

COMMUTER LINE (KRL) PASSENGER PERCEPTION AGAINST GOVERNMENT POLICIES OF THE COVID 19 PANDEMIC ERA AT JAKARTA KOTA STATION

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Abstract

The Indonesian government issued policies to deal with the COVID-19 pandemic, one of which was urban rail transportation such as the Jabodetabek KRL. This KRL carried many passengers every day. This research aimed to provide input for the government as a regulator related to policies in the rail transportation and for operators as implementers of services at stations and train travel. The research was conducted at the Jakarta city station with 99 respondents. The results revealed that 60% of respondents wanted a cross sign on the station waiting room bench to sit, 71% of respondents washed their hands when getting off the train, and 48% of respondents washed their hands or used hand sanitizer after tapping in on the ticket machine. During the trip, 70% of respondents used hand sanitizers and 62% of respondents obeyed the rules not to speak one way or two ways by telephone or in person. In open-ended questions, 38.61% of respondents wanted all passengers and operators to comply with and tighten health protocols, 12.87% of respondents wanted operators to provide the best service for passengers, and 8.91% of respondents wanted operators to notice the number of passengers during rush hour. The researcher also found that there were no more restrictions and partitions for the seats because there were many passengers standing. Researchers expected that the Covid-19 pandemic will end soon.

Keywords: Covid-19 pandemic, Government Policy, Jabodetabek electric train, Operator, Passenger

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INTRODUCTION

The movement of people from one place to another requires transportation facilities that suit the needs of that person. Good for the movement of people on land, sea or air. Transportation plays a very important and primary role because the movement of people from one place to another requires transportation services. Public transportation on land for major cities in the world or Indonesia consists of city buses, city transportation or urban trains.

Based on data from the Central Bureau of Statistics for 2020 to 2025, the highest population in Indonesia is DKI Jakarta, which is 100 million people. This is reasonable because DKI Jakarta is the capital of the Republic of Indonesia. With the highest population in Indonesia, DKI Jakarta and its surroundings need a mode of transportation capable of supporting the travel needs of its residents. The rail transportation mode has advantages compared to the road transportation mode, this is because trains have a higher capacity, lower energy use, and lower air pollution.¹

Based on data from the Central Bureau of Statistics of Indonesia, in January 2022 there were a total of 14,484 thousand Jabodetabek train passengers, so that the average daily Jabodetabek train passengers were 467.2 thousand passengers. The Jakarta area has several types of urban rail transportation, including the Commuter Line (KRL), Mass Rapid Transportation (MRT) and Light Rail Transportation (LRT), while KRL can reach up to the Greater Jakarta area (Jakarta-Bogor-Bekasi-Tangerang). The Jabodetabek KRL is operated by an electric train which uses electricity to move its power. Based on PT KAI's train travel chart (Gapeka) for the Jabodetabek KRL in 2021, data on travel schedules for the Bogor-Jakarta Kota-Jatinegara route, Jakarta Kota-Jatinegara-Bogor, Bekasi-Jakarta Kota, Jakarta Kota-Bekasi/Cikarang, Rangkasbitung-Parung Panjang - Serpong - Tanah Abang PP, Tangerang - Duri PP, Jakarta Kota - Tanjung Priok PP. Based on the PT KCI (Gapeka) Train Travel Chart, it was found that KRL trips originating or stopping at the Jakarta Kota station had many passengers, so the authors took the research location at the Jakarta Kota station.

The first cases of Covid-19 announced in China in the last quarter of 2019 had a serious impact on the country's transportation industry. In Indonesia, Covid-19 was announced for the first time on March 2, 2020, which means that the Covid-19 pandemic has occurred in Indonesia for two years. During these two years, in terms of socializing in society and the economy, inevitably it will force the Indonesian people to survive in the midst of the Covid-19 pandemic. Prior to the Covid-19 pandemic in choosing urban transportation modes in Indonesia, the attributes that needed attention were transportation costs, travel time and distance between trains. However, since the Covid-19 pandemic, there has been a change in the choice of urban transportation modes, including urban rail transportation.²

The Covid-19 pandemic caused the biggest economic and social shock since the great depression of the 1930s. Until the end of March 2021 Covid-19 has infected around 130 million people worldwide with more than 2.8 million deaths. The pandemic will bring significant changes to the way of life, work, business and trade because transportation networks and services (e.g. air, sea, rail and road and urban transit) are essential supports of business activities, fast recovery and efficient functioning are essential support the

¹ Sri Wiwoho Mudjanarko Hermanto Dwiatmoko, Dadang Supriyanto, "The Use Of Importance Performance Analysis In Evolution Of Jabodetabek Commuter Services," *International Journal Of Advanced Research in Engineering and Technology (IJARET)*, 11.11 (2020), 1083–95.

