



Quality of Intermodal Public Transportation Services as a Tool of Economic Efficiency in East Lombok Regency

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A B S T R A C T

Public transportation supports community mobility and drives economic growth, especially in tourist areas like the East Lombok Regency. This study discusses how the quality of intermodal public transportation services contributes to economic efficiency in the area. Using a descriptive quantitative approach, this study collected data from 109 respondents who used DAMRI intermodal public transportation through a Likert scale-based survey and analyzed using the Weigh Means Score (WMS) method. The study results showed that intermodal public transportation services in East Lombok Regency were rated 'Good,' with an average score 3.83. The most appreciated aspect was officers' concern for vulnerable group passengers, such as the elderly and disabled, with a score of 3.97. However, several things still need to be improved, especially in integration between modes of transportation. Public transportation also been shown to positively impact the local economy, especially in supporting the tourism sector and creating business opportunities for the surrounding community. This study provides recommendations for local governments to continue to strive to improve infrastructure and transportation systems to make more efficient and affordable services for the community and tourists. The findings serve as a strategic reference for local governments to design more inclusive and economically beneficial public transportation systems.

INTRODUCTION

Transportation is a means of transportation needed by the community to support its mobility needs. Moving locations b, both in big cities and in villages c, cannot be separated from the use of transportation in everyday life (Bagus & Al, 2015). Public transportation currently widely used by the public can be buses, two-wheeled vehicles, trains, planes, or water transportation such as ships. Service quality is a form of evaluation of user satisfaction that can include passenger comfort in transportation and can be established from the services provided by officers or drivers as service providers; these services can be in the form of offering comfortable, safe, and standard safety vehicles, passengers as consumers of transportation services have high expectations with the availability of transportation according to routes that are often used as a link between modes to the destination to be visited. (Ramadan et al., 2024). Public transportation is part of public services, which is the government's responsibility as a provider so that the public can experience their existence (Safriyal, 2024).

East Lombok Regency is one of the regencies in West Nusa Tenggara Province, which is known for its wealth of natural resources, culture, and national tourist destinations such as Mount Rinjani National Park. Mount Rinjani National Park is located in the Sembalun District, which has wonderful natural attractions and is the main attraction for tourists, both local and foreign tourists, as reported in <https://ekbisntb.com/> Calculated in 2024, the number of visits to Mount Rinjani National Park increased by 40%, with details of visits from local tourists totaling 131,138 or around 73.94%; tourists with the highest visits occurred in August, as many as 14,054 and as many as 26% came

from foreign tourists. To provide facilities to meet the transportation needs of tourists in 2024, the East Lombok Regency government collaborated with Perum DAMRI to prepare a public transportation mode intended to meet the route to the National Tourism Strategic Area starting from the Pancor-Sembalun terminal or the tourist area at the foot of Mount Rinjani.



Figure 1. Public Transportation Mode DAMRI East Lombok Regency

Source: East Lombok Regency Transportation Agency (2025)

The East Lombok Regency Transportation Agency, as the daily implementer of public transportation modes, has the goal of accelerating the development of transportation infrastructure, improving the quality of transportation services, improving the

network of transportation services, and improving the quality of transportation services to the people of East Lombok to provide benefits in the economic growth of the local community from the aspect of mobility. The commitment of the East Lombok Regency Government is to provide affordable and quality public transportation to support regional economic growth, especially in the tourism sector in stages. The public transportation that has been provided is expected to provide mobility flexibility to the community and tourists, especially to the Mount Rinjani National Park area, so that it can open up new economic opportunities. The presence of public transportation can provide convenience in facilitating the distribution of goods and services so that it can increase the productivity and selling value of an area to encourage investment to reduce the development gap between regions (Prayoga, 2015). Public transportation has a crucial role in supporting the regional economy. (Aritonang, 2017), Especially in the tourism sector, the existence of public transportation can create jobs both directly for officers and indirectly for business actors and the community, such as the community that utilizes the village's potential as a business opportunity in the effort to provide restaurants and residential houses for tourists.

