

THE DECREASE IN THE NUMBER OF TRAIN PASSENGERS DUE TO THE COVID-19 PANDEMIC

Pipin Sukandi
Risman Andhika Adiyaksa
Nendy Kurniawan
Dicky Wahyud
Mochamad Feisal
Golden Reyhan Kurnia
Djoko Roespinoedji

DOI: <https://doi.org/10.37178/ca-c.23.1.289>

Pipin Sukandi, Pipin Sukandi, Widyatama University, Bandung, Indonesia
pipin.sukandi@widyatama.ac.id

Risman Andhika Adiyaksa, Risman Andhika Adiyaksa, Widyatama University, Bandung, Indonesia

Nendy Kurniawan, Nendy Kurniawan, Widyatama University, Bandung, Indonesia

Dicky Wahyudin, Dicky Wahyudin, Widyatama University, Bandung, Indonesia

Mochamad Feisal, Mochamad Feisal, Widyatama University, Bandung, Indonesia

Golden Reyhan Kurnia, Golden Reyhan Kurnia, Widyatama University, Bandung, Indonesia

Djoko Roespinoedji Widyatama University

ABSTRACT

The train is a mode of public transportation that is in great demand by the Indonesian people. PT Kereta Api Indonesia (Persero) as a train operator in Indonesia has many routes, one of which is the Argo Parahyangan train. Argo Parahyangan train is one of the leading trains in the business of PT Kereta Api Indonesia (Persero) which is one of the company's largest revenues. Argo Parahyangan train had the highest number of passengers in 2019 in the 2017-2019 period as an intercity and interprovincial train. However, due to various factors, the Argo Parahyangan train has experienced a drastic decrease in the number of passengers in 2020 until now. The purpose of this study was to identify and analyze the factors that caused the decline in the number of passengers on the Argo Parahyangan train. The research method used is a qualitative research method and the data used are primary data obtained from PT Kereta Api Indonesia (Persero)

regarding data on the volume of passengers on the Argo Parahyangan train in the last 5 years as well as the company's internal regulations. The results of this study are the biggest factors that affect the decrease in the number of passengers for the Argo Parahyangan train, namely from the policies implemented by PT Kereta Api Indonesia (Persero) regarding the travel rules for the Argo Parahyangan train.

Keywords: *Trains, Passengers and Covid 19*

INTRODUCTION

Trains are a means of public transportation throughout the world, including in Indonesia. In Indonesia itself, the train is still a means of public transportation that is in great demand by the public. This is because trains have affordable fares, reach many cities, and most importantly are free from traffic jams. So that the enthusiasm of the community to use the rail transportation mode is quite high.

PT Kereta Api Indonesia (Persero) as a provider of rail transportation services in Indonesia which has 9 Operational Areas (DAOP) and 4 Regional Divisions, each of which serves train departure routes. One of the most crowded Operational Areas is Operation Area 1 Jakarta and Operation Area 2 Bandung. These two DAOPs have become popular because they have the most congested train routes because they connect Jakarta as the capital city of Indonesia and Bandung as a city that supports the economy [1-3].

Argo Parahyangan is a train that has a travel relationship from Jakarta to Bandung and vice versa. The average route is 18 times in just one day. The Argo Parahyangan train has an average passenger volume throughout 2017 – 2019 of 2,752,376 people per year, making it a prima donna as an intercity and interprovincial train route with the most passengers in Indonesia.

In 2020, the whole world including Indonesia will experience the economic impact caused by the Covid-19 Pandemic. This affects all elements of the economy, including transportation. Argo Parahyangan train as the "primadonna" of the train, had to experience a very significant decrease in passenger occupancy. It was recorded that the Argo Parahyangan train throughout 2020 only had 651,063 passengers, and decreased by 78.19% from 2019 with 2,985,022 passengers [1, 4].

The cause of the decline in passengers for the Argo Parahyangan train, apart from the Covid-19 pandemic, was also caused by several factors. PT Kereta Api Indonesia (Persero) as an Indonesian train operator applies several "major" rules to passengers as a requirement for using the rail transportation mode. In addition, there are other factors that have caused the decline in the number of passengers on the Argo Parahyangan train.

The significant decrease in the number of passengers on the Argo Parahyangan train is the main problem in this paper. Therefore, the author wants to identify the factors that cause it. So the purpose of this paper is to identify and analyze what are the factors that cause the decline in the number of passengers on the Argo Parahyangan train and how it can happen.