² Hermanto Dwiatmoko et al., "Comparative Study of Transportation Mode Selection in Jakarta and Surabaya City," 5.1 (2021), 48–54.

economy to recover from this catastrophic slump. The global economy has declined in 2020 by 3.4% and 8.8% of work hours lost compared to 2019.³

The government implemented several ways to anticipate this and made regulations related to the Covid-19 pandemic problem.⁴ The threat from the spread of Covid-19 is predicted to be gradual in order to be able to prepare regulators in making laws and regulations with various types and sequences of laws and regulations. Countries around the world adopted various restrictions and policies to prevent the spread of the pandemic, which resulted in a sharp decline in the demand for transportation.⁵ Based on the above, the research examines the perceptions of KRL passengers on public policies taken by the government in tackling the Covid-19 pandemic on urban trains in the form of the Jabodetabek KRL. So that it can provide input for the government as the regulator regarding policies in the field of urban rail transportation in Indonesia, especially the Jabodetabek KRL during the Covid-19 pandemic and become input for the organizers of railway infrastructure and facilities or operators regarding the implementation of services at train stations and on urban train trips, especially Jabodetabek KRL during the Covid-19 pandemic.

RESEARCH METHODS

This study uses a combined method or mixed methods between quantitative methods and also qualitative methods. The qualitative method focuses more on numerical data with certain measuring instruments or instruments. Meanwhile, the qualitative method describes the data analysis in a narrative manner. Then the two methods will be able to conclude answers from research. The approach used in this study was using a questionnaire with a Likert scale for the research object, namely Jabodetabek KRL passengers at the Jakarta Kota station. The research location was chosen by Jakarta Kota Station because the station is in the center of community activities and at the same time a station that connects the KRL line to the city of Bogor, Bekasi city, Cikarang city and Tanjung Priok Jakarta.

Based on data from PT KCI in the form of KRL ticket sales at the Jakarta Kota Station in January 2022, it was obtained that 7613 tickets were sold, so that on average in one day in January 2022 245.6 tickets were sold or if converted to insiders one day there are 246 passengers. Based on the total population, a sample of respondents was taken from KRL passengers at the Jakarta Kota Station, using the sample determination formula from Slovin, namely:

Where:

³ Werner Rothengatter et al., "Pandemic waves and the time after Covid-19 – Consequences for the transport sector," *Transport Policy*, 110 (2021), 225–37 <<https://doi.org/10.1016/j.tranpol.2021.06.003>>.

⁴ Badan Pusat Statistik, "Persentase Penduduk Wilayah Perkotaan Menurut Propinsi, 2010 - 2035" <<https://www.bps.go.id/statictable/2014/02/18/1276/persentase-penduduk-daerah-perkotaan-hasil-proyeksi-penduduk-menurut-provinsi-2015---2035.html>>.

⁵ Badan Pusat Statistik, "Jumlah Penumpang KA (Ribuan Orang), 2021," 2021 <<https://www.bps.go.id/indicator/17/72/1/jumlah-penumpang-kereta-api.html>>.

n: sample size

N: population size

d: estimation error (10% - 90% precision)

Based on the above formula, a sample of 99 KRL passengers was obtained at the Jakarta Kota Station. Regarding data, there are primary data and secondary data. Primary data was obtained from the results of a questionnaire distributed to Jabodetabek KRL passengers at the Jakarta Kota station. The questions in the questionnaire were in the form of 21 closed questions and 1 open question so that there were a total of 22 questions. The answer choices are divided into three with the following calculations

