	Unstandardized Coefficients		Standardized Coefficients		**Coefficients[a]**
Model	B	Std. Error	Beta	t	Sig.
(Constant)	8,458	3,554		2,380	0,019
Fasilitas	0,134	0,124	0,134	1,079	0,283
Kualitas Pelayanan	0,716	0,124	0,714	5,755	0,000

Dependent Variable: Consumer Satisfaction

Source: Data Processed, 2023

1) The dependent variable is the variable that is affected by the manipulation or alteration of two or more independent variables. Regression analysis will be conducted when there is a small number of dependent variables

2) The independent variable is modified, either raised or lowered. Regression analysis will be conducted when there are only a few dependent variables. The findings of the multiple regression analysis between X_1, as indicated in table 3, The equation above can be elucidated as follows: a) The constant value (a) is 8,458, indicating that when the facilities (X_1) and service quality (X_2) variables are both 0, the performance score (Y) will also equal 8,458.

3)   A value of 0,134 means that if there is a unit increase in the consumer satisfaction variable from the facility indicator, it will increase the consumer satisfaction value for commuterline train service users on the Cikarang- Kampung Bandan route by 0,134.

4)   A value of 0,716 means that if there is an increase in the sales variable value of the service quality indicator, it will increase the consumer satisfaction value for commuterline train service users on the Cikarang - Kampung Bandan route by 0,716.

b.   Multiple Correlation Test

This method is employed to ascertain the strong correlation between two factors, namely facilities (X_1) and service quality (X_2), with consumer happiness (Y). The test results are as stated below.

Table 4.
Multiple Correlation Analysis Test Results
Model Summary

Model	R	R_{Square}	Adjusted R_{Square}	Std. Error of the Estimate	R_{Square} Change	F_{Change}	df_1	df_2	Sig. F_{Change}
					Change Statistics				
1	0,835[a]	0,698	0,691	4,23850	0,698	109,586	2	95	0,000

a.   Predictors: (Constant) Facilities, Service Quality

Source: Data Processed, 2023

Table 4 presents the findings of the data analysis, indicating that there is a strong positive correlation (correlation coefficient of 0,835) between the quality of facilities (X_1) and service quality (X_2) in relation to consumer satisfaction (Y). This demonstrates a robust and favorable correlation between the quality of amenities and service and consumer satisfaction on the Jabodetabek commuterline train on the Cikarang-Kampung Bandan route.

c.   Coefficient of Determination Determination (R^2)

Indicates the anterior variable's capacity. The objective of this study is to quantify the extent of the independent variable's impact on the dependent variable. The R^2 value quantifies the extent to which the explanatory variable can account for the overall variation in the dependent variable. The test results are as stated below.

Table 5.
Coefficient of Determination Test Results
Model Summary

Model	R	R_{Square}	Adjusted R_{Square}	Std. Error of the Estimate	R_{Square} Change	Change Statistics			
						F_{Change}	df_1	df_2	Sig. F_{Change}
1	0,835[a]	0,698	0,691	4,23850	0,698	109,586	2	95	0,000

a.   Predictors: (Constant), Consumer Satisfaction

Source: Data Processed, 2023

Based on the data results in table 5 above, it can be explained that R_{square} (R^2) or $R_{squared}$ shows the coefficient of determination. Next, the number can be converted into a percentage, meaning the percentage contribution of the variable to the influence of the independent variable on the dependent variable. The R^2 value is 0,698, meaning that the percentage contribution of the influence of variablewhile the remaining 30,2% is influenced by other variables not included in this model.

d.   *Hypothesis Test Results*

Partial Significant Test Results (t_{test}) Used to test the significant level of influence of the independent variables on the dependent variable separately. To find ttable, it can be calculated using the following formula:

1)   Ha is accepted if $t_{count} > t_{table}$ and significance is smaller than 0,05 (a = 5%)
2)   Ho is rejected if $t_{count} \leq t_{table}$ or significance is greater than 0,05 (a = 5%) Sign value < 0,05 t_{count} value > t_{table} value t_{table} = t (a/2 : n-k-1) a = 5% = t (0,05/2 : 98-2-1) = 0,025 : 95 = 1,985 (1) The effect of facilities on consumer satisfaction.

Partially Significant Test (t Test) Fasilty

Table 6.
Partially Significant Test Results (t Test) Fasilty (X_1)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std. Error	Beta	t	Sig.
1	(Constant)	13,658	3,971		3,440	0,001
	Fasilitas	0,769	0,065	0,770	11,807	0,000

a. Dependent Variable: Consumer Satisfaction

Source: Data Processed, 2023

Based on the findings from Table 6, the partial t_{test} results indicate that the influence of Facilities (X_1) on Consumer Satisfaction (Y) is statistically significant, with a significance value of 0,001, which is less than the threshold of 0,05.

Additionally, the t value of 11,807 is greater than the critical t_{table} value of 1,985. Therefore, we reject the null hypothesis (Ho1) and accept the alternative hypothesis (Ha1). Consequently, the presence of Facilities has a substantial impact on Customer Satisfaction.

