Juridical Review of Minimum Service Standards at Manggarai Station

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ABSTRACT

Background. The filing of a case with the court must be done by a person who is legally competent and has legal standing for the case being filed. This legal capacity is related to the age of majority or maturity, as regulated in Article 330 BW.

Purpose. This study aims to analyze the legal competence in an application for dispensation of marriage submitted by the bride-to-be herself as the applicant. This research uses a qualitative method with a descriptive analysis approach.

Method. The type of research used is empirical normative legal research (applied legal research). This research uses secondary data with documentation data collection techniques. The document used in this research is the Decision of the Purwodadi Religious Court Number 198/Pdt.P/2018/PA.Pwd. The data analysis technique in this research is content analysis technique.

Results. From this study, it was found that although in decision number 198/Pdt.P/2018/PA.Pwd the child can act as an applicant in a marriage dispensation case, Article 6 of Perma Number 5 of 2019 concerning Guidelines for Adjudicating Marriage Dispensation Applications has closed this opportunity so that when a child who is getting married is not old enough and does not have a parent or guardian, he cannot apply for marriage dispensation to the court.

Conclusion. Based on the results of the above research, it can be concluded that civil legal capacity means a person's ability to perform legal acts and therefore be accountable for the legal consequences.

KEYWORDS

Justice, Transitional, Concept

INTRODUCTION

Public transportation available today is diverse, consisting of land, sea, and air. Based on information from the Indonesian Central Bureau of Statistics, the favourite transportation of choice for transportation service users is the train, where the number of rail transport users reached 30.9 million people in January 2017 (Di Vaio et al., 2020). This figure is the highest when compared to other modes of transportation, such as aeroplanes and ships (Coppola et al., 2019). In addition, the 1945 Constitution Article 34, paragraph 3 that the funds, channeling funds and other financial services (Adiwarman. A. Karim. Islamic Bank, 2011). Fund raising State is responsible for the provision of proper health service facilities and public service facilities.

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Railways consist of intercity railways and urban railways (Y. Yang et al., 2019). Comparison of intercity railways and urban railways, especially regarding people's movement services, if urban railways are in urban areas and round trips, whereas intercity railways move people and goods from one city to another (Paul et al., 2021). Railway infrastructure and facility operators must distribute public services in the railway sector.

Based on the Regulation of the Minister of Transportation Number 33 of 2011 Chapter IV concerning Procedures for Determining the Classification of Railway Stations, passenger stations are grouped into large, medium, and small classes (Morel et al., 2020). Manggarai Station (MRI Station) is a type A large class train station located in Manggarai Village, Tebet District, South Jakarta; at a height of +13 m; listed in Operational Area I Jakarta (Chandrasekar et al., 2020). This station is the largest train station in DKI Jakarta, with an area of ± 2.47 ha (W.-Y. Yang et al., 2019). This station serves KRL to Bogor, Depok, Jatinegara, and Jakarta Kota, as well as Cikarang and Airport Trains to Soekarno-Hatta International Airport (Karimi-Maleh et al., 2022). Manggarai Station is included in the list of the busiest stations in the Greater Jakarta area (Luque et al., 2019). Data from PT KCI for 2021 average commuter train passengers during the Covid-19 pandemic were 8,338 people/day, while the average number of passengers before the pandemic was 22,495 people/day.

In its implementation in the field, the operator of railway infrastructure and the operator of railway facilities must comply with the Minimum Service Standards (SPM), which is a minimum measure of service that service providers must fulfil in distributing services to service users, which must be equipped with benchmarks used as guidelines for service delivery (Riess et al., 2019). as well as a reference for evaluating service quality as an obligation and promise of service providers to the public in the context of quality, fast, easy, affordable and measurable services. (PM No. 63 of 2019 Concerning Minimum Service Standards for the Transport of People by Train, 2019) (Reichstein et al., 2019). To determine the feasibility of railway station services, it is necessary to conduct an initial analysis for each type of service and then compare it with the existing minimum service standards (Stuart et al., 2019). The calculations performed by previous research using Importance Performance Analysis (IPA).