The study's results (Damayanti et al., 2017) explain that good-quality public transportation services will satisfy users; the key to the quality of service comes from the good performance of officers. In this study, the results of the calculation of the findings of the service quality variable have a direct effect on performance, which will impact the public satisfaction variable.

The study's results (Mongilala, 2020) Conclude that service quality will affect customer satisfaction in this study focusing on online transportation; the results of the test conducted using the correlation coefficient show that it is included at the firm level so that there is a strong relationship between the service quality variable and customer satisfaction and based on the results of the determination coefficient test states that the service quality variable influences the customer satisfaction variable. In contrast, the rest is influenced by other variables not included in the study.

A study (Fadhilah, 2022) that focused on customer satisfaction of DAMRI City Bus in Bandung explained that service quality and customer satisfaction are the keys to providing good transportation; the decline in the number of DAMRI City bus passengers was partly due to various complaints about the services offered.

It is also explained through research (Fitri, 2023) that focuses on the quality of public transportation services in East Java, with a case study of the Trans Jatim bus; it was found that bus user satisfaction is reasonable. This is because bus officers can provide good service to passengers, which is also supported by the facilities and infrastructure available on the bus.

To improve accessibility to the strategic national tourism area of Mount Rinjani, the East Lombok district government is building road infrastructure and road safety facilities and opening new road sections. The construction of this infrastructure is to provide comfort for tourists' travel. This public transportation service connects tourist destinations with routes, and operating hours can be seen in Table 1.

Tabel 1 Rute serta jam operasional Transportasi Publik DAMRI

Route	Operating Hours	Rates
Terminal Pancor – Masbagi-Desa Anjani – Aikmel –	08.00, 09.00, 10.00, 12.00, 13.00 and 14.00 WITA	Rp. 11.000,-

Desa Suela – Geopark Sembalun	Directions from Sembalun Geopark	10.00, 11.00, 12.00, 14.00, 15.00, and 16.00 WITA	Rp. 11.000,-
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Source: East Lombok Regency Transportation Agency

With the routes and operating hours that have been explained in Table 1, we can clearly see the operational service time of public transportation, but there are still challenges and obstacles, especially regarding vehicle integration; in the Sembalun area, there is no integration or interconnection between public transportation modes so that sometimes passengers have difficulty moving from one mode of transportation to another. There because are still limitations considering that this public transportation is also presented from the results of government collaboration with DAMRI transportation, whose operations are subsidized by the Ministry of Transportation.

The private sector provides public transportation to tourists in Lombok's tourist areas. Current initiatives are more dominated by cooperation between the government and State-Owned Enterprises, such as the Collaboration between BPTD Class II West Nusa Tenggara and Perum DAMRI to open a public transportation route from the Pancor terminal to the Sembalun geopark. However, the role of the private sector has the potential to be developed to support transportation services to tourist destinations in the East Lombok area. Through schemes such as partnerships, the government and the private sector can participate in infrastructure investment and transportation operations, which are economically beneficial and improve the quality of services for the community and tourists who will visit (Khairinnisa, 2023).

Collaborative efforts are needed between local governments and business actors to increase private sector involvement. (Wahyudin et al., 2023). The government can create a conducive investment climate through supportive incentives and regulations, while the private sector can offer innovation in transportation services (Hernawan & Ramdani, 2024). Thus, the synergy between the two parties is expected to improve the accessibility and quality of public transportation to the East Lombok tourist area. However, the positive impact of this transportation is felt quite well, as it is marked by the increase in tourist visits that will help increase economic growth and community income by providing for tourist needs (Siregar & . Andriansyah, 2024). Currently, many local community businesses are starting to grow, creating new business opportunities through village potentials, such as the community giving housing in the form of homestays for tourists, camping grounds, and other local potentials that can provide tourist selling points (Suradika et al., 2021).

The availability of DAMRI public transportation services to the Mount Rinjani National tourist area can have a positive impact, especially in increasing the economic growth of the community and providing easy access to mobility for tourists who will come to visit the area.