Partially Significant Test (t Test) Service Quality

Tabel 7
Partially Significant Test Results (t_{Test}) Service Quality (X_2)

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients		
		B	Std.Error	Beta	t	Sig.
1	(Constant)	9,264	3,477		2,664	0,009
	Kualitas Pelayanan	0,835	0,057	0,833	14,752	0,000

a. Dependent Variable: Consumer Satisfaction

Source: Data Processed, 2023

Based on the findings from Table 7, the partial t_{test} results indicate that the influence of Service Quality (X_2) on Consumer Satisfaction (Y) is statistically significant, with a significance value of 0,009, which is less than the threshold of 0,05. Additionally, the t value of 14,752 is greater than the critical t_{table} value of 1,985. Therefore, we reject the null hypothesis (Ho1) and accept the alternative hypothesis (Ha1). Consequently, the presence of Service Quality has a substantial impact on Customer Satisfaction.

Simultaneous Significance Test Results (F_{Test})

Concurrent and statistically significant test results (F_{Test}) The F value is tested by considering the degrees of freedom in both the numerator and the denominator, using the following formula: If the Fcount is more than the F_{table}, then variable X has a simultaneous influence on variable Y, which leads to the acceptance of hypothesis Ha. If the Fcount is less than the F_{table}, variable X does not have a simultaneous influence on variable Y and is therefore discarded.
Sign value.< 0,05 F_{count} value > Ftable F_{table} = F(k : n-k-1) a=5% = F(2 : 98 – 2 - 1) = 2 : 95 = 3.09

Table 8.
Simultaneous Significant Test Results (F_{Test})
ANOVA[a]

Model		Sum of Squares	df	Mean$_{Square}$	F	Sig.
1	Regression	3937,389	2	1.968,695	109,586	0,000b
	Residual	1.706,662	95	17,.965		
	Total	5.644,051	97			

a. Dependent Variable: Consumer Satisfaction
b. Predictors: (Constant), Facilities, Service Quality

Source: SPSS 24 2023 data processing results

Table 8 shows that the significant value for the impact of facilities (X_1) and service quality (X_2) on client satisfaction (Y) is 0,00, which is less than 0,05. Additionally, the F_{count} value is 109,586, which is greater than the Ftable value of 3,09. This provides evidence for the rejection of Ho_3 and the acceptance of Ha_3. Facilities (X_1) and Service Quality (X_2) have a substantial impact on Consumer Satisfaction (Y).

Discussions

1.   The impact of facilities on commuter train customer satisfaction The road from Cikarang to Kampung Bandan.

The objective of this study is to assess the extent to which amenities impact consumer happiness. The findings of the hypothesis test conducted by researchers indicate a high correlation between Facilities and Customer Satisfaction. This is demonstrated by the results of the partial t_{test} calculation. If the calculated t_{value} is greater than the critical t_{value} at a significance level of 5%, then the null hypothesis (Ho_1) is rejected and the alternative hypothesis (Ha_1) is accepted. The t_{test} indicates that the calculated value of 11,807 is more than the critical value of 1,985. Therefore, the researcher's hypothesis can be accepted. This indicates a substantial correlation between Facilities and Customer Satisfaction.

2.   The impact of service quality on train customer satisfaction Commuter line route Cikarang to Kampung Bandan

The objective of this study is to assess the extent to which Service Quality impact Customer Satisfaction. The findings of the hypothesis test conducted by researchers indicate a high correlation between Service Quality Customer Satisfaction. This is demonstrated by the outcomes of the partial t_{test} calculation. If the calculated t_{value} is greater than the critical t_{value} (t_{table}) at a significance level of 5%, then the null hypothesis (Ho_2) is rejected and the alternative hypothesis (Ha_2) is accepted. The t_{test} indicates that the value is greater than 1,985, specifically 14,752. Therefore, the researcher's theory can be deemed acceptable. There is a strong correlation between the Service Quality and Customer Satisfaction.

3.   The impact of Facilities and Service Quality on Customer Satisfaction for the Cikarang-Kampung Bandan route of the commuter train.

According to the F_{test} findings in Table 8, it is evident that the independent variable has a considerable impact on the dependent variable when considering both the Facilities and Service Quality as independent variables. This is specifically observed in relation to the Customer Satisfaction as the dependent variable. The calculated f_{value} is 109,586, but the f_{table} value is 3,09. The value of f_{count} is greater than f_{table}, namely 109,586 is greater than 3,09, at a significance level of 0,00 which is less than 0,05. Therefore, H_3 is supported but Ho is refuted, indicating that both Facilities and Service Quality have a simultaneous impact on Customer Satisfaction for the Cikarang-Kampung Bandan route on the commuterline train. Through this

concurrent test, it is evident that both the Facilities and Service Quality variables have a substantial and favorable impact on Customer Satisfaction. In addition, the coefficient of determination test (R^2) in table 4,13 reveals that Facilities and Service Quality can account for 69,8% of the variance in the variables. The remaining 30,2% can be attributed to other variables not examined in this study.

E.   CONCLUSION

The research done on "The Influence of Facilities and Service Quality on Customer Satisfaction Commuterline Rail Transportation Service Users for the Cikarang-Kampung Bandan Department" yielded the following conclusions: The findings of several correlation calculations indicate a strong and positive link between the Facilities and Service Quality and Consumer Satisfaction for commuterline trains to Cikarang-Kampung Bandan. The coefficient of determination test indicates that Facilities and Service Quality have a significant impact on Consumer Satisfaction. The partial facility test findings indicate a strong correlation between Facilities and Consumer Satisfaction. The partial test findings indicate a strong correlation between Service Quality and Consumer Satisfaction. The simultaneous test findings indicate that both Facilities and Service Quality have a significant impact on Consumer Satisfaction for the Cikarang-Kampung Bandan route of the commuterline train. .

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