Table 1. Questionnaire Assessment Table

Item Number	Information	Score
1	Always	3
2	Sometimes	2
3	Never	1

For secondary data in the form of literature studies and literature in the form of laws and regulations as well as the results of previous studies related to this research. The research instrument uses two variables, including the dependent variable and the independent variable.⁶ The dependent variable or Y in this study is about how Jabodetabek KRL passengers who are at the Jakarta Kota station perceive government policies during the Covid-19 pandemic based on the experiences of respondents when boarding the KRL at the departure station, on the train journey and at the destination station. Measurement indicator to measure whether KRL passengers always, sometimes or never comply with regulations implemented by the government during the Covid-19 pandemic at departure stations, on train journeys and at destination stations in accordance with PM Number 63 of 2019 concerning Minimum Transport Service Standards People with Trains, which are regulations that have been used so far regarding minimum service standards that must be implemented by train operators, in this case PT. KCI at the station and on the train journey. Due to the Covid-19 pandemic, KRL passengers have adapted to several public policies in the form of regulations issued by the government regarding

⁶ Anwar Hidayat, "Definition and Explanation of Quantitative Research - Complete.," 2012, <https://www.statistikian.com/2012/10/penelitian-ku>.

urban rail transportation where KRL is part of urban trains. These regulations adjust to the circumstances or the number of victims of the Covid-19 pandemic whose number cannot be predicted from March 2020 to March 2022 (during the Covid-19 pandemic in Indonesia).

Table 2. Questionnaire Questions for Independent Variables or X Variables

No	Information	No	Free Variables
1.	At Station (Departure)	X1 1	When queuing to buy/fill in KRL tickets, do you give a safe distance?
		2	When buying/filling in KRL tickets, if there is a crowd, will the officer reprimand you?
		3	Is the type of mask used by you a 3 (three) layer cloth mask or a medical mask?
		4	When you board the KRL, do you wear a long-sleeved top/jacket?
		5	Do you carry hand sanitizer or wet wipes in your bag?
		6	Do you take vitamin C drinks or body supplements?
		7	Do you wash your hands before boarding the train?
		8	Did the officers measure your temperature when you entered the station?
		9	Do you wash your hands or use hand sanitizer after tapping in at the ticket machine?

No	Information	No	Free Variables
		10	Are the benches in the waiting room at the station marked with crosses to sit on?
		11	Do passengers at the station obey the alternating signs on the passenger seats?
		12	Does the officer at the station check the body temperature of passengers entering the station?
At the Station (X1) (Arrival)		13	Do you wash your hands when you get off the train?
		14	Did the officers measure your temperature when you left the station?
		15	Do you wash your hands or use hand sanitizer after tapping in at the ticket machine?
2. On the Train journey (X2)		1	When you travel on KRL, do you space your seats?
		2	Did you not get a seat during the KRL trip?
		3	Have you ever warned other passengers who did not comply with the Health protocol?
		4	Would you prefer to wait for the KRL to be quiet rather than get on but crowded?

No	Information	No	Free Variables
		5	Do you use hand sanitizer when traveling on KRL?
		6	When traveling on the train, do you comply with the rules not to talk one way or two ways over the phone or in person?

Data processing method using validity test and reliability test to test whether the questions from the questionnaire are valid and reliable. In testing the validity of the decision, if $r_{count} > r_{table}$ then the question is declared valid, but if $r_{count} < r_{table}$ then the question is declared invalid. As for the reliability test, the decision is $\alpha > r_{table}$, the result is stated to be reliable/consistent, whereas if $\alpha < r_{table}$, the result is stated to be unreliable/inconsistent. After carrying out the validity test and reliability test, if the data is declared valid and reliable, the next step is to analyze the data using descriptive statistical analysis.

RESULT AND DISCUSSION

Regulations related to railways during the Covid-19 pandemic

As a rule of law, it is highly probable that in the form of laws Indonesia has a hierarchical order of laws and regulations in accordance with Law No. 12 of 2011 concerning the types and hierarchies of legislation in Indonesia and amended by Law No. 15 of 2019. The Covid-19 pandemic problem has been declared unresolved, and the state seeks to make policies with regulations. The formation of laws and regulations is sought to be formed as a solution and a form of legitimacy for government policies. However, there are several problems related to the time and budget needed to make a law that is relatively short and fulfills ordinary legislative procedures. Referring to the National Legislation Program (Proglenas) 2020 to 2024, there has not been the formation and preparation of a Bill related to Covid-19.⁷

The regulations in the field of rail transportation before the Covid-19 pandemic included:

1. 1945 Constitution
2. Article 5, Article 127, Article 128, and Article 129 of Law Number 23 of the Railways Law regulates urban railways.