Based on the reality on the ground, there were several complaints from train users who transited or got off or on at Manggarai Station, including an employee who was reportedly choosing to resign from his place of work because he did not want to go "crazy" if he had to transit the KRL every day at Manggarai Station.
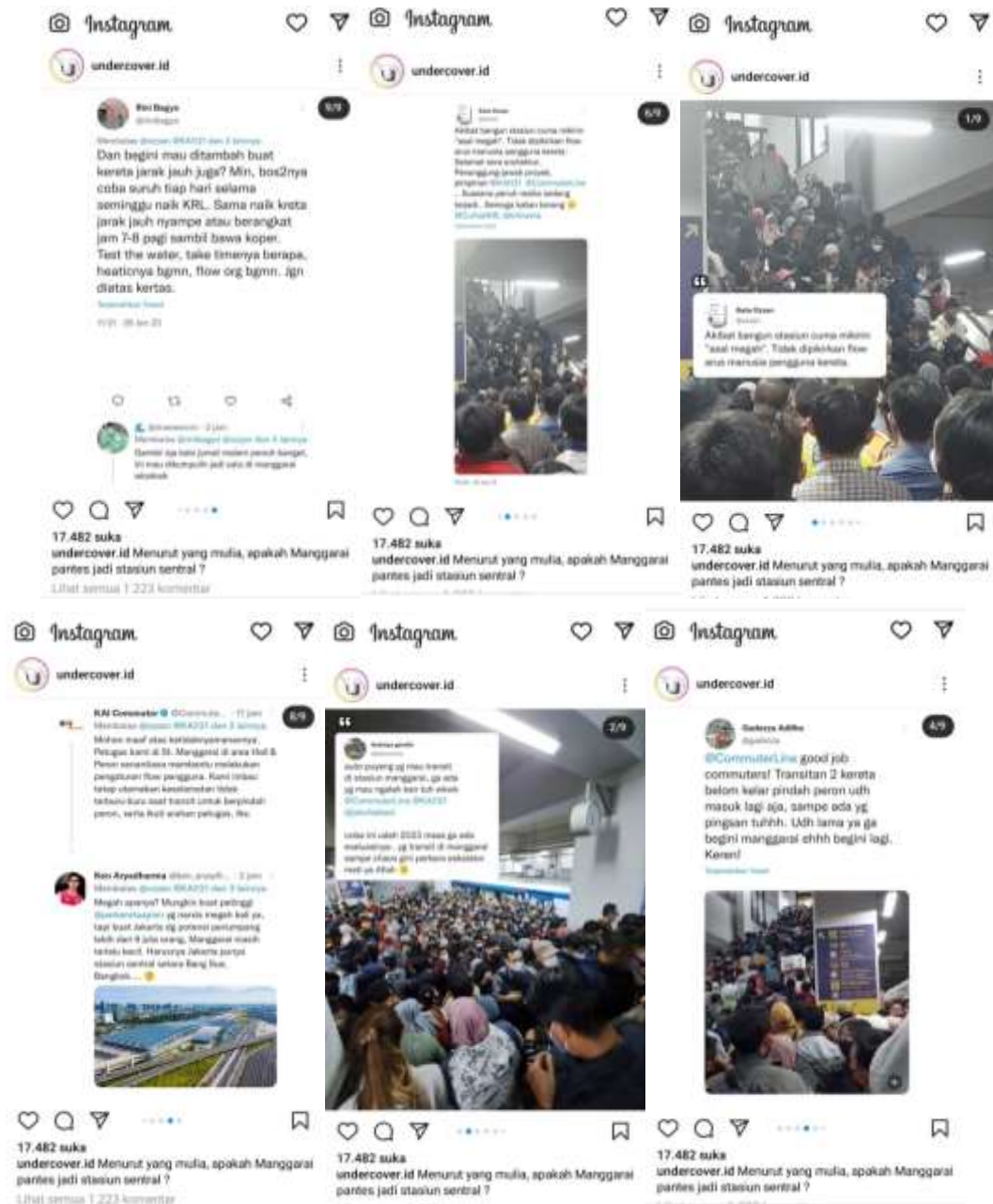
Figure 1.1. Manggarai Station Conditions During Rush Hours
Source: Instagram undercover

Based on the above, the authors take the research title related to Juridical Review of Minimum Service Standards at Manggarai Station carried out by the railway infrastructure operator (Nosyk et al., 2021), in this case, PT KCI, which is a subsidiary of PT KCI because it is related to existing infrastructure at the train station Manggaraian fire.

