

THE ROLE OF MANAGEMENT INFORMATION SYSTEMS IN THE TRANSPORTATION INDUSTRY (PT. KERETA API INDONESIA)

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ABSTRACT

PT. Indonesian Railways (Persero) or PT. KAI is a passenger transportation service provider that requires a ticket to access the train. To make ticket ordering easier, PT. KAI has launched KAI Access, the official online train ticket booking application. This application makes it easier for people to order tickets without having to queue at stations or convenience stores. However, there are still many ordinary people who are confused or don't understand how to order tickets online via the KAI Access application. To overcome this problem, an attractive and easy-to-understand approach to introducing the KAI Access application is needed, as well as an effective advertising environment. Motion graphics are considered the right solution, because they are an effective and attractive means of communication and advertising by combining images, color, sound and movement. Motion graphics can be used to create dynamic and effective communication designs, so that they can attract public interest in using the KAI Access application.

INTRODUCTION

1.1 Background Behind the Problem

PT. Kereta Api Indonesia (Persero) or abbreviated as PT.KAI, which is passenger transport service provider. And of course to enjoy the facilities PT. KAI the public need Which his name ticket as access enter into the train.

To make ordering train tickets easier, PT. KAI has now launched KAI Access, the official online train ticket ordering application. This application is certainly very helpful in ordering tickets for people who have to queue directly at the station or come directly to a convenience store to order tickets. Now people can order tickets just with a smartphone which can be used anywhere and anytime. However, it is very unfortunate that there are still many ordinary people who are confused and don't even understand how to order tickets online using the KAI Access application.

To overcome this problem, it is necessary to create an attractive and easy to understand environment to introduce the KAI Access application and an advertising environment that invites people to use the KAI Access application. Therefore, motion graphics can be used as a solution, an effective and attractive means of communication and advertising, because it does not involve a lot of writing, but rather a combination of images, colors, sound and movement. Motion graphics or motion graphics is a term used to describe a variety of professional graphic designs to create dynamic and effective communication designs for film, television, and the internet. (Curran, 2000). The use of business graphics as a carrier of information is considered to provide a special attraction in presenting the company and office.

1.2 Formulation Problem

Based on description background behind, writer formulate problem that, there are still ordinary people who are confused and don't even understand in ordering tickets

online via the *KAI Access application*. Therefore It is necessary to create an information medium in the form of a demonstration of application use *KAI Access*.

1.3 Objective Study

Objective writing This is :

1. Introducing the *KAI Access application* as the official application of PT. Train Indonesia Which used For ticket reservations in a way *on line*.
2. Providing information to all levels of society, as well as a means of promotion and inviting the public to use the *KAI application Access*.

THEORETICAL BASIS

2.1 Management information System

A Management Information System (MIS) is a planning system that forms a crucial part of a business's internal control. It involves the utilization of individuals, documents, technology, and procedures by management accounting to address various business challenges, such as product costs, services, or overall business strategy. The MIS serves as an information system that aids in decision-making, coordination, control, analysis, and visualization of information within the organization. This Management Information System consists of hardware and software that functions as the basis for the operations of an organization. SIM works by collecting data from several online systems for analysis, then SIM will report the results of the analysis to help management make decisions, make plans, or solve a problem. This book will help business people in advancing and developing their business, so this book must be owned by the public. Therefore, this book is presented to the audience as part of a discussion effort as well as in order to complement the scientific knowledge in the field of information technology, so that this book is very suitable to be used as reference material for intellectuals in higher education or practitioners who are directly involved in the field of information technology.

2.2 History of PT. KAI

The inception of railways in Indonesia may be traced back to the inauguration of the Semarang-Vorstenlanden (Solo-Yogyakarta) railway line at Kemijen Village on 17 June 1864. This momentous event was officiated by the Governor General of the Dutch East Indies, Mr. LAJ Baron Sloet van de Beele. The construction was conducted by the private business *Naamlooze Venootschap Nederlansch Indische Spoorweg Maatschappij (NV. NISM)* utilizing a track gauge of 1435 mm.