⁷ A. Sakti R. S. Rakia, "Perkembangan dan Urgensi Instrumen Hukum Administrasi Pasca Penetapan Undang-Undang Nomor 2 Tahun 2020 pada Masa Pandemi Covid-19," *SIGn Jurnal Hukum*, 2.2 (2021), 157–73 <<https://doi.org/10.37276/sjh.v2i2.106>>.

3. PP Number 72 of 2009 as amended by PP Number 61 of 2016.
4. PP Number 56 of 2009 as amended by PP Number 6 of 2017 and amended by PP Number 33 of 2021.
5. PM Number 63 of 2019.

According to Aprista Ristyawati, in her research abstract, she stated that "the Covid-19 pandemic that is happening in almost all countries in the world today can create confusion in society. The government is obliged to provide protection to the public to prevent or handle Covid-19 cases in accordance with the mandate of the 1945 Constitution".⁸

In Law No. 30 of 2014 where administrative law equipment is in addition to being *normally* but also *character order*. Legal equipment that is a decision has the advantage of being material in that once it takes place it will be completed (*enmaligh*), and this is different from legal instruments which are regelling in nature, meaning that the existing material will be used forever (*in the afternoon*). These regulations include Presidential Decree No. 82 of 2020 concerning the Committee for Enforcement of Corona Virus Disease 2019 (Covid-19) and National Economic Recovery, and Presidential Decree No. 12 of 2020 concerning Determination of the Non-Natural Disaster of the Spread of Corona Virus Disease 2019 (Covid-19) as National Disaster.

China was the first country to announce cases of Covid-19 in Wuhan. In addition, China is also the first country that has been free from Covid-19. The efforts that have been made by the Chinese state to support the public transportation system during the pandemic, by implementing central and local government transportation management policies to reduce the number of passengers including one-package policy measures, include:

1. It is mandatory to wear a mask on public transportation and carry out temperature checks. Those who are found to have an abnormal temperature are directed to wait for disease control officers.
2. Manage requests from the source. There is a flexible work schedule, work at home, online meetings thereby reducing the demand for transportation.
3. Driver's physical protection and frequent disinfection. Officers are required to disinfect the vehicles used regularly. For example, on air conditioning filters, seats, armrests, ground, windows, coin boxes, credit card equipment and other parts.
4. Maintain social distance by setting a lower number of passengers on public transportation. For example, with a 50% limit on passengers than usual.

⁸ Aprista Ristyawati, "Efektifitas Kebijakan Pembatasan Sosial Berskala Besar Dalam Masa Pandemi Corona Virus 2019 Oleh Pemerintah Sesuai Amanat UUD NRI Tahun 1945," *Administrative Law and Governance Journal*, 3.2 (2020), 240–49.

5. Travel with a reservation. Before entering the station passengers must make a reservation using an online QR code. The station then gives passengers the correct arrival time, reduces queuing time and avoids crowding, thereby saving 3-5 minutes of queuing time outside the station.
6. Extensive health codes and green codes. Based on online data submitted by residents, then this data is combined with all modes of transportation and becomes management regarding passenger health data.⁹

Perceptions of Jabodetabek KRL Passengers at the Jakarta Kota Station during the Covid-19 pandemic towards government regulatory policies and implementation in the field by railway infrastructure and facility operators/operators.

Before the Covid-19 pandemic, KRL was public transportation that was widely used by the public. With the Covid-19 pandemic, where the Covid-19 virus is very easy to infect from people who have been affected by the Covid-19 virus to other people, this has raised concerns regarding traveling by public transportation, including the KRL urban train.

Based on the results of data processing using SPSS version 25, the results related to the validity test show that all 21 questions are closed. In testing the validity of the decision, if $r_{count} > r_{table}$ then the question is declared valid, but if $r_{count} < r_{table}$ then the question is declared invalid. It was found that the 21 questions were valid because they met the requirements where the r_{count} of all 21 questions had a value greater than the r_{table} . Where with a sample of 99 respondents, the value distribution at 5% r_{table} is 0.1956.

