

COMPARATIVE ANALYSIS OF TRANSPORTATION SYSTEM IN AMERICA, ENGLAND, AND INDONESIA

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ABSTRACT

A growing society needs a good transportation system that supports the ongoing activities of large business community. Road transport system is a universal and integral system without boundaries. Existence of people does depend on transportation. Different countries implement various transportation systems with different traits and characteristics. The study was conducted by looking at the network of transportation system. The researchers are comparing the transportation system in United States, United Kingdom and Indonesia. The fundamental difference is the orientation of the government. In terms of the provision of public transport services, the Indonesian government is still in the primary stage oriented to provide public transportation for people to arrive at the destination, while other countries have been at the secondary stage of comfort-oriented and safety-concern. They have even been to the tertiary stage that is the luxury-attention.

Keywords: transportation system, public transportation

Introduction

In today's world, the world has integrated into one nation due to globalization. It seems that all countries has no boundaries and without time and space limitation. The idea of globalization is creating a global village that has a united system. This integration creates a narrower world that is highly supported by the technology advancement, communication, and transportation. However, globalization also brings inequality and discrepancy between the rich

and the poor. The term globalization has many interpretations. The first person stated about it was Theodore Levitt (1995). He considered globalization as the process of modernization because all west structures such as capitalism, rasionalism, industrialism, bureaucratism, which inclined to corrupt the local wisdom. The important question related to globalization is “How does it affect the world today?” This question showed up because globalization affects all important life aspects such as economics, nationalism, communication, transportation system, and environmental system. The transportation system becomes the most crucial thing in a globalized society. There is a quote that the world has become smaller because nowadays, it is easier to get to any places due to the faster, easier, more massive and cheaper transportation. It means the transportation system is part of the most important thing in daily life and becomes the primary needs that affect people life. Based on the explanation above about globalization and its effect to people’s life especially related to the transportation system, the researchers want to analyze the transportation system in Indonesia whether it has become a better system or worse, is getting controlled or uncontrolled based on the evidence in the field. Transportation in Indonesia is considered bad due to low quality, low safety standard, and less comfort. The problem will be discussed in this research is about the quality and the advance of transportation in Indonesia especially mass transportation systems of commuter line and city bus. The researcher is comparing Indonesia transportation system and developed countries transportation system that has been acclaimed by the world citizen. One thing to be considered is Indonesia largest population and vast area which needs special transportation system.

Discussion and Result

1. New York transportation system

Some factors that force people prefer their private vehicles than public transportation are their bad services, uncomfortable vehicles and quite dangerous drivers when driving. Though using private vehicles also give negative impression such as greater amount of gas used, traffic jam and air pollution. Developed countries are very concerned in giving good service of public transportation to their society.

In New York, USA, the public transportation like commuter line and city bus are provided by NYCTA (New York City Transit Authority) as part of

Metropolitan Transportation Authority which has authority in handling:

- a. New York City Subway (Manhattan, Bronx, Brooklyn, and Queens)
- b. Staten Island Railway
- c. NYCTA buses department

In operating its transportation system, New York government is using public private partnership with NYCTA as specialized company responsible for accommodating transportation problem. NYCTA as part of the metropolitan authority of city transport works the hardest and the busiest in USA due to its responsibility of all NYC citizens related to transportation. This city has many kinds of transportation to provide their citizen mobile activities such as commuter line with its 16 lines, express bus with its 385 lanes, subway with its 3 lines, and one lane of bus rapid transit.

a. New York Subway

Subway is a mass and fast transportation system and the largest in the world. At first, subway was three different and competitive systems. Two of them were operated by the private companies: Interborough Rapid Transit (IRT) of August Belmont and Brooklyn Manhattan Transit Corporation (BMT). Then, the two companies broke down which made the Public Independent City Owned Rapid Transit Railroad integrated them into one subway system owned by the New York City government. NYC subway is popular as the fastest transportation in the world which operates for 24 hours a day in 365 days. This subway is the only transportation system holds the record among other subway such as London, Paris, and Mexico City. This record is achieved by analyzing the longest routes and the largest passengers in a year. NYC subway holds the first rank of the busiest subway in the world due to its coach capacity of passengers. There are 6.388 subways that accommodate many NYC citizens.

