

V. CONCLUSIONS AND SUGGESTIONS

A. Conclusions

Based on the results of research that has been previously stated, regarding the analysis of the demand for train passengers during the transition era of the Covid-19 pandemic, the following conclusions can be drawn:

1. Respondents in this study were dominated by respondents aged 16–23 years with male gender, and unemployed status, besides that it was also dominated by respondents with an income of Rp. 150,000 – 4,120,000.
2. Variables of train ticket prices, private vehicle costs and income did not have a significant effect on the demand for trains during the covid 19 pandemic. Meanwhile, facilities, online ticket reservation, and health protocols have a significant effect on demand for train during the Covid-19 pandemic.
3. The most significant variable in influencing the demand for trains during the transition era of the covid 19 pandemic is facilities.

B. Implication

1. The majority of passengers who are dominated by the younger generation certainly need breakthroughs and new innovations to attract more customers. Not only improving facilities and infrastructure, but also various attractive offers in order to attract consumers from various

walks of life, for example trains with special carriages for the elderly, and so on.

2. Supporting facilities on trains should continue to be improved and maintained properly because the facilities offered are one of the reasons for consumers to become loyal passengers of train, besides that online ticket reservation needs to be easier, and accessible on various platforms, so that consumers will be easier to order tickets. Very complete health protocols offered on trains ranging from rapid tests, hand sanitizers, provision of masks show how caring Indonesian Railway Company in serving train passengers. Therefore, it is better to constantly improve and maintain, since the railway becomes one of the reliable modes of transportation and is in great demand among the people.
3. Facilities in the train need to be continuously improved and maintained. Because the facilities offered are one of the important factors for consumers to choose this mode of transportation. The need for periodic maintenance and checking of each carriage to ensure that the train provides convenience and comfort for its users.

C. Research Limitations

This research is certainly expected to be developed for better quality and can be used to the best of its ability. This research also did not escape the shortcomings and limitations in it, such as the number of samples that can still be increased again. The more samples the better,

because it is able to get more informative research data and can represent more answers. In addition, there are still many variables outside this research model that are suspected of affecting the demand for train, so it is necessary to add several new variables such as safety, and others.