Table 3. Validity Test Results

Variable	Number of Items	direction	r_{table}	Information
At Departure Station and Arrival Station (X1)	15	0,347 0,862	- 0,1956	15 item valid
On the Train journey (X2)	6	0,303 0,721	- 0,1956	6 item valid

⁹ Huiyu Zhou et al., "Impacts of COVID-19 and anti-pandemic policies on urban transport—an empirical study in China," *Transport Policy*, 110 (2021), 135–49 <<https://doi.org/10.1016/j.tranpol.2021.05.030>>.

Whereas for the reliability test the decision is $\alpha > r_{table}$ then the result is stated to be reliable/consistent, whereas if $\alpha < r_{table}$ then the result is stated to be unreliable/inconsistent.

Table 4. Reliability Test Results

Questionnaire	Alpha Cronbach	Critical Value	Information
At Departure Station and Arrival Station (X1)	0,848	0,6	Reliable/Consistent
On the Train journey (X2)	0,617	0,6	Reliable/Consistent

The next step is to analyze the data with descriptive statistical analysis, namely to provide a percentage of each item of question items.

Table 5. Percentage of KRL Jabodetabek Passenger Perceptions at Jakarta Kota Station

Kuesioner	At Departure Station and Arrival Station (X1)	In Percentage
P1	0,1375	93%
P2	02.57	86%
P3	02.09	99%
P4	02.09	99%
P5	02.08	90%
P6	02.05	80%
P7	02.04	80%
P8	02.04	80%
P9	02.08	90%

Kuesioner	At Departure Station and Arrival Station (X1)	In Percentage
P10	01.08	60%
P11	02.54	85%
P12	02.06	90%
P13	02.13	71%
P14	02.06	90%
P15	01.43	48%

Based on table 5 above, it is found that the questionnaire question items for Jabodetabek KRL passengers at the Jakarta kota station at the departure station and arrival station with a percentage value below 80% include question number 10 with a percentage answer of 60% in the form of a question about whether the space seats waiting at the station are given a cross alternately to sit down, then number 13 with a percentage of 71% answers to the question whether you wash your hands when you get off the train, and number 15 with a percentage of 48% answers to the question do you wash your hands or use your hands sanitizer after tapping in on the ticket machine.

Table 6. Percentage of Jabodetabek KRL Passenger Perceptions on Train Travel

Questionnaire	P1	P2	P3	P4	P5	P6
On the Train journey (X2)	2.68	2.8	2.54	2.9	2.1	1.85
In percent	89%	90%	85%	97%	70%	62%

Based on table 6 above, it is found that the questionnaire question items for Jabodetabek KRL passengers at the Jakarta Kota station while traveling on the train with a percentage value below 80% include question number 5 with an answer percentage of 70% with the question whether you use hand sanitizer during KRL trips and number 6 with a percentage of 62% answers to the question whether you comply with the rules not to talk one way or two ways by phone or in person while traveling on the train.

Table 7. Open Question Answers

No	Open Question Answers	Respondent	Percentage
1.	Pay attention to the number of passengers during rush hour	9	8,91 %
2.	Comply with and tighten health protocols	39	38,61 %
3.	Headway (distance between trains) shortened	6	5,94 %
4.	The limit on the number of passengers on the KRL was tightened	4	3,96 %
5.	Providing the best service	13	12,87 %
6.	The Covid-19 pandemic will end soon	9	8,91 %
7.	The task force team at all stations was increased	4	3,96 %
8.	Hopefully there will be a recruitment of PT KCI soon	1	0,99 %
9.	Improve facilities and infrastructure	5	4,95 %
10.	There are no more restrictions and partitions for seats, no more distance, because many people are standing on the train.	9	8,91 %

Based on table 7 data above for open questions, meaning questions with answers from questionnaire respondents based on their respective opinions, it was found that as many as 39 respondents wanted KRL Jabodetabek passengers to obey and tighten health protocols. Then 13 respondents wanted PT KCI to be able to provide its best service, and 9 respondents wanted to pay attention to the number of passengers during rush hour/peak

time, 9 respondents expressed their hope that the Covid-19 pandemic would end soon, 9 respondents wanted no more restrictions and insulation there should be no more distance between seats, because many people are standing on the train, 6 respondents want the headway (distance between trains) to be shortened, 5 respondents want the Jabodetabek KRL facilities and infrastructure to be repaired, 4 respondents want the limit on the number of passengers on the KRL to be tightened, 4 respondents wanted the task force team at all stations to be improved, and 1 respondent asked for prayer to be accepted to work at PT KCI.