Improvements in the quality of public transportation services, such as affordability, punctuality, fleet comfort, and accessibility for vulnerable groups, have a significant causal relationship with economic efficiency in tourist destinations. Better services directly reduce travel costs, shorten travel time,

The weighting of the scores for each answer given by the respondent will then obtain a variation of answers with an interval value of 1 to 5 through the following interval calculation:

$$I = \frac{SKTR - SKR}{V}$$

Information: I = Interval SKR = Highest Score
 SKT = Lowest Score V = Amount

$$I = \frac{5 - 1}{5} = 0,8$$

So, from the interval calculation results, a 0.8 interval was obtained for ranking respondents' answers from each evaluation criterion, as shown in Table 3.

Table 3. Interpretation of Score Classification

Number	Answer Categories
1 – 1,8	Very Bad/Very Low/Very Negative
1,81 – 2,60	Not Good/Low/Negative
2,61 – 3,40	Fair/Moderate/Neutral
3,41 – 4,20	Good/High
4,21 – 5,00	Very Good/Very High

Source: Sugiyono Social Research Methods, 2020

The data obtained from the respondents' responses were analyzed using the WMS formula through calculations with a respondent criteria table based on the percentage of respondents' answers, which can be seen in Table 4.

Table 4. Respondent Response Results with WMS Formula

No	Alternative Answers	F	X	$F(X)$	$M = \frac{\sum f(X)}{n}$
1	Very Good/Very Agree/Very Clear/Very Understand	5			
2	Good/Agree/Clear/Understand and	4			
3	Fair/Moderate/Neutral	3			
4	Not Good/Disagree/Not Clear/Don't Understand	2			
5	Very Unclear/Very Bad/Very Incomprehensible	1			

Source: Sugiyono Social Research Methods, 2020

Description:

M = Acquisition of interpretation numbers or assessment criteria

F = Frequency of respondent answers

X = Weighting (value scale)

N = Number of research results

RESULTS AND DISCUSSION

Based on the results of the recapitulation of the questionnaire answers that the respondents have filled out, the values of each indicator that has been determined are analyzed and obtained based on the service satisfaction variable with dimensions of physical evidence, reliability, responsiveness, security guarantees, concern and economic efficiency variables with indicators of resource allocation efficiency, benefits for the community without harming other parties, reducing social and economic inequality, better social welfare, economic and social sustainability, and improving infrastructure. (Fadhilah, 2022).

From the indicators used in analyzing respondents' answers, Table 5 shows that the assessment was in accordance with the objective evaluation carried out by respondents who came from users of public transportation modes operating in the Mount Rinjani national tourism area, especially in the Sembalun village area, East Lombok.

Table 5 Recapitulation of Respondents' Answers

Dimensions	Indicator	M	Criteria
Tangible	Physical Condition of Vehicle (Cleanliness, Suitability, Seat Comfort)	3,83	Good
	Transportation Facilities (Stops, Terminals, Route Information, Technology, Digital Payments)	3,82	Good
	Quality of supporting infrastructure (roads, bridges, lighting facilities, disabled access)	3,77	Good
Reliability	Punctuality of departure and arrival	3,80	Good
	Consistency of transportation services according to schedule	3,80	Good
	Availability of transportation at the time and route needed by the community	3,94	Good
Responsiveness	Speed of officers in serving passengers	3,53	Good
	Readiness of officers in serving passengers	3,83	Good
	The proactive attitude of officers in helping passengers	3,72	Good
Assurance	Safety level in transportation	3,80	Good
	Competence and professional attitude of drivers and officers	3,74	Good
	Safety guarantees for users include the provision of safety equipment	3,88	Good
Empathy	Friendly service from the staff	3,94	Good
	Officers' concern for elderly, disabled and pregnant passengers	3,97	Good
	Flexibility of services for the elderly, disabled and pregnant women	3,86	Good
Resource Allocation Efficiency	Optimizing resource usage	3,85	Good
	Proper allocation of resources	3,82	Good
Benefits for society	Transportation rates	3,81	Good
	Transportation tariff policy	3,83	Good
Reducing socio-economic inequality	Benefits of the existence of transportation	3,97	Good
	Affordability of rates by the community	3,85	Good

