

ANALISIS TINGKAT KEPUASAN JALUR PEJALANAN KAKI KAWASAN  
KAYUTANGAN HERITAGE  
(STUDI KASUS: KORIDOR JALAN JENDERAL BASUKI RAHMAT KECAMATAN  
KLOJEN KOTA MALANG)

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**ABSTRAK**

Kawasan Kayutangan Heritage di Kota Malang merupakan kawasan wisata yang memiliki intensitas aktivitas pejalan kaki cukup tinggi. Namun, meningkatnya fungsi wisata dan komersial di kawasan ini menyebabkan penurunan kenyamanan dan keselamatan pejalan kaki. Penelitian ini bertujuan untuk menganalisis tingkat kepuasan pengguna terhadap fasilitas jalur pejalan kaki serta menilai kinerja teknisnya dengan metode Importance Performance Analysis (IPA), Level of Service (LOS) dan Sintesis IPA dan LOS, guna menentukan prioritas perbaikan yang tepat. Penelitian dilakukan dengan pendekatan kuantitatif melalui survei lapangan dan kuesioner pada koridor Timur dan Barat Jl. Jenderal Basuki Rahmat. Analisis IPA digunakan untuk menilai tingkat kepentingan dan kepuasan terhadap 25 atribut pelayanan, sedangkan analisis LOS mengukur arus, kecepatan, kepadatan, dan ruang per orang sesuai Permen PU No. 03 Tahun 2014. Hasil penelitian memperlihatkan bahwa mayoritas responden belum puas terhadap fasilitas pedestrian yang ada. Atribut yang masuk ke dalam Kuadran I (Concentrate Here) antara lain keberadaan petugas keamanan atau CCTV, kondisi permukaan trotoar, keamanan kelompok rentan (anak-anak, lansia, dan difabel), ketersediaan tempat duduk, kebersihan jalur, serta keberadaan PKL dan parkir kendaraan di bahu jalan. Nilai rata-rata tingkat kepentingan mencapai 3,43, sedangkan rata-rata tingkat kepuasan hanya 2,82. Dari sisi teknis, seluruh segmen pengamatan di kedua koridor tergolong pada kategori LOS F, dengan kecepatan rata-rata 19,59–26,48 m/menit dan ruang per orang 0,98–4,50 m<sup>2</sup>/orang. Nilai tersebut menandakan bahwa kapasitas pelayanan trotoar sudah tidak optimal dalam menampung volume pejalan kaki. Hasil sintesis IPA dan LOS menunjukkan bahwa Koridor Timur segmen C–D serta Koridor Barat segmen B–C merupakan titik prioritas utama yang perlu ditangani terlebih dahulu karena memiliki permasalahan fisik, sosial, dan perseptual yang paling kompleks. Rekomendasi perbaikan diarahkan pada penataan ulang jalur sirkulasi pejalan kaki, penambahan fasilitas penerangan dan pengawasan (CCTV), serta pengaturan aktivitas PKL dan furnitur jalan agar tidak menghambat fungsi utama trotoar.

**Kata kunci: jalur pejalan kaki, tingkat kepuasan, Importance Performance Analysis, Level of Service, Kayutangan Heritage**

*SATISFACTION ANALYSIS OF PEDESTRIAN PATHWAYS IN THE  
KAYUTANGAN HERITAGE AREA  
(CASE STUDY: GENERAL BASUKI RAHMAT ROAD CORRIDOR, KLOJEN  
DISTRICT, MALANG CITY)*

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**ABSTRACT**

*The Kayutangan Heritage area in Malang City is a tourist area with a high pedestrian activity intensity. However, the increasing tourism and commercial functions in this area have led to a decrease in pedestrian comfort and safety. This study aims to analyze the level of user satisfaction with pedestrian path facilities and assess their technical performance using the Importance Performance Analysis (IPA), Level of Service (LOS) and IPA and LOS Synthesis methods, in order to determine appropriate improvement priorities. The study was conducted using a quantitative approach through field surveys and questionnaires on the East and West corridors of Jl. Jenderal Basuki Rahmat. IPA analysis was used to assess the level of importance and satisfaction with 25 service attributes, while LOS analysis measured flow, speed, density, and space per person according to Ministerial Regulation of Public Works No. 03 of 2014. The results showed that the majority of respondents were not satisfied with the existing pedestrian facilities. Attributes included in Quadrant I (Concentrate Here) include the presence of security personnel or CCTV, sidewalk surface conditions, safety for vulnerable groups (children, the elderly, and the disabled), seating availability, path cleanliness, and the presence of street vendors and vehicle parking on the roadside. The average importance level value reached 3.43, while the average satisfaction level was only 2.82. From a technical perspective, all observation segments in both corridors were classified as LOS F, with an average speed of 19.59–26.48 m/minute and space per person of 0.98–4.50 m<sup>2</sup>/person. These values indicate that the sidewalk service capacity is no longer optimal in accommodating pedestrian volume. The results of the IPA and LOS synthesis indicate that the East Corridor segments C–D and the West Corridor segments B–C are the main priority points that need to be addressed first because they have the most complex physical, social, and perceptual problems. Recommendations for improvement are directed at rearranging pedestrian circulation paths, adding lighting and surveillance facilities (CCTV), and arranging street vendor activities and street furniture so as not to hinder the main function of the sidewalk.*

***Keywords: pedestrian path, satisfaction level, Importance Performance Analysis, Level of Service, Kayutangan Heritage***