Government Policies Regarding Regulations For Urban Railways Including The Jabodetabek KRL During The Covid-19 Pandemic

Emilie Durkheim stated about sociological idealism that everyone is obliged to carry out obligations for language, law, and customs that apply in social life. As well as all of these are social realities that are not created by themselves, and in the form of social reality, one must be able to adapt or be ready to accept all possibilities of social rejection or sanctions.¹⁰ This can be seen from some of the passengers who answered that they sometimes did not reprimand if during the train journey there were passengers talking or calling. This shows that it is not only law as a provision that controls Indonesian citizens, in fact there are other factors such as the norms of Indonesian citizens who feel reluctant to speak the truth as it is while this means for the sake of mutual safety free from the spread of the Covid-19 virus.

The basic problem of urban train arrival line passenger control lies in the mismatch between the demand for passenger numbers and the total capacity of transportation facilities, the rapid development of urbanization, and the influx of passenger flows around the line into stations during the morning and evening rush hours during weekdays. This not only causes a serious imbalance of the number of passengers getting on and off the train at stations with a large number of passengers, but also causes a large number of passengers to wait for the train to stop, resulting in the aggregation of passenger flows at multiple stations in a short time, causing shortages transport capacity is serious at the downstream stations of the line, and safety risks also spread across the road network at the same time.¹¹ This is also the hope of some of the passengers who became respondents in this study about improvements or short headways for rush hours in the morning when many people leave for the office and in the afternoon when many people return to the office.

Based on previous research using the Naïve Bayes Outperformed and Decision Tree methods regarding written statements from Jabodetabek KRL users, data was obtained that many Jabodetabek KRL passengers were worried and afraid to write their opinions through social media, because basically everyone is free to give opinions, especially opinions on social media. The development of social media is also growing rapidly, such as on Twitter. In social media Twitter supports short descriptions of one's ideas and

¹⁰ Adon Nasrullah Jamaludin, "Understanding Urban Society And Its Problems," 2.membahas pengertian dan ruang lingkup (2015), 59–80.

¹¹ Qiuchen Zhang et al., "Linear Programming Model for Single-line Passenger Flow Control during Subway Peak Hours," *2020 IEEE 5th International Conference on Intelligent Transportation Engineering, ICITE 2020*, 2020, 93–97 <<https://doi.org/10.1109/ICITE50838.2020.9231469>>.

opinions which can be up to 140 characters. The status in the form of a written opinion can be used as a source of data for analysis. Therefore, what people say on Twitter can be classified as positive, negative, or neutral by looking at the opinions of Jabodetabek KRL passengers written on Twitter. The aim is to find out the reaction of Jabodetabek KRL passengers to the transmission of the Covid-19 virus by dividing the classes, namely Positive, Negative and Neutral. With the Naïve Bayes outperformed method and the Decision Tree so that it can be used to measure the real influence of society with the conclusion, sentiments that grow in society will be more positive sentiments in the form of appeals and calls to prevent and control the Covid-19 pandemic.¹²

Meanwhile, from the perspective of legal sociology, it tries to see law not only as a normative document, laws, rules/norms and principles, but also as a socio-cultural phenomenon. Sociology of law takes a position by ratifying the concept of law and thereby ratifying state law, so that it is able to incorporate various forms of order into its area of observation, especially in relation to Covid-19 for all users of rail transportation, especially urban rail transportation in the form of the Jabodetabek KRL.¹³