Better social welfare	Improve the quality of time	3,83	Good
	Providing economic opportunities for the community	3,88	Good
Economic and Social Sustainability	Ease of access to mobility and transportation	3,79	Good
	Integrated route enhancement	3,82	Good
Infrastructure Improvement	Infrastructure development	3,92	Good
	Sustainability of infrastructure for community economic growth	3,91	Good
AMOUNT	Total Jawaban	103,51	
	$M = \frac{\sum Score}{Number\ of\ Indicator}$	3,83	Good

Source: Research results, 2025

The provision of public transportation is the government's responsibility in providing mobility facilities and infrastructure for the community; this aims to facilitate the community in fulfilling mobility to move from place to place to provide benefits for the community's daily activities such as mobility in getting education to travel to educational institutions or schools, mobility for the community to distribute agricultural products that will be sold to the market or for the benefit of the wider community such as providing broad and integrated mobility access for tourists to be able to visit and enjoy tourist destinations in the area, such as fulfilling the need for transportation modes carried out by the East Lombok Regency government with the implementation of the Transportation Service to provide maximum service for the community and tourists using the Mount Rinjani national tourist area route.

Based on Table 5, the recapitulation of respondents' answers regarding the quality of intermodal public transportation services as a means of efficiency in East Lombok Regency has been running well. The assessment obtained by respondents obtained a score of 3.8, which is included in the "Good" criteria. However, if examined more deeply, several aspects received high appreciation from respondents, and several other aspects still need improvement; there are detailed explanations of the assessment results based on dimensions.

The dimension of objective evidence with indicators of the physical condition of the vehicle reviewed from the condition of cleanliness, the condition of the vehicle's suitability, and the comfort of the seat obtained a value of 3.83, which in the assessment criteria is included as "Good," this was obtained because public transportation users felt comfortable and clean conditions of the vehicle so that users felt comfortable in using public transportation between DAMRI modes. (Yulita, 2020). For the transportation facility indicator consisting of the condition of the bus stop, the condition of the terminal, the availability of route information, and the availability of technology for digital payments, a value of 3.82 was obtained, which is included in the "Good" criteria, users feel this because facilities such as bus stops are considered good enough, but there still needs to be improvements such as the provision of a better waiting room. Still, transportation users feel satisfied because of the clarity of the information on the transportation mode route. For the supporting infrastructure quality indicators such as good road quality, the condition of the bridges passed during the trip is suitable, lighting facilities are available; disability access has obtained <https://doi.org/10.58835/jspi.v5i2.454>

a value of 3.77, which is included in the "Good" criteria, this is because the supporting infrastructure is already available and in good condition, it only needs to be improved regarding the availability of additional seats explicitly used for disabled passengers or pregnant women and other priority passengers.

The reliability dimension with three indicators, namely the first indicator of punctuality of departure and arrival, received a score of 3.80, which is in the "Good" assessment; this is because the punctuality of the DAMRI transportation mode travel hours is by the specified hours if there is a delay it is usually due to weather conditions and natural conditions around which often make the trip a little hampered. The second indicator, namely Consistency of transportation services according to schedule, received a score of 3.80, which is in the "Good" category; this was obtained because officers have procedures and have been carried out adequately related to punctuality, so employee commitment is very high to be able to provide maximum service from the aspect of punctuality of departure. (Prayoga, 2015). For the following indicator, namely the availability of transportation at the time and route needed by the community, a relatively high value of 3.94 was obtained, including in the "Good" category, which shows that, in general, users find it easy to get transportation at the time and location they need.

The responsiveness dimension relates to the interaction between officers and users in service. (Bagus & Al, 2015). Respondents assessed that the attitude of officers in serving and assisting transportation users was quite good; the readiness of officers in handling passengers scored 3.83, which is included in the "Good" category, while the proactive attitude of officers in assisting transportation users scored 3.72. Although promising, the speed of officer service is still not optimal, as it only scored 3.53, the lowest score in this assessment. This can be a concern for officers and transportation managers to be more responsive in handling and serving passengers, especially during peak hours.