LITERATURE REVIEW

Argo Parahyangan Train is a train travel service in Indonesia with connections from Jakarta to Bandung and vice versa which covers a distance of 170km. Normally, this train has 18 routes a day until the end of December 2019. However, due to various factors, PT Kereta Api Indonesia [1] runs the number of departure routes for the Argo Parahyangan train which changes every month until finally it only operates 4 routes since January 2021. until now [5, 6].

With the Covid-19 pandemic, the Indonesian government has implemented the PSBB (Large-Scale Social Restrictions) rules. Citing Article 1 paragraph 11 of Law Number 6 of 2018 concerning Health Quarantine, PSBB is a restriction on certain activities of residents in an area suspected of being infected with a disease and/or

contaminated in such a way as to prevent the possibility of spreading disease or contamination.

Article 1 paragraph 11 of Law Number 6 of 2018 concerning Health Quarantine, PT Kereta Api Indonesia (Persero) applies Additional General Company Provisions for intercity and interprovincial train travel including for Argo Parahyangan train, namely:

1. Reducing the Number of Departure Routes

As support for preventing the spread of Covid-19, as well as reducing the company's operating costs, PT. Kereta Api Indonesia (Persero) has reduced the number of departure routes for the Argo Parahyangan train from 18 departure routes per day to only 4 departure routes per day.

2. Reduction of Seating Capacity

According to [1, 7] capacity is the optimum capacity that can be accommodated by a facility in a certain period. PT. Kereta Api Indonesia has reduced the total capacity of the Argo Parahyangan train by reducing ticket sales for the Argo Parahyangan train to a maximum of 70% of the capacity. This is stated in the Company Regulation referring to the Regulation of the Minister of Transportation SE 14 of 2020 which regulates the Guidelines and Technical Instructions for Control of Railway Transportation.

3. Implementing Special Regulations for Passengers [7-9]

Special Regulations for Passengers are regulations that must be obeyed by every passenger before traveling by train, including KA Argo Parahyangan. This rule is based on the Railway Travel Provisions according to wad c 51. Some of these rules include:

Perform GeNose test at departure station. GeNose (Gadjah Mada Electronic Nose) is an intelligent electronic sensing device that can perform screening/screening of Covid-19 through the patient's breath which was developed by Prof. Dr. eng. Kuwat Triyono, MSi., and dr. Dian Kesumapramudya Nurputra, M.Sc, Ph.D, Sp.A from Gadjah Mada University, Yogyakarta.

Perform antibody rapid test. Rapid antibody test is an initial screening method to detect antibodies produced by the body to fight viruses. The use of GeNose and Rapid antibody tests on train travel is a substitution.

Has carried out the Covid-19 vaccination process as indicated by a vaccine certificate. The Ministry of Health of the Republic of Indonesia applies rules regarding the implementation of vaccinations in the context of dealing with the Covid-19 Pandemic as stipulated in the Minister of Health Regulation Number 18 of 2021. PT Kereta Api Indonesia (Persero) implements government policies and only allows passengers who meet the requirements to board the train.

Children under 12 years old are not allowed to board the train.

RESEARCH METHODS

Research is a process to find answers to problems that occur. Research or research is carried out by analyzing systematically and logically to be able to solve an existing problem. In this study, the research method used is a qualitative research method, namely the type of research conducted by exploring and understanding the meaning of the problems that occur. The data used in this study is primary data obtained from PT Kereta Api Indonesia (Persero) regarding data on the volume of passengers on the Argo Parahyangan train in the last 5 years and the company's internal regulations.

The Argo Parahyangan train is the mainstay of PT Kereta Api Indonesia (Persero) because it has the largest number of passengers for the intercity and interprovincial train categories. Argo Parahyangan train has a capacity of 520 seats with details of 200 executive class seats and 320 economy seats. The company's

internal data shows the number of passengers for the last 5 years as presented in the table below:

Table 1

Shows The Number Of Passengers For The Last 5 Years

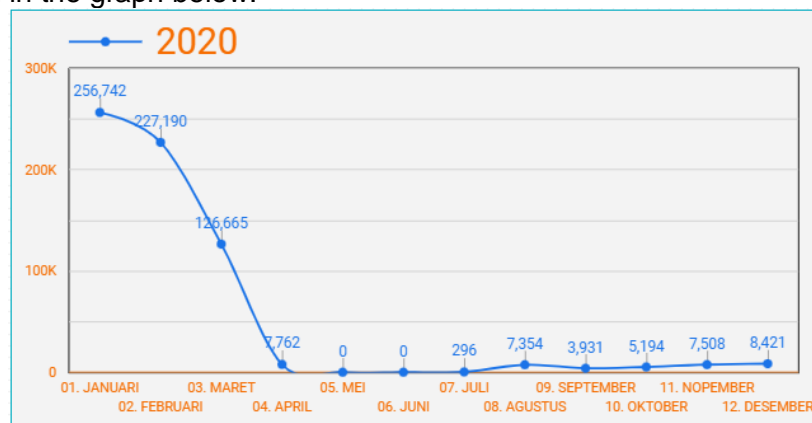
| Years | Number of Routes per Day | Number of Passengers (person) |
|-------------------|--|-------------------------------|
| 2017 | 18 | 2.396.351 |
| 2018 | 18 | 2.875.754 |
| 2019 | 18 | 2.985.022 |
| 2020 | 22 (January – March) 4 (April – December) | 651.063 |
| January-June 2021 | 4 | 104.953 |

In 2017, the Argo Parahyangan train served 18 trips in one day with a total of 2,396,351 passengers, which means that the Argo Parahyangan train had an average number of 199,695 passengers per month in 2017. The highest number of passengers in 2017 occurred in December 2017 as many as 235,233 people. The highest number of passengers occurred in December 2017 because it was influenced by the long Christmas and New Year holidays.

In 2018, the Argo Parahyangan train still served 18 trips per day with a total of 2,875,754 passengers, an increase of 16.67% from the previous year. The highest number of passengers in 2018 occurred in December 2018, which was 271,033 people. Just like the previous year, the highest number of passengers occurred in December 2018 because it was influenced by the long Christmas and New Year holidays[10].

the year 2019 was the peak of the highest number of passengers for the Argo Parahyangan train over the last 3 years. The number of passengers on the Argo Parahyangan train in 2019 was 2,985,022 people with an increase of 3.66% from 2018 and 19.72% from 2017. The highest number of passengers in 2018 occurred in July 2019 as many as 267,759 people.

Turning to 2020, the trend of increasing passengers from 2017 to 2019 must stop this year. In 2020, the number of passengers on the Argo Parahyangan train was recorded at only 651,063 people, and experienced a significant decrease of 78.19% from 2019 with 2,985,022 passengers. Data on the number of passengers in 2020 can be seen in the graph below:



Graphic 1**Data On The Number Of Passengers In 2020**

From January to March 2020, the Argo Parahyangan train serves 22 departure routes per day. However, from April to December 2020, the company decided to cut the number of departure routes for the Argo Parahyangan train to an average of 4 trips per day.

Throughout 2020, PT Kereta Api Indonesia continues to strive to serve the needs of the community while still paying attention to the health protocols of passengers who want to use the services of the Argo Parahyangan train, by implementing several special rules for passengers through the Company's Additional General Provisions. However, because of these regulations, passengers are reluctant to take the train. This is indicated by the number of passengers per month in 2020 which does not even reach 10,000 passengers [1, 11].

Meanwhile, in 2021 the number of passengers on the Argo Parahyangan train from January to June was recorded at 104,953 people. The calculation of the number of passengers for the Argo Parahyangan train in 2021 is still partial. The Covid-19 pandemic in Indonesia started from March 2020. Data in Indonesia as of May 10, 2020 shows the number of sufferers has reached 14,032 confirmed positive since the first case was discovered on March 2, 2020 (Kompas.com, 2020). With the Covid-19 pandemic, the number of passengers for the Argo Parahyangan train in 2020 fell by 78.19% from 2019. A drastic decline occurred in March to April, even the lowest point occurred in May and June 2020, reaching point 0 .

For this reason, PT Kereta Api Indonesia (Persero) has adopted a policy of controlling rail transportation during the adaptation period for new habits (new normal). Passengers who want to use the Argo Parahyangan train are required to comply with health protocols and meet other requirements. These things make people discourage their intention to use the Argo Parahyangan train because it incurs additional costs to meet the health protocol requirements. Therefore, the Covid-19 pandemic is one of the causes of the decline in the number of passengers on the Argo Parahyangan train.

Government Regulation of the Republic of Indonesia Number 21 of 2020 concerning Large-Scale Social Restrictions (PSBB) in the context of accelerating the handling of Covid-19, which took effect on March 31, 2020, had an impact on reducing passengers on the Argo Parahyangan train. This rule encourages people to work from home, study from home, and limit mobility. This regulation from the Government of Indonesia is one of the causes of the decline in the number of passengers for the Argo Parahyangan train due to restrictions on community activities. As previously known, the Argo Parahyangan train is a train connection from Jakarta to Bandung and vice versa, where the origin and destination of this train are full of economic interests and community mobility.