b. Long Island Railroad

Long Island Railroad is a commuter line along the Long Island road that is considered as the second rank transportation by the city council. It is the busiest commuter line in America that serves 81 million passengers every year and is supported by 14 train stations. Every week days, there are 303.000 passengers. Due to its good commuter management by Metropolitan Transportation Authority, citizens feel comfort and safe when using this public transportation. It can be proven by the Bronze EH Harriman Award received in 2006 of Long Island Railroad safety

transportation records. This transportation is also the only public vehicle that has never taken a day off even in the weekend or holidays.

c. MTA buses

MTA does not cover only trains/subways but also deals with city buses called NYC Transit Buses which is operated in five regions (Manhattan, Bronx, Brooklyn, Staten Island and some part of Queens). There are 4,500 buses which operate from 05.00 a.m to 01.00 a.m. The payment of MTA bus ticket is a bit different with other buses through machines provided next to the bus shelters. Every passenger who wants to use MTA bus should enter coins to the machine which will provide them with payment proof. If in any case the machine is broken, the passenger could inform the officer of the coming bus. The cost of the bus ticket depends on the route taken not the distance. As an example, the elder and disable passenger could only pay for US \$ 2.5 and US \$ 1.10. The key to the best transportation management in developed countries are on time performance and applied regulations. All transportation; subway, long island railroad, and MTA bus has fixed scheduled and consistently run. If the bus runs 15 minutes late, every passenger can ask for his 50 % payment of ticket back. If the bus runs 30 minutes late, every passenger can ask for his full payment of ticket back.

d. Jetblue Airlines

Besides good management of land transport, NYC also has effective management of air transport that can satisfy their passengers. Jetblue airline is one of the low cost American airlines operated by Jetblue Airways Corporation as the non-union airline. This means, in doing its service, Jetblue Airline works by itself. It operates in some airports (Logan International Airport in Boston, Fort Lauderdale-Hollywood International Airport, Orlanda International Airport, and Long Beach Airport) with John F. Kennedy Airport as the central operation. The slogan of this airline is "Happy Jetting" to create comfortable and pleasure situation for the passengers. It was established in Delaware on August 1998 by David Neeleman. At first, the airline name was Newair. The services implemented David's former company, Southwest Airline, such as offering low cost trip though trying to differentiate some facilities by giving flight entertainment, TV and satellite radio for each seat. In 2004, Jetblue started its route from LaGuardia airport in NYC and in 2005 from Newark Liberty International Airport in Newark, New Jersey. In October 2006, JetBlue announced to

start their service from Stewart International Airport, Newburgh NY and Westchester County Airport known as White Plains (http://en.wikipedia.org/wiki/JetBlue_Airways) and added 36 planes to complete its services. In 2007, Conde Nast Traveler had chosen Jetblue as the best domestic airline for the sixth time in a row. In 2009, it had positioned in the highest rank of best services for cheaper ticket cost, nice services and on time flying. Many years to come, the services is getting better which makes Jetblue Airline one of the most popular airlines company in history and now has US \$ 2 million in market share. In one day, Jetblue could fly 100 to 190 passengers per flight and 10 flights to different airports. Due to its achievement, the airline industry has acknowledged Jetblue as a qualified service airline and a powerful finance management company.

2. London transportation system.

As the commitment to the public services, London local government has its council responsible for the city transportation system called Transport for London or TfL. TfL has three main directories with each responsible for different aspect and kind of transportation. The three main directories are:

a. London Underground

London Underground is responsible for tube (London subway) which belongs to the local government. The routes are BCV (Bakerloo, Middle, Victoria, Waterloo, City), JNP (Jubilee, Northern, Piccadilly), and SSR (Metropolitan, District, Circle, Hammersmith, City).

b. London Rail

London Rail is responsible for coordinating with operator serve national rail especially trains and trem.

c. Surface Transport

1. London Bus is responsible for coordinating red buses network entire London which some of them are operated by private sectors and uniting CentreComm, London Bus Command & Control Centre into one centre of emergency 24 hours control based in Southwark.
2. London Dial a Ride serves transits in entire London.
3. London River Services is responsible for permissions and coordinations of passengers services of Thames in London.
4. London Streets is responsible for managing strategic road network.
5. London congestion charge.