RESEARCH METHODOLOGY

The research study used is an empirical legal research study, which seeks data directly into the field or looks at law realistically and studies how the law works in society. It is useful to find out what factors cause people who use urban KRL rail transportation services to complain about station facilities (Callhoff et al., 2020). This research study is descriptive, namely a study that describes and describes systematically based on reality, with problems with the comfort of KRL passengers at Manggarai Station (Makdessi et al., 2019). Types and sources of information that will be used in this study using information obtained through library research, especially examining

writings, articles, inclusions, papers, papers, and laws and guidelines related to Railway Minimum Service Standards at stations (Stockwell et al., 2021). The information-gathering technique that will be used in this research is library research.

RESULT AND DISCUSSION

The railway infrastructure operator is the party that organizes the railway infrastructure. What is meant by railway infrastructure are railroad tracks, train stations, and railroad operating facilities so that trains can be operated (Mao et al., 2019). So the train station is part of the railway infrastructure.

Based on Article 14 of the Minister of Transportation Regulation Number 33 of 2011, passenger stations are grouped into large class, medium class, as well as small classes (Pretorius et al., 2021). Manggarai Station is included in the large class station group, where the Classification of train stations is inaugurated with certain Ministerial Regulations based on an assessment, and an evaluation is carried out every three years.

Based on information from the Manggarai station, 3 types of trains pass through, including:

Table 1.1. Types of Trains at Manggarai Station

Type of Train	Total Trip
Commuter Line	560
KAJJ, Barang, Loko Dinas	64
KA Bandara	36

For the number of passengers taking the train during rush hour at Manggarai station, among others:

Table 1.2. Number of passengers at Manggarai Station during rush hours

Hours	Passenger Volume
06.00 - 07.00	697
07.00 - 08.00	1260
08.00 - 09.00	998
09.00 - 10.00	783
10.00 - 11.00	1433
16.00 - 17.00	2337
17.00 - 18.00	2517
18.00 - 19.00	2517
19.00 – 20.00	2669

Maximum station performance results in the level of service to passengers. This can be seen from the many platforms at Manggarai Station. Initially, there were only 9, but now there are 13, one of which is an overpass. The rail changes that are taking place are part of the Double Double Track (DDT) project plan, which separates the revitalization of the Bogor line, the Bekasi line, the Airport Train, the Long Distance Train and the Elevated Train (Scarabottolo et al., 2022). As a result of this change, the Jabodetabek KRL route has also changed, so Bogor KRL passengers who want to get off at Jatinegara from Sudirman, Tanah Abang, Duri, Kampung Bandan must transfer to Manggarai station (Bojanic & Warnick, 2020). Likewise, passengers of the Cikarang/Bekasi KRL bound for Jakarta City must be diverted to the Bogor-Jakarta Kota train at Manggarai station. However, the reality was very different from what was expected. The services provided by PT Kereta Api, the State-Owned Enterprise responsible for Indonesian rail transportation, have not met

the residents' expectations. This matter has been raised in consumer complaints by train passengers.(Meutia & Yuliana, 2019).

Based on previous research with the research title Evaluation of the Performance of Manggarai Station Due to Changes in Transit Lines on Passenger Satisfaction, to evaluate the station's performance on changes in transit lanes for train travel via Manggarai Station to passengers. The method used is Importance Performance Analysis (IPA). The results of the calculation of the overall level of conformity obtained results of 89.16%. This means the suitability level of train passengers is still below expectations of 100%(Artiani et al., 2022). In addition, based on the results of previous research with the title Analysis of the Availability of Service Facilities for Type A Large Stations (Case Study: Manggarai Station, Jakarta) with data processing using the Important Performance Analysis (IPA) method obtained results in the form of thinking in fulfilling minimum service standards for facility services at the Manggarai train station obtained from a total of 47 assessment attributes, on the cartesian diagram 2 attributes have a low level of performance in quadrant I with priority main, quadrant II maintain achievement with 22 attribute members, 17 attributes have poor performance in quadrant III with low priority, quadrant IV excessive condition, with 6 attribute members(Mohammad Sugiarto, Suryo Hapsoro Tri Utomo, 2022). Based on this research, there are still some sections with low and poor performance levels.