PT Kereta Api Indonesia (Persero) made a strategic step for the company to provide security and health guarantees for passengers by making Additional General Company Provisions for train travel. However, the company's goal to provide a sense of security for passengers has actually resulted in a decrease in public interest in taking trains, especially the Argo Parahyangan train. Some of these rules include:
Reducing the Number of Departure Routes

PT. Kereta Api Indonesia (Persero) has reduced the number of departure routes for the Argo Parahyangan train from 18 departure routes per day to only 4 departure routes per day. Now, the Argo Parahyangan train departing from Bandung to Jakarta only has two departure schedules, namely at 06.10 WIB (West Indonesia Time) and at 15.10 WIB. Meanwhile, the Argo Parahyangan train from Jakarta to Bandung also has two departure schedules, namely at 06.40 WIB and 18.00[2].

People's needs to travel are divided into several times, and cannot be met by the Argo Parahyangan train schedule. Whereas previously the Argo Parahyangan train had 18 travel routes, which meant that it had 18 varying travel times. This reduction in the number of routes has reduced public interest in using the Argo Parahyangan train due to the limited schedule.

Reduction of Seating Capacity

One way to slow the rate of transmission of Covid-19 is social restrictions. For this reason, PT Kereta Api Indonesia (Persero) through a Company Regulation refers to the Regulation of the Minister of Transportation SE 14 of 2020 which regulates the Guidelines and Technical Instructions for Control of Rail Transportation to impose a reduction in the capacity of trains including the Argo Parahyangan train with a maximum capacity of only 70%. The reduction in the seating capacity of the Argo Parahyangan train was carried out by PT Kereta Api Indonesia (Persero) by selling Argo Parahyangan train tickets as much as 70% of the total tickets or as many as 140 executive tickets and 260 economy tickets per route. The restriction on ticket sales for the Argo Parahyangan train is certainly the cause of the decline in the number of passengers.

Special Regulations for Passengers

Public interest in using the Argo Parahyangan train has decreased because apart from having to buy tickets, they must also comply with several requirements, including:

Doing Antibody Rapid Test. The Antibody Rapid Test costs Rp. 45,000 – Rp. 110,000 which is charged to passengers. Therefore, many passengers choose to use other transportation services such as travel, buses, or private vehicles to travel from Bandung to Jakarta or vice versa compared to using the Argo Parahyangan train. Besides being more time-effective, other modes of transportation can be more cost-effective because there are no additional costs for this Antibody Rapid Test. If passengers don't want to do the Antibody Rapid Test, PT Kereta Api Indonesia (Persero) provides the option to do the GeNose test which can be done at the station.

Do the GeNose test. PT Kereta Api Indonesia (Persero) made GeNose for the travel requirements of the Argo Parahyangan train as an anticipation in preventing Covid-19 on the train. KA Argo Parahyangan applies the GeNose test developed by the company to be used as a travel requirement. The GeNose test itself costs Rp. 30,000 which is charged to passengers according to the SOP of PT. Kereta Api Indonesia (Persero). However, the existence of GeNose actually causes travel costs to be more expensive than the usual price. Therefore, the number of passengers on the Argo Parahyangan train has decreased due to the large number of people who prefer to use other modes of transportation.

Passengers must have been vaccinated by showing a vaccination certificate. The impact of the vaccine regulation by PT Kereta Api Indonesia as a condition for using the Argo Parahyangan train, made the number of passengers decrease drastically. This is because not all Indonesians have vaccinated so that prospective passengers cannot meet the requirements to use the Argo Parahyangan train.

Children under 12 years old are not allowed to board the train. PT Kereta Api Indonesia (Persero) does not allow children under the age of 12 to ride trains, including the Argo Parahyangan train. This rule causes a domino effect on people's interest in riding the Argo Parahyangan train. The decline in the number of passengers was due to the fact that parents with children under the age of 12 were unable to use the Argo Parahyangan train.

The special regulations for passengers made by PT Kereta Api Indonesia (Persero) clearly have an impact on the decline in the number of passengers for the Argo Parahyangan train. In addition to increasing travel costs, this rule reduces

public interest in using the Argo Parahyangan train because of the many rules that are applied.

