

RINGKASAN

Transportasi sangat dibutuhkan masyarakat saat ini seiring perkembangan peradaban manusia, transportasi semakin praktis dan memudahkan manusia dalam beraktivitas sehari-hari. Kehadiran transportasi daring memberikan pengaruh pada berbagai aspek kehidupan masyarakat yang semakin menginginkan segala aktivitasnya semakin praktis termasuk pada kebutuhan transportasinya. Kehadiran transportasi daring di Kota Depok memberikan dampak yang signifikan bagi transportasi konvensional yang sudah ada sebelumnya yaitu angkutan kota (angkot). Penelitian ini bertujuan untuk mengetahui eksistensi angkutan perkotaan (angkot) di tengah era transportasi daring Kota Depok dan mengetahui pandangan masyarakat pengguna terhadap angkot Kota Depok pada era transportasi daring. Penelitian ini menggunakan metode kualitatif dengan pendekatan kualitatif deskriptif. Lokasi penelitian ini dilakukan di Kota Depok, Provinsi Jawa Barat. Metode pengumpulan data dalam penelitian ini yaitu wawancara, observasi dan dokumentasi. Penentuan informan menggunakan teknik *purposive* sampling.

Eksistensi angkutan perkotaan (angkot) Kota Depok masih mudah di temui dan beroperasi di Kota Depok. Masyarakat Kota Depok masih menggunakan angkot walaupun sudah terdapat transportasi daring di Kota Depok. Upaya yang dilakukan bagi sopir angkot sendiri hanya memaksimalkan kinerjanya dengan beroperasi melayani masyarakat setiap hari. Inovasi serta perbaikan terutama pada kondisi kendaraan angkot tidak bisa diupayakan karena terkendala pendapatan yang semakin menurun dan biaya untuk mengakomodasi tersebut tidak mampu dicapai. Kemudian peran pemerintah dirasa masih belum maksimal dalam mengakomodasi keberagaman transportasi umum yang ada di Kota Depok saat ini, khususnya angkot yang masih merasa regulasi yang timpang antara transportasi daring dan angkot sehingga merasa angkot tidak diperhatikan dan dirugikan. Masyarakat pengguna angkot di Kota Depok merasa prihatin akan keadaan angkot yang semakin berkurang jumlah penggunaannya. Masyarakat masih memandang baik angkot sebagai sarana transportasi yang dibutuhkannya, dan juga beberapa keunggulan menurut pengguna seperti terdapat pelayanan sopir yang ramah, tarif angkot yang murah dan angkot menjadi transportasi yang bisa mengintegrasikan dengan transportasi lainnya. Masyarakat Kota Depok perlu mengawasi kedisiplinan transportasi angkot dan tetap memaksimalkan penggunaan transportasi umum. Penyedia layanan angkot harus tetap memperhatikan keamanan dan kenyamanan pengguna dengan merawat sarana dan prasarannya. Pemerintah dapat lebih memperhatikan secara khusus transportasi angkot yang ada di Kota Depok agar semakin baik dan menyesuaikan era transportasi saat ini.

SUMMARY

Transportation is needed by society today along with the development of human civilization, transportation is increasingly practical and makes it easier for humans to carry out their daily activities. The presence of online transportation has an impact on various aspects of people's lives who increasingly want all their activities to be more practical, including their transportation needs. The presence of online transportation in Depok City has had a significant impact on conventional transportation that already existed before, namely city transportation (angkot). This study aims to determine the existence of urban transportation (angkot) in the midst of the online transportation era in Depok City and to find out the views of the user community towards Depok City public transportation in the era of online transportation. This study uses a qualitative method with a descriptive qualitative approach. The location of this research was conducted in Depok City, West Java Province. Data collection methods in this study are interviews, observation and documentation. Determination of informants using purposive sampling technique.

The existence of urban transportation (angkot) in Depok City is still easy to find and operate in Depok City. The people of Depok City still use public transportation even though there is already online transportation in Depok City. The efforts made for the angkot drivers themselves only maximize their performance by operating to serve the community every day. Innovation and improvement, especially in the condition of public transportation vehicles, cannot be pursued because they are constrained by declining revenues and the costs to accommodate this cannot be achieved. Then it is felt that the government's role is still not optimal in accommodating the diversity of public transportation that exists in Depok City at this time, especially angkot which still feels that the regulations are unequal between online transportation and angkot so they feel that angkot are not being cared for and are at a disadvantage. Public transportation users in Depok City are concerned about the decreasing number of public transportation users. The community still views public transportation as a means of transportation they need, and also has several advantages according to users such as friendly driver service, cheap public transportation fares and public transportation as transportation that can integrate with other transportation. The people of Depok City need to monitor the discipline of angkot transportation and continue to maximize the use of public transportation. Public transportation service providers must pay attention to the safety and comfort of users by maintaining their facilities and infrastructure. The government can pay more special attention to public transportation in Depok so that it gets better and adjusts to the current era of transportation.