The development of railway station infrastructure in Indonesia is regulated in several regulations, including laws, Government, ministerial, and regional regulations. Specific regulations related to minimum service standards are in PM Number 48 of 2015 concerning Minimum Service Standards for the Transport of People by Train as revoked by Ministerial Regulation Number 63 of 2019.

Minimum Service Standards (SPM) are requirements or guidelines set by the government or related authorities to ensure the minimum service level that must be met in a particular section or public service. In the context of train stations, SPM refers to standards that must be met in providing services to passengers and users of rail services.

Minimum Service Standards for train passengers are divided into two: for passengers at the station and when passengers are on a train journey. Based on the Regulation of the Minister of Transportation Number 63 of 2019, it is mandatory to meet the following points for the type of service:

1. Safety
2. Safety information and facilities
3. Health information and facilities
4. Lighting
5. Platform
6. Station platform canopy
7. Assembly point (gathering point)
8. Security
9. Security facility
10. Security Officer
11. Security breach information
12. Lighting
13. Reliability/Regularity
14. Ticket sales service
15. Information on Operational Schedules and Map of the Rail Service Network

16. Information on Train Arrivals and Trip Interruptions
17. Comfort
18. Waiting area/room
19. Boarding Area
20. Toilet
21. Islamic Prayer Room
22. Lighting
23. Air circulation control facilities in the closed waiting room
24. station cleanliness
25. Rubbish bin
26. Smoking Prohibition Appeal
27. convenience
28. Service Information
29. Information on train travel disruptions
30. Information on advanced transportation/other transportation integration
31. Passenger Service Facilities
32. Parking lot
33. Special access for pedestrians/passengers with special needs
34. Directions marker
35. equality
36. Facilities for passengers with special needs
37. Disabled Counter
38. Breastfeeding room (Nursery Room)

The Manggarai Station, as a large-class station, must fulfil all the points above whether it is by what is required in the Minister of Transportation Regulation No. 63 of 2019 with what is in the Manggarai Station. In the current digitalization era, expressing feelings on social media such as Facebook, Instagram, Twitter, and other social media applications has become common. Including suggestions from users of train services departing, getting off or transiting at Manggarai station.

The things that passengers complain about are more related to the inconvenience factor when stopping or transiting at Manggarai Station.

Points related to Convenience consist of the comfort contained in the Area/Waiting Room, Boarding Area, Toilets, Prayer Room, Lighting, Facilities for controlling air circulation in closed waiting rooms, Cleanliness of Stations, Trash cans and Advice to Prohibit Smoking. In practice, the management of the Manggarai station is the authority of PT KCI Indonesia.

As a State-Owned Enterprise (BUMN) that operates trains in Indonesia, PT KCI (Persero) has the authority to manage and operate the Manggarai Station, including:

Infrastructure Management, where PT KCI is responsible for caring for, maintaining and managing station infrastructure, such as platforms, station buildings, stairs, escalators, waiting areas and other facilities at Manggarai station.

Passenger Services, PT KCI, must provide passenger services at Manggarai Station, including ticket sales, arrangements for train departures and arrivals, passenger information, and public facilities and services at the station.

Security, PT KCI has the responsibility to ensure the safety of passengers and the station by providing security officers at the Manggarai station to monitor security, prevent criminal acts and protect passengers.

Railway Operational Arrangements, PT KCI has the authority to regulate train operations at Manggarai Station, including train departure and arrival schedules, arrangement of train tracks and coordination between other stations in the rail network.

In addition to having authority, PT KCI also has responsibilities/obligations related to minimum service standards at stations, including:

Security and safety, namely the responsibility to ensure the security and safety of passengers at the station. This includes security checks, the presence of security officers, surveillance in the station area and handling emergencies if unwanted events occur.