Regarding security assurance, users feel relatively safe using DAMRI intermodal public transportation, with a score of 3.80. Although some things need to be improved, users generally feel protected when using public transportation services because officers are considered to have a professional attitude and care for users who require special services. The professional attitude of officers gets a score of 3.74. This is important because officers are the face of DAMRI intermodal public transportation services; in addition to ensuring users' safety, safety equipment is also considered good, with a score of 3.88.

The most appreciated aspect of this survey assessment is concern, as seen from the friendly service indicator from officers scoring 3.94 and service to vulnerable groups, such as the elderly, people with disabilities, and pregnant women. Officers' concern for this group got a score of 3.97, which is included in the "Good" category and is the highest score obtained in the survey assessment; this shows that users feel that this public transportation is quite friendly and inclusive. In addition, flexible services also got a good score of 3.86, which shows public satisfaction with the services provided. (Satria & Dayanti, 2024).

The dimensions of resource allocation efficiency and benefits for the community have four assessment indicators; the community feels that the allocation of existing resources, such as the number of transportation operated, is sufficient so that the assessment result is 3.82, and the use of resources is also optimal by obtaining a value of 3.85. This means intermodal public transportation efficiently manages the existing fleet and facilities. In contrast, the transportation tariff is considered quite affordable, and according to the community's economic conditions, it has a value of 3.82. The community also feels that the tariff policy is quite good, with a value of 3.82, which shows

that despite facing various financial challenges for the user community, the tariff is still within reasonable limits and not too burdensome.

For the Dimension of better welfare and economic and social sustainability, each has two indicators; the community assesses that DAMRI intermodal public transportation is not only about mobility but also plays a role in improving community welfare. In this case, the benefits of public transit for the community received a high score of 3.97, which shows that the community feels a positive impact from this service. In addition, public transportation also helps improve the quality of people's time in mobility by getting a score of 3.83. It opens up economic opportunities for the community, so it gets a score of 3.88. Ease of access to mobility and transportation is also one of the most appreciated factors, getting a score of 3.97, which shows that the community feels helped by DAMRI intermodal public transportation in the Mount Rinjani national tourism area.

The Dimension of improving infrastructure with two indicators assessing the development of infrastructure to support public transportation services gets a good score of 3.91, which means that the community users acknowledge an increase in this case. However, integrating public transportation routes between modes still needs to be improved with a score of 3.79 so that people can more easily move from one mode to another without experiencing obstacles such as limited access to transportation.

CONCLUSION

Overall, the results of this survey assessment indicate that the quality of intermodal public transportation services as a tool for economic efficiency in East Lombok Regency is quite good, with an average score of 3.83. Several aspects are most appreciated, namely concern for passengers from vulnerable groups such as the elderly, disabled, and pregnant women, as well as ease of mobility and the benefits of transportation in improving community welfare. However, several things need to be improved, such as the speed of service provided by officers, route integration, and the integration of intermodal transportation routes, road infrastructure, and other supporting facilities. It is hoped that the results of this study can be input for public transportation managers and the government so that they can improve these aspects so that they become evaluations in the future so that they can provide maximum benefits for the community in meeting mobility needs in supporting people's daily activities, both in accessing locations that are sources of income or as other means of mobility. Thus, DAMRI intermodal public transportation in East Lombok Regency will be more efficient, comfortable, and easily accessible to all groups. Public transportation can be a mobility solution that supports economic growth and community welfare.

This study has several limitations. First, the research was limited to a single case area (East Lombok Regency) and focused only on the DAMRI public transport service operating in one specific tourism corridor. Therefore, the generalizability of findings to other regions or transport models is limited. Second, the research relied primarily on quantitative methods, which may not fully capture the nuances of user experiences or institutional challenges in transport service delivery. Future research is recommended to adopt a comparative approach involving multiple regions or types of intermodal transport systems to validate and deepen the findings. Moreover, integrating qualitative methods such as in-depth interviews or focus group discussions with stakeholders (tourists, local business owners,

policymakers) could provide a richer understanding of service impacts and guide more tailored policy recommendations.

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