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6. Carriage public office is responsible for giving permissions of black cab and hiring of other private vehicles.
7. Victoria Coach Station has operated the main London terminal for distance buses and coach training.
8. Cycling centre of excellence promotes cycling in London.
9. Walking centre promotes good access for people who walk.
10. London road safety unit promotes a safer way using adds and analyzes the safety on the road.
11. Community safety, enforcement and policy is responsible for protecting passengers from paying on the bus regulation, giving information of the crime and chaos situation in the public transportation to the police cooperated with British Transport Police (<http://www.tfl.gov.uk/tickets/14415.aspx>).
12. Traffic Enforcement is responsible for applying the traffic and parking regulations.
13. Freight Unit, at the moment, is developing London Freight Plan.
14. UK airlines

British Airways (BA) is the biggest airline in England. The airline is operated with PPP system (public private partnership). The main office is in Heathrow Airport and some branches in Manchester and Birmingham Airport.

BA serves almost 150 cities including 6 domestic routes. BA is one of the 9 operators that fly to all continents. BA keeps flying until now by enhancing the performance as in the table.

British Airways Financial Performance

Year Ended	Passengers Flown	Turnover (£)	Profit/Loss Before Tax (£)	Net Profit/Loss (£)	Basic EPS (p)
31 March 2009	33,117,000	8,992	(401)	(358)	(32.6)
31 March 2008	33,161,000	8,753	883	696	59.0
31 March 2007	33,068,000	8,492	611	438	25.5
31 March 2006*	32,432,000	8,213	616	464	40.4
31 March 2006	35,634,000	8,515	620	467	40.4
31 March 2005	35,717,000	7,772	513	392	35.2
31 March 2004	36,103,000	7,560	230	130	12.1
31 March 2003	38,019,000	7,688	135	72	6.7
31 March 2002	40,004,000	8,340	(200)	(142)	(13.2)
31 March 2001	36,221,000	9,278	150	114	10.5
31 March 2000	36,346,000	8,940	5	(21)	(2.0)
31 March 1999	37,090,000	8,915	225	206	19.5
31 March 1998	34,377,000	8,642	580	460	44.7
31 March 1997	33,440,000	8,359	640	553	55.7
31 March 1996	32,272,000	7,760	585	473	49.4

The service of UK domestic flights is the same with other flights. The seats are available of all classes and in one class configuration. Food in services depends on the purpose and time. Of all the domestic UK flight, passengers get hot breakfast when they fly under 10 am. If the time has passed 10 am there are food and beverages exclude Scotland. BA seldom has accidents though BA itself has precaution to keep renovating their own airlines and completing the safety tools. The safety guarantee by the airline is supported by insurance given to passengers who use air transportation. The insurance is applied to passengers' baggage.

In this paper, only two kinds of London transportation will be discussed. They are Tube and London Bus.

a. London Underground (Tube)

There are some indicators create Tube as the best public transportation:

1. On time performance

Tube is always running based on the schedule except there are emergency situations such as broken signal and accidents. Based on statistics data in 2006 of Freedom of Information Act, tube ran late for 3 days, 10 hours, 25 minutes due to the suspension. Between September 17th and October 14th 2006, there are 211 late tube cases more than 15 minutes. The tube management gave the whole ticket payment to the passengers.

2. Transportation cost related to UK government income

Passengers can buy the ticket directly or use specific card called Oyster which is functioned like a debit card. People usually use 100 pound a month (Rp. 1.351.600,-) to access tube. The ticket expense per month of one user is equal to London income of 26.192 pounds. The cost of transportation is expensive however it is worth the time efficiency.