Accurate information by providing clear and timely information to passengers regarding departure schedules, arrivals, schedule changes, and relevant information. As for this, information can be conveyed through loudspeakers, information boards, or officers at the station.

Ticket sales service, namely the existence of ticket sales services that are efficient and friendly to passengers. Including providing various payment methods, such as cash or non-cash, and providing Convenience in buying tickets online or through sales agents.

The condition of good station facilities, namely the responsibility to maintain the physical condition of the station so that it remains clean, well-organized and comfortable for passengers. It includes care and maintenance of buildings, seats, toilets, and other supporting facilities, such as waiting areas and public spaces inside the station.

Accessibility, namely the certainty of station accessibility for passengers with special needs, such as elderly or disabled passengers. I am including terms of providing disability-friendly facilities, good accessibility for wheelchairs, and officers ready to help passengers who need special assistance.

Assistance and complaint services, namely providing assistance services to passengers in need, such as information, introduction or other assistance. Besides that, it also provides an effective and responsive complaint mechanism to respond to complaints or input from passengers.

However, along with technological developments and changing times, various regulations and policies apply; PT KCI must comply with government regulations related to transportation and travel, safety, and other regulations in Indonesia.

As contained in Chapter IV concerning Development, Article 13, paragraph 1 of Law No. 23 of 2007 states that Railways are controlled by the State and their development is carried out by the Government. (Law No. 23 of 2007 Concerning Railways, 2007). The coaching includes, among others, in terms of—regulation, control and supervision. By Government Regulation No. 56 of 2009, regarding railway facilities and infrastructure, the Minister of Transportation supervises, among other things: supervision and evaluation of testing of railway infrastructure, supervision of the implementation of inspections of railway infrastructure, supervision of the implementation of railway infrastructure carried out by railway infrastructure operators. In addition, by their authority, the Minister, governor or regent/mayor by their authority shall supervise the operation of the railway facilities carried out by the operator of the railway facilities.

In addition to the Government, in Chapter XIII, there is also the participation of the community, among others; the community has the right to provide input to the Government, Railway Infrastructure Operators and Railway Facilities Operators in the framework of the development, operation and supervision of railways. Then the community also has the right to receive railroad operation services by minimum service standards, and the public has the right to obtain information regarding the main points of the railway master plan and railway services. Based on the above, it is permissible to have complaints from users of rail transportation services at the Manggarai station through the social media platform in the form of input.

However, based on PP No. 56 of 2009 regarding input from the community, it must be submitted in writing and accompanied by data regarding the name and address by attaching a photocopy of the identity. Input can be in the form of information, suggestions, or opinions that are clearly described, accompanied by data, facts, and suggestions regarding the development and operation of railways.

CONCLUSION

In Ministerial Regulation No. 63 of 2019 concerning Minimum Service Standards for the Transport of People by Train, PT KCI is responsible for KRL passengers at the Manggarai train station and while traveling on the train. This research only discusses the responsibility of PT KCI in providing minimum service standards at manggarai station. These responsibilities may vary depending on applicable policies and regulations. At Manggarai Station, based on Article 14 of the Minister of Transportation Regulation No. 33 of 2011, Manggarai Station is included in the large class station, so at a minimum it must contain Safety, Security, Reliability/Organization, Comfort, Convenience and Equality.PT KCI must ensure that passengers feel safe, comfortable and well served when using train services at the station In Law No. 23 of 2007 concerning Railways In accordance with Government Regulation No. 56 of 2009 and so the public, especially KRL passengers at the Manggarai station, can provide input to the government, in this case the Ministry of Transportation, and input to the organizers of railway infrastructure and operators of railway facilities, in this case PT KCI. Input from the community must be submitted in writing and accompanied by data regarding name, address, by attaching a photocopy of identity. This input can be in the form of information, suggestions, or opinions that are clearly described, accompanied by data, facts, and suggestions regarding the development and operation of railways.

AUTHORS' CONTRIBUTION
Author 1: Conceptualization; Project administration; Validation; Writing - review and editing.

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