Various regulations have been issued as a form of resistance against the pandemic. The regulations are contained in the 1945 Constitution, Laws (UU), Government Regulations (PP), Presidential Decrees (Keppres), Minister of Transportation Regulations (PM), Circular of the Minister of Transportation (SE). Based on PM No. 41 of 2020 concerning the replacement of PM No. 18 of 2020, it is sourced from article 12 for controlling urban railways during the Covid-19 pandemic so that urban trains try to limit the number of passengers from passenger capacity and implement physical distancing (*physical distancing*) in accordance with the configuration of each infrastructure from the previous regulation where there is a limit on the number of passengers as much as 35% (thirty five percent) of passenger capacity and the implementation of physical distancing (*physical distancing*) according to the seating configuration of each type of facility. Operators who do not comply with laws and regulations will be subject to administrative sanctions in the form of written warnings, permit suspension, license revocation and/or administrative fines.¹⁴

For derivatives of Ministerial Regulations, a Circular Letter of the Director General of Railways, SE Number 20 of 2021, has been issued. An extension has been made to the implementation of the guidelines for the implementation of people's travel by Railway transportation during the Corona Virus Disease 2019 (Covid-2019) Pandemic, which has revoked the previous Circular Letter, namely SE. Number 11 of 2022 and SE Number 4 of 2021. There is also the essence of the Circular Letter for urban train passengers listed

¹² Riskania Riskania dan Farid Thalib, "The implementation of the Naive Bayes Classifier Algorithm and Confusion Matrix in Sentiment Analysis on Public Transportation Services During the Covid-19 Pandemic on Twitter Social Media," *Jurnal Teknologi*, 8.1 (2020), 64–75.

¹³ Yusriyadi dan Aditya Yuli Sulistyawan, "Socio-legal perspective on renewing the law order in new normal situation of COVID-19 pandemic," *Indian Journal of Forensic Medicine and Toxicology*, 14.4 (2020), 1714–18 <<https://doi.org/10.37506/ijfimt.v14i4.11790>>.

¹⁴ Kementerian Perhubungan Indonesia, "Peraturan Menteri Nomor 41 Tahun 2020 Tentang Perubahan Atas Peraturan Menteri Perhubungan Nomor 18 Tahun 2020 Tentang Pengendalian Transportasi Dalam Rangka Penyebaran Penyakit Virus Corona (Covid-19).," 2020.

as KRL Jabodetabek, among others: must practice and comply with health protocols, by wearing masks, protecting distance and washing hands (3M), must wearing a mask properly, namely covering the nose and mouth, and wearing a three-layer mask or medical mask, must meet the health requirements for individuals traveling by not talking one way or two ways over the phone or in person during the trip and not eating and drinking all the time travel less than 2 hours, except for individuals who are required to consume drugs in the framework of healing which if not could endanger safety and health.¹⁵

There is SE Number 15 of 2020 concerning Replacement of SE Number 14 of 2020 where in the Juknis the control regarding the control of the Urban Railway stated that the Jabodetabek KRL is that in ensuring passenger capacity it is mandatory to comply with health protocols, including in the first session limiting the number of passengers to a very large 45% of passenger capacity of each train. After that, in the second session, there was a very large 60% limit on the number of passengers. Not only that, the operator of the railway facility must notify occupancy and submit a request to the Minister of Transportation if they want to increase passenger capacity by more than 45% where this capacity is in accordance with regulations from the Minister of Transportation.¹⁶

Not only that, in accordance with the hierarchy of laws and regulations that apply in Indonesia, in the 1945 Constitution there are several articles related to the human rights of citizens. In the amendments to the 1945 Constitution which found many articles concerning the human rights of citizens contained in article 28. The law regarding rail transportation is Law Number 23 of 2007 in which there is a provision concerning urban railways. In addition, a Presidential Decree was also issued which was a regulation issued by the President during the Covid-19 pandemic, namely Presidential Decree Number 82 of 2020, not only a Presidential Decree, the president also issued RI Presidential Decree Number 12 of 2020.