3. Safety and Comfort

The tube is completed by safety tools and also room cooler and warmer facilities. There are also cleaning services, computerized routes, special facility for disables, and others. Though there are safety tools, still rarely accidents happen.

4. Density of transportation users

Approximately, the tube has moved a billion people per year. The busiest rail is in Northern that carries 850.000 people every day in 91 carriages. The peak of the density is in office hours when people rush to the office in the morning and go home in the afternoon which make the passengers crowded in the station. This thing has been a very concerned issue for the local authority.

b. London Bus

There are four indicators related to London Bus good transportation system:

1. On time performance

London Bus has known as the most on time transportation. The schedules and routes are provided in every buses shelters and website by TfL.

2. Transportation cost equal to UK government income

The system is the same with tube above. For adult, the ticket cost is 63.80 pounds (Rp. 863.000,-) per month. For students above 18 years old have to pay 44.60 pounds. The ticket is given free for disable people and students under 18. The costs are affordable if compared to London income 26.192 pounds.

3. Safety and Comfort

The bus with two level /parts has good facilities. The London Bus has specific seat for disable people, some public facilities, and seat for people bring their pets. It is also provided by iBus with GPS to allow passengers count the distance of the next stop.

4. The density of transportation users

The London Bus network is one of the biggest and most comprehensive in the world. In a year, more than 6.800 buses operate in 700 different routes and 1.8 billion passengers.

3. Jakarta transportation system.

Due to Indonesian vast areas, there should be a reliable and integrated land, sea, and air transportation system which are nationally effective and efficient. Every transportation has specific characters with its positive and negative sides. All transportations should be united to achieve the goal which is serving the movement of people and goods from one place to another place. To achieve the goal, the government makes Sistranas (Sistem Transportasi Nasional) that is aimed to create a reliable transportation and capable in supporting the development dynamics, increasing people, goods, and services movement, helping to create national distribution pattern and supporting the areas enhancement. Sistranas should also help Indonesia to advance the society, nation, and country's life in terms of the Archipelago concept and increase the international relations. Land transportation in Indonesia includes road transport, rail transport, river and lake transport and crossings. Land transport supports the activities in towns and villages. Land transport becomes the most important connectors for sea and air transportation. It becomes the beginning and ending chain of transportation. Jakarta as the capital city has many activities involves many individuals in its system. People love to live outside Jakarta such as Bogor, Depok, Tangerang, and Bekasi (called Bodetabek) though they have activities for working and schooling in Jakarta. They are called commuter. The data taken from Dinas Perhubungan DKI Jakarta showed that there is increasing needs of mobility or transportation from Bodetabek to Jakarta and vice versa. In 2002, for example, there were 7.3 million mobile activities in a day and in 2010 it became 9.9 million a day. In 2020, it is predicted that the mobile activities are

going to be 13 million every day. The mobility from Tangerang to Jakarta or vice versa itself, in 2010 was 1.078.963 a day and will be 1.465.912 in 2020. In 2010, Bogor & Depok to Jakarta and vice versa was 791.295 which will increase to 1.148.528 the next 10 years. These predictions make sense due to the vast growing of housing in Tangerang, Banten, Depok, and Bogor. The developing mobile society expects the increasing public transportation services and also the good pavement of the roads. In providing the roads and transportation facilities, the government should pay high attention on quality and safety. In UU No. 2 year 2009 Chapter I, the safety of transportation and the roads is interpreted as the way to avoid accidents happen caused by people, mode of transport, goods, and environment. The high number of accidents in Indonesia is still the number one priority. The factors create that issue are due to human resources issue, main issue, facilities availability issue, and infrastructure issue (<http://www.dephub.go.id/>) Human resources issues are low discipline of roads users in obeying the traffic policy, low self awareness of public safety, and insufficient official competency. The main issues are insufficient coordination between stakeholders and safety handling, lack of organization and financial support, discriminative law application and insufficient information system. Facilities availability issues are the fairness of vehicles, the availability of vehicles safety facilities includes design, the vehicles technology, and vehicles management. The infrastructure issues are the condition of roads and bridges, railroads, traffic lights and signs, the tools for testing the vehicles and the weighing bridges.