On April 8, 1875, the Dutch East Indies government constructed a state railroad known as the State Railways (SS). The first itinerary of the SS encompassed the cities of Surabaya, Pasuruan, and Malang. The achievements of NISM and SS motivated private investors to construct railways, like the Semarang line. The following are the names of various tram companies in Java: *Joana Stoomtram Maatschappij (SJS)*, *Semarang Cheribon Stoomtram Maatschappij (SCS)*, *Serajoedal Stoomtram Maatschappij (SDS)*, *Oost Java Stoomtram Maatschappij (OJS)*, *Pasoeroean Stoomtram Maatschappij (Ps. SM)*, *Kediri Stoomtram Maatschappij (KSM)*, *Probolinggo Stoomtram Maatschappij (Pb.SM)*, *Modjokerto Stoomtram Maatschappij (MSM)*, *Malang Stoomtram Maatschappij (MS)*, *Madoera Stoomtram Maatschappij (Mad.SM)*, *Deli Spoorweg Maatschappij (DSM)*.

In addition to Java, railway lines were constructed in Aceh in 1876, North Sumatra in 1889, West Sumatra in 1891, South Sumatra in 1914, and Sulawesi in 1922. Meanwhile, in Kalimantan, Bali, and Lombok, research has been conducted solely on the feasibility of implementing railway systems, but actual building has not commenced. By the end of 1928,

the total length of railways and trams in Indonesia was 7,464 km. This consisted of 4,089 km of government-owned railways and 3,375 km of privately-owned railways.

The Dutch East Indies administration capitulated without conditions to Japan in 1942. Subsequently, the Indonesian railways were acquired by Japan and rebranded as Rikuyu Sokyuku (Railway Service). Under Japanese administration, railway operations were exclusively prioritized for military purposes. During the Japanese era, significant advancements were made in the form of the Saketi-Bayah and Muaro-Pekanbaru crossings, which facilitated the transportation of coal mining goods for powering their war machines. However, Japan also disassembled 473 kilometers of railway, which was then transferred to Burma for the purpose of constructing a railway there.

Following Indonesia's declaration of independence on August 17, 1945, the railway stations and headquarters that were under Japanese control were subsequently seized within a few days. The climax occurred when the Bandung Railway Head Office was seized on September 28, 1945 (today commemorated as Indonesian Railways Day). This event also signified the formation of the Indonesian Railway Department of the Republic of Indonesia (DKARI). Upon their return to Indonesia in 1946, the Dutch reestablished the railway system in Indonesia known as Staatssporwegen/Verenigde Spoorwegbedrijf (SS/VS), which was a merger of SS and all private railway firms (except DSM).

Pursuant to the peace agreement reached during the December 1949 Round Table Conference (KMB), the assets owned by the government of the Dutch East Indies were under control of. In 1950, DKARI and SS/VS merged to form Djawatan Kereta Api (DKA). On May 25th, DKA underwent a transformation and became the State Railway Company (PNKA). During same year, the Wahana Daya Pertiwi symbol was also unveiled, representing the Indonesian Railways' evolution into a vital mode of transportation in order to achieve national development. In 1971, the government restructured PNKA and transformed it into a Railway Bureau Company (PJKA). PJKA underwent a transformation in 1991 and became a General Railway Company (Perumka) with the aim of enhancing transportation services. In 1998, Perumka underwent a transformation and became a Limited Liability Company known as PT. Indonesian Railways (Persero).

PT Kereta Api Indonesia (Persero) currently operates seven subsidiaries/business groups: KAI Services (established in 2003), KAI Airport (established in 2006), KAI Commuter (established in 2008), KAI Wisata (established in 2009), KAI Logistics (established in 2009), KAI Properti (established in 2009), and PT Pilar Sinergi BUMN Indonesia (established in 2015).

2.3 SIM for industry

Information systems are the amalgamation of information technology and the actions performed by individuals who utilize them to facilitate operations and administration. Information systems encompass the various interactions between individuals, algorithmic procedures, data, and technology. This demonstrates that information systems encompass not only an organization's utilization of Information and Communication Technology (ICT), but also the manner in which individuals engage with this technology to facilitate business operations.