To support the socialization program regarding Covid-19 in urban railways including the Jabodetabek KRL, so far the PSBB policy that has been implemented in three provinces, including Jakarta, Banten and West Java, is still operating normally. Jabodetabek KRL disseminates service protocols to the public regarding the dangers and consequences of Covid-19 and wearing masks for Jabodetabek KRL passengers. This data includes changes in services and adjustments to central and regional government policies when establishing an emergency period, establishing PSBB policies, and assessing PSBB policies. Accounts that are very active in sharing data, namely MRT and BRT. The two accounts intensively provided data for Jakarta transportation users during the Covid-19 period. This is useful so that Jabodetabek KRL passengers, including

¹⁵ Kementerian Perhubungan Republik Indonesia, “Surat Edaran tentang tentang Perpanjangan Pemberlakuan Petunjuk Pelaksanaan Perjalanan Orang dengan Transportasi Darat pada Masa Pandemi Corona Virus Disease 2019 (Covid-19),” 2021 <[https://covid19.go.id/storage/app/media/Regulasi/2021/Februari/SE Satgas No. 8 Tahun 2021 tentang Perjalanan Internasional.pdf](https://covid19.go.id/storage/app/media/Regulasi/2021/Februari/SE%20Satgas%20No.%208%20Tahun%202021%20tentang%20Perjalanan%20Internasional.pdf)>.

¹⁶ Kementerian Perhubungan Indonesia, “Surat Edaran Nomor 15 Tahun 2020 Tentang Perubahan Atas Surat Edaran Menteri Perhubungan Nomor Surat Edaran 14 Tahun 2020 Tentang Pedoman Dan Petunjuk Teknis Pengendalian Angkutan Kereta Api Pada Masa Penyesuaian,” 2020, 1 <[https://covid19.go.id/storage/app/media/Regulasi/2021/Februari/SE Satgas No. 8 Tahun 2021 tentang Perjalanan Internasional.pdf](https://covid19.go.id/storage/app/media/Regulasi/2021/Februari/SE%20Satgas%20No.%208%20Tahun%202021%20tentang%20Perjalanan%20Internasional.pdf)>.

passengers at the Jakarta Kota station, feel safe when traveling using KRL during the Covid-19 pandemic.¹⁷

In Law No. 23 of 2007 and PP No. 56 of 2009 it is stated that railways are controlled by the state and the control is carried out by the government so that the government has the authority to regulate, control and supervise. The policies taken by the government are similar to the policies adopted by the Chinese government which have managed to get out of the Covid-19 pandemic problem. Based on Ministry of Transportation Circular Letter No. 25 of 2022 that KRL including Jabodetabek KRL are allowed to serve passengers up to 60% of normal passenger capacity before the Covid-19 pandemic, so Jabodetabek KRL users can sit without distance.

CONCLUSION

Urban trains including the Jabodetabek KRL including the Jakarta Kota station are still the favorite public transportation options for the people of Jakarta and its surroundings to support mobility from one place to another. The government as the holder of authority in regulation, control and supervision of railways including urban railways such as the Jabodetabek KRL applies policies related to urban trains both at stations and during train journeys. Based on the results of research conducted on 99 respondents at the Jakarta Kota station, it was found that the health protocol that was implemented was still running, even though it was not optimal due to certain factors, such as 60% of respondents wanted the waiting room benches at the station to be marked with alternating crosses to when they sit, 71% of respondents wash their hands when they get off the train, and 48% of respondents wash their hands or use a hand sanitizer after tapping in on the ticket machine. While traveling on the train, as much as 70% use hand sanitizers during KRL trips and as many as 62% of respondents when traveling on trains obey the rules not to talk one way or two ways over the phone or in person. For open questions, 38.61% of respondents wanted all Jabodetabek KRL passengers and operators to comply with and tighten health protocols, 12.87% of respondents wanted Jabodetabek KRL operators to provide the best service for their passengers, and 8.91% of respondents wanted so that the Jabodetabek KRL operator can pay attention to the number of passengers during rush hour, there are no more restrictions and there is no further separation of seats, because many people are standing on the train hoping that the Covid-19 pandemic will end soon. Regarding policies from the government as a regulator in the field of railways, it has carried out its authority to regulate, control and supervise by issuing policies in the form of regulations adjusting to the conditions of the Covid-19 pandemic that occurred in Indonesia.

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¹⁷ Eko Priyo Purnomo et al., "How Public Transportation Use Social Media Platform during Covid-19: Study on Jakarta Public Transportations' Twitter Accounts?," *Webology*, 18.1 (2021), 1–19 <<https://doi.org/10.14704/WEB/V18I1/WEB18001>>.

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