How Much is National Loss? (estimated)

Condition	Numbers of victim	Total cost (million Rp)
Fatal	30.464	9.972.037
Serious	450.000	9.614.672
Slight	2.100.000	12.772.448
PDO	13.515.000	9.036.899
	Total	41.396.056
	PDB	1.427.000.000
	% PDB	2,91

a. Commuter Line for Jabodetabek

After the Independence Day of Indonesia, the electrics trains and railroads were still used by people from Jakarta to Bogor. The government had never bought the new ones to add or replace the trains since then.

However, after a half century, those electric trains and railroads were no longer sufficient in supporting the mobile activities of people Jakarta and Bogor. That was the reason why in 1976, the government started to use the new electric trains and railroads from Japan. KRL Jabotabek, now is known as Jabodetabek Commuter Line, is a new lane of electric trains and railroads operated by PT. KAI Jabotabek division and changed into PT. KAI Jabodetabek Commuter Line. Based on the development of society, the commuter line has its own facilities and classes start from cozy seats and air conditioner (AC). There are three service classes provided by Jabodetabek Commuter Line which are non air conditioning economic commuter, air conditioning economic commuter and air conditioning express commuter. The integrated system of operating Commuter Line started from 2000 when the government had accepted the grant of 72 units of commuter line. 50 units of coaches could directly be operated as Pakuan coaches from Jakarta to Bogor and vice versa.

The number of passengers and income of 2001 Based on kind of trains

No	Kind of trains	The number of passengers (People)	Income (Rp)
1	Executive	6.022.366	632.645.130.000
2	Business	13.165.543	342.751.540.000
3	Economy	18.746.465	223.332.300.000
4	Local	25.771.448	28.297.530.000
5	Jabodetabek	115.080.970	64.268.850.800
6	Ekspres Jabodetabek	6.353.332	27.831.840.500
	Total	185.140.124	1.319.127.191.300

Commuter Line has become the crucial choices of commuters due to its economic ticket fare and easy to reach. Most commuters are employees and students who travel for 5 to 6 times in a week. However, the trains coming late still happened especially when the commuters are crowded. PT. KAI is still lack of the coaches and insufficient safety for commuters.

b. TransJakarta

From 5 criteria to analyze TransJakarta quality, there is only one aspect shows good thing while others are still bad. The only good things are safety, comfort, neat, and bus condition. On the contrary, the on time performance,

the hours of lateness, the officers' ethics, the officers problem solving and the background information about the job itself, the ability in giving information and services, sympathy of the passengers' complain, and the cleanliness of the officers and the bus (Chairunnisa, 2008). People's perception of TransJakarta performance is quite good especially in dealing with the society's needs, the fairness of services for the passengers, and the cost of the ticket. However, for the quality of services is not very good especially related to the locket services, the shelter and inside the bus, the capacity of passengers, and the number of Trans Jakarta mode of transportation.

c. Indonesian Airlines

Garuda Indonesia Airlines (GIA) officially became the private company in 1950 based on certificate no. 8 at March 4th 1975 of Soeleman Ardjasmita, SH. as the notary public to accommodate PerPu no. 67 year 1971 and announced in Berita Negara Republik Indonesia (BNRI) no. 68 at August 26 1975. Based on the certificate, the purposes of the company are to apply and support the government policy and programs in developing the country and national economy especially in air transportation industry and others related to it. Furthermore, the purpose is to get the benefit for the country by managing the national airline industry.

GIA has some labor fields which are:

1. Air transportation for people, goods, and logistics inside and outside the country.
2. The air carrier for passengers and goods inside and outside the country.
3. The information services system connects to the air transportation.
4. The consultation, education, and training services connect to the air transportation.
5. The health services for airlines employees.