CONCLUSIONS AND IMPLICATIONS

Argo Parahyangan Train is a train travel service in Indonesia with connections from Jakarta to Bandung and vice versa. Argo Parahyangan train is the prima donna for intercity and interprovincial train routes because it has the most passengers in Indonesia. It was recorded that in 2019 the Argo Parahyangan train had 2,985,022 passengers and became the peak of the highest number of passengers for the 2017-2019 Argo Parahyangan train.

Entering 2020 with the Covid-19 Pandemic, it had the impact of decreasing the number of passengers on the Argo Parahyangan train to 651,063 people. This is caused by several factors, including:

Reducing the Number of Departure Routes

PT. Kereta Api Indonesia (Persero) has reduced the number of departure routes for the Argo Parahyangan train from 18 departure routes per day to only 4 departure routes per day.

Reduction of Seating Capacity

PT Kereta Api Indonesia (Persero) has imposed a reduction in the capacity of trains including the Argo Parahyangan train with a maximum capacity of 70%.

There is a Special Regulation (Health Protocol) for Passengers

Passengers must perform a Rapid Antibody Test or GeNose test which causes additional travel costs so as to reduce the interest of users of the Argo Parahyangan train service.

Obligation to have Covid-19 vaccination. There are still many people who have not carried out vaccinations so they cannot use the services of the Argo Parahyangan train.

There is a prohibition for children under the age of 12 years. This rule causes parents to reconsider using the services of the Argo Parahyangan train because they cannot bring their children under the age of 12 with them.

Among the many factors that affect the decline in the number of passengers, the policy factor of PT Kereta Api Indonesia (Persero) is the cause of the reduced public interest in using the services of the Argo Parahyangan train. So many people choose other modes of transportation.

REFERENCES

1. Piche, G.M. and H.A. Mesta, *Analysis of service quality on train passenger's perception by applying fuzzy topsis method*. Operations Management and Information System Studies, 2021. **1**(3): p. 179-190.
2. Santoso, S., et al., *Measuring the Total Logistics Costs at the Macro Level: A Study of Indonesia*. Logistics, 2021. **5**(4): p. 68 DOI: <https://doi.org/10.3390/logistics5040068>.
3. Aguirre, J. and M. Gómez, *Competitive Strategies in Contexts of Organized Crime: The Case of the Avocado Industry in Mexico*. International Journal of Criminal Justice Sciences, 2020. **15**(1): p. 114-126 DOI: <https://doi.org/10.1007/s12129-008-9043-0>.
4. Ajah, B.O., I.A. Ajah, and C.O. Obasi, *Application of virtual reality (VR) and augmented reality (AR) in the investigation and trial of Herdsmen terrorism in Nigeria*. International Journal of Criminal Justice Sciences, 2020. **15**(1): p. 1-20.
5. Widyastuti, H., et al. *Analysis of mode transportation performance and satisfaction level of Jenggala commuter line (Sidoarjo-Mojokerto)*. EDP Sciences DOI: <https://doi.org/10.1051/mateconf/201818103003>.
6. Ajah, B.O., C.E. Dinne, and K.K. Salami, *Terrorism in contemporary Nigerian society: Conquest of Boko-Haram, myth or reality*. International Journal of Criminal Justice Sciences, 2020. **15**(2): p. 312-324 DOI: <https://doi.org/10.1007/s12129-008-9043-0>.

7. Kumala, R.D.M., *Legal Analysis of Government Policy on Large Scale Social Restrictions in Handling Covid-19*. The Indonesian Journal of International Clinical Legal Education, 2020. **2**(2): p. 181-200.
8. Sukandi, P., *Horizontal and Vertical Alignment Analysis Graduate of Widyatama University*. International Journal Of Innovation, Creativity and Change, 2019. **6**(7): p. 142-148.
9. Akhtar, Z., *Effect of Entrepreneurial Training for Human Resource Management of Prisoners: A Framework*. International Journal of Criminal Justice Sciences, 2021. **16**(1): p. 217-235.
10. Daniel, M. and R. Dadan, *The analysis of marketing strategy and plan of pt. Four Jaffe Indonesia*. Russian Journal of Agricultural and Socio-Economic Sciences, 2018. **83**(11) DOI: <https://doi.org/10.18551/rjoas.2018-11.17>.
11. Budiyanto, M. and R.R.Y. Prihatiningrum, *The Effect of Rates and Service Quality Towards The Customer Satisfaction of PT Pelabuhan Indonesia III (Persero) Banjarmasin Branch*. Journal of Social Science, 2021. **2**(5): p. 672-684.