An information system is a phrase that pertains to administrative or management systems. This information system is a fusion of structured work processes, data, people, and technology. The rapid development of information systems can be attributed to the pervasive influence of the internet. The internet facilitates the provision, storage, and accessibility of information, hence enhancing convenience for the general population. Information systems are a fusion of information technology and the actions of individuals

who utilize them to facilitate operations and administration. The constituents of this information system comprise hardware, software, telecommunications, databases, data warehouses, as well as human resources and procedures.

E-ticketing, often known as electronic ticketing, is a technology used to process the sale of tickets for travel activities without the need for physical papers or paper tickets. Electronic ticketing information is only held in the computer system of the transportation firm. E-ticketing (ET) offers the potential to reduce expenses and enhance passenger convenience. E-ticketing decreases processing expenses for tickets by reducing the need for paper forms and enhancing the ability of passengers and agents to make modifications to the travel plan.

One of the companies that implements a mobile e-ticketing information system in the field of transportation services, namely PT. Indonesian Railways, PT. Indonesian Railways is company single Which manage transportation Train Fire in Indonesia. As time goes by the train fire in Indonesia is experiencing changes especially in the previous train ticket sales process using sales through the counters at each train station in a very conventional manner, matter This felt not enough efficient For reach service Which prime And sued with speed And accuracy moment serve, do it change to process sale ticket that is with apply sale ticket on line with utilize information technology in its application, because it is implemented Online tickets are expected to provide a more efficient effect and also better service more prime by relying on information technology.

PT. Indonesian Railways implements online ticket sales which is one form in improving the quality of service to its users, the e-ticketing application used by PT. The Indonesian Railways are very felt or very impactful on convenience in sale nor purchase ticket, application e-ticketing is named Rail Ticket System (RTS). PT. Indonesian Railways too cooperate with a number of company in application e-ticketing. With Collaborating with several companies is expected to provide a convenience effect for users.

In implementing the Rail Ticket System PT. Indonesian Railways (KAI) works The same with PT. Telkom Indonesia Tbk Which will give service technology information And communication. Because experience And ability Which owned Telkom in managing services based on information and communication technology will very beneficial very For develop business transportation Which managed by KAI and provide services that satisfy customers. And this too used as a company strategy to improve income.

During collaboration with Telkom, KAI will use technology services various information and communications in the form of data centers and data recovery centers. E-ticketing, E-payment, Call Center, E-health, E-boarding pass, solution machine to machines, and vending machines. Collaboration also includes Telkom solution users Which based Infrastructure US a Service (IaaS), Platforms US a Service (PaaS), Software as a Service (SaaS), as well as cloud computing technology. This synergy is expected can have a positive impact on value and secondary operational activities split party.

DISCUSSION

3.1 KAI Access

KAI Access is the authorized application provided by PT Kereta Api Indonesia (Persero). This application serves not only as a platform for ticket sales, but also includes several additional features aimed at enhancing ease and providing better service to PT consumers. Train Indonesia (Persero) KAI Access offers a new feature, which is :

1. *Easy Booking Anytime and Everywhere*. Prospective passengers can order train tickets

starting D-90 up to 1 hour before the scheduled train departure with the limittime payment Which has determined. Save data relatives in profile application KAI Access . Enjoy convenience booking ticket Train Fire And preorders food menu in Railway Restoration.