GIA operated 54 airplanes in 2008 including 3 Boeing 747-400, 6 Airbus 330-300, 45 Boeing 737 (300, 400, 500, and 800) and now serves 50 flights inside and outside the country. Forbestraveler.com has put Soekarno Hatta (Soetta) Airport as the second on time airport in the world. For domestic' airlines GIA is the winner, defeating 5 competitors. GIA has recorded its on time arrival 92.55 % and its on time departure 98.13 %. In 2002, GIA had win the first on time performance winner (the arrival and the departure) and

defeated other airlines such as KLM and Singapore Airlines. The award was given in Schipol Airport in Holland.

The safety and comfort

GIA gets some international safety certificates and lower rate accidents, such as:

1. IOSA Certification

Through a long process, GIA finally gets IOSA or IATA Operational Safety Audit Certification which is the highest safety and secure flights certificate internationally credited. GIA is the first and the only airline from Indonesia to get this certificate.

2. Incident rate (2002-2008)

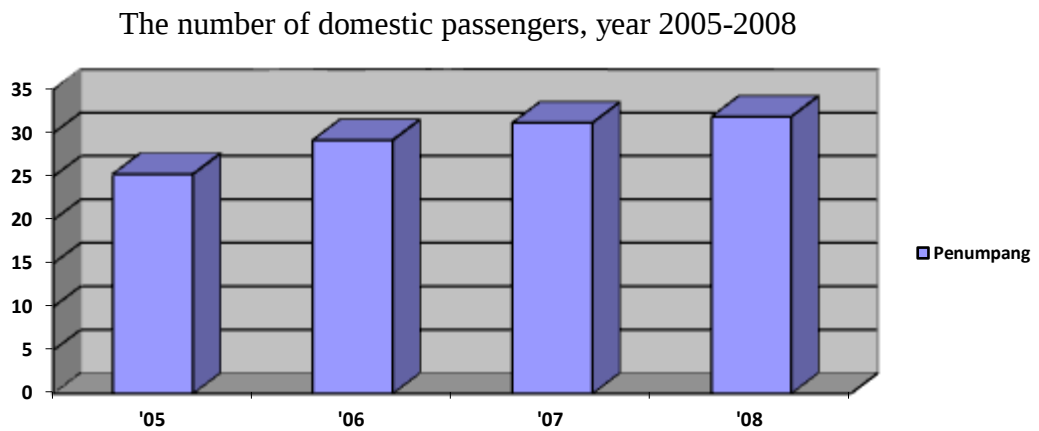
The efforts in increasing the safety flight can be analyzed through Incident Rate. Based on the data from 2002 to 2008, there were 7 accidents however, the Incident Rate showed decrease rate. The incident rate in 2008 was 0.41/1.000 departure which was the lowest.

The density

Based on BPS data, the domestic passengers carried by all domestic airlines had increased from 2.4 % (31.2 million people) in 2007 to 31.9 people in 2008. The growth of passengers had depressed and in the third and forth semester had decreased to 9.9 % and 7.9 %. This was due to:

1. The increase of ticket cost after the fuel surcharge policy had issued.
2. People ability for buying the ticket was decreasing due to the rise of subsidized fuel price and high inflation.
3. The decrease capacity of domestic airline industry caused by the flight limitation of Adam Air. Starting from March 19th 2008, DepHub RI applied the flight limitation of all Adam Air mode of transportation after finding some factors threatened the passenger's safety.

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Analysis

The differences and the equal things can be applied in Indonesia from USA and UK transportation system

Table 1. The comparison of USA, UK, and Indonesia transportation system

No.	Variable	Countries		
		USA	United Kingdom	Indonesia
1	Safety	Very objective and clear purpose	Very objective and clear purpose	Non-first priority
2	Cost	Around US \$ 2.5 for public services and US \$ 1.1 for elders and disable people	a. Train: +/- 3,3 pound b. Bus: adult: 2 pound student: >18 tahun : 1,5 pound disable people and students < 18 tahun : free	a. Trains: From Rp 2.000 To Rp 11.000 b. Bus: Rp 3.500
3	Capacity	6.388 subway and 4.500 bus (the capacity is balance between the passengers and the mode of transportation)	The capacity between the passengers and the mode of transportation is balance	a. Trains: ideally 70 people reality 120 people b. Bus: TransJakarta Ideally 40 - 80 people Reality 60-100 people
4	On time performance	Very on time. Come late for 3 minutes only, if it is already 15 minutes the passengers get their money back for 50 % and more than 15 the passengers could their whole money back.	a. Trains: Almost always on time due to the policy the same w/USA b. Bus: based on the schedule	a. Trains : Sometimes on time but more often is late for more than 15 minutes b. TransJak: come every 5 minutes but most often unscheduled
5	Comfort	a. Trains: available seats, comfort seats, enough AC b. Bus: based on available capacity, enough seats, enough AC, enough facility for disable people.	Comfortable seats, a suitable seat for disable and people who carries pets.	a. Trains: not enough seats b. TransJakarta: not enough seats

Based on the table and the previous result and discussion, the main difference of the three country transportation system relies on the administrative / bureaucracy policy implementation. Talking about state bureaucracy, there are two main focuses which are how to produce a suitable policy for the society of a country and how to implement the policy. The three countries shows us how different each country applied their own administrative for their transportation system. As an example, USA, UK and Indonesia for their policy of transportation ownership as the crucial part in a country implement the same system; PPS system (Public Private Sector) yet, the difference lies in Indonesia who do not apply this system for all its mass transportation. Commuter Line is still controlled and held fully by the state, in this case PT. KAI, due to market mechanism which is afraid to affect the loss in society's welfare. According to Zeithaml Berry and Parasuraman, in doing public services, the services quality given by the state administrative can be measured using servqual method which identifies the services quality in 5 characters; tangible, responsiveness, reliability, assurance, and empathy. Tangible means physically available. It means the administrative of mass transportation has fulfilled the tools and equipment, the facilities, the human resources, the communication facilities as the evidence of services. Reliability means the company's ability to serve accurately since the first time with little mistakes and give the service based on the agreeable time. Responsiveness means the availability and ability of the employees to help the customers, response the customers' needs, inform when the service will be given and serve precisely. Assurance is the employees' behavior to make customers trust the company and the company's effort in creating safe feeling for its customers. It means that the employees always act nice and polite and know exactly what the customers need. The last one is empathy. It means that the company understand the customers' problems, try to solve them, give personal attention to each of their customers, and applies the comfortable work schedules. The public transportation services in USA and UK are the same basically because both countries try to apply five characters. USA has tried to do the tangible character by doing the maintenance of its transportation vehicles, stations, and bus shelters to make its customers feel comfort when traveling or when waiting. For reliability, the arrival and departure of buses or trains are on time based on the schedule with implemented return payment of the ticket cost. The buses officers are showing good response when there is a broken ticket machine or other problems. It makes the customers trust the officer/the transportation employees. Empathy comes by the suitable and nice operational hours which really help the customers especially

in rush hours. In Indonesia, the 5th characters have not been implemented fully. Tangible seems a little bit difficult to prove because Indonesian public transportation esp. trains is quite bad physically, less maintenance compared to the number of passengers and its operational hours. Moreover, not all stations provide comfort facilities for the waiting passengers. For responsiveness, some officers placed on the field sometimes do not perform well in answering the customers' questions for example when they ask about the trains' platform. The state administrative / bureaucracy has already made a good transportation policy by scheduling the trains and TransJak however, this policy is more often broken down due to many unreasonable excuses. For assurance, trains passengers feel unsecure due to many robberies on the train and the station which create fear and worry to use the mass transportation. The last one is empathy. Many Indonesian employees work based on their mood. When their mood is not good, then their service will also not good. It is a worrying state. Based on the servqual method above, truly, there is difference in a way of a country serve its public transportation services.

Conclusion

USA, UK, and Indonesia realize that transportation is the most important part of a country's welfare. That is the reason why the three countries apply the private public partnership system for their mass transportation system. USA and UK implement the system for all their transportations while Indonesia for all transportations except Commuter Line. The basic difference lies in the government orientation. In terms of providing the public transportation services, Indonesian government is still in the first stage that aimed only in providing people to move / mobile from one place to other places while USA and UK are already on the net level of creating comfort, safety and also luxury.

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