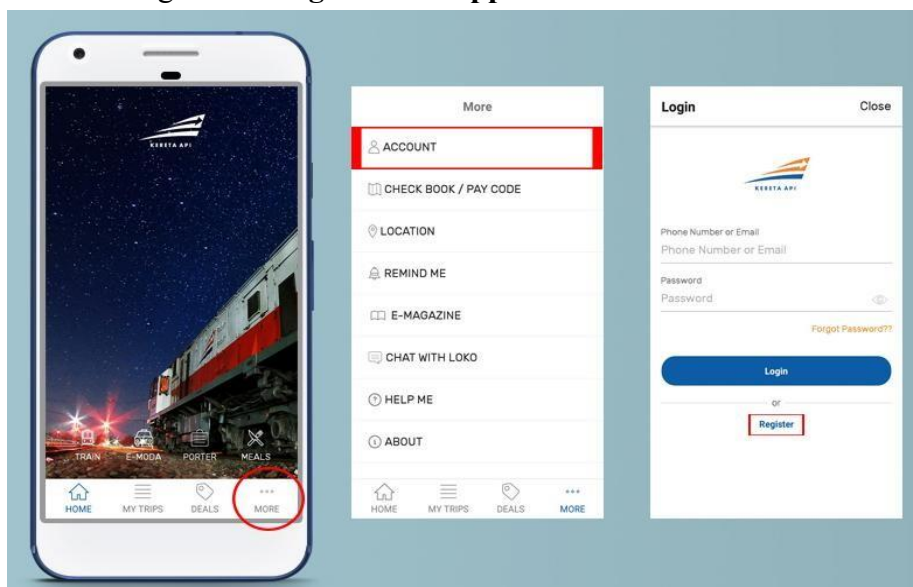
2. Don't miss it journey You. Equipped with a trip reminder feature to prevent potential passengers from traveling left behind train.
3. *Check In via E-Boarding Pass*. Not need hassle print boarding pass in station Enough download *e-Boarding Pass* start from 2 O'clock before departure train via KAI Access.

3.2 Fitur KAI Access

A system, derived from Latin (*systema*) and Greek (*sustama*), is a cohesive unit composed of interconnected components or elements. Its purpose is to enable the efficient transfer of information, material, or energy in order to accomplish a certain objective. The phrase is frequently employed to denote a collection of interrelated entities that frequently serve as the foundation for constructing a mathematical model. A system, as defined by Christian (2008), is a complex arrangement of interconnected activities designed to perform a specific task or accomplish a particular objective. A train ticket reservation is a train ticket reservation which is characterized by the exchange of information between consumers and producers. Online booking is a train ticket order made via an online application. PT. KAI (Persero) launch A application For do reservationwith effective without must come to station counter.

a) Registration Page

Figure 3.2 Registration Application KAI Access



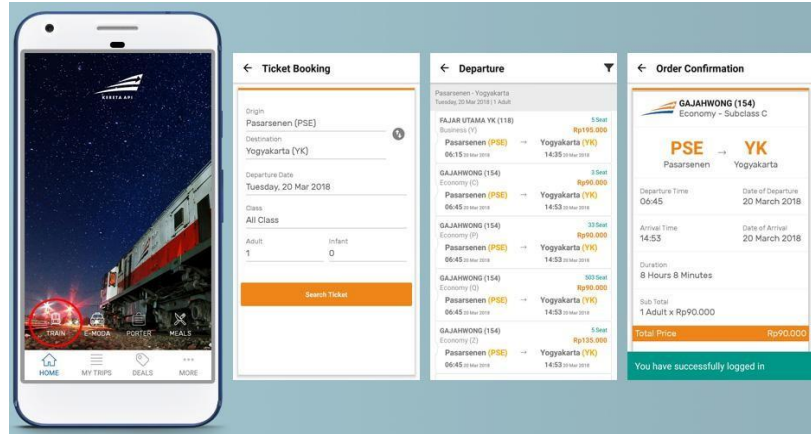
Registration in the KAI Access application is registration for a program that functions to link personal data with the program. Where KAI Access application users can enter personal data as a condition for creating an account on this application. The following are the steps for registering the KAI Access application:

1. Once the front page appears , click More. Then click Account.
2. On page login, click Register Then insert e-mail or numbercell phone, password (letter combination And numbers), as well as complete biodata.
3. Furthermore verification account You with enter code or linkActivation Which sent to address e-mail Which has registered.
4. Click link in email for do Activation

5. Open application KAI Access return For login with e-mail as well as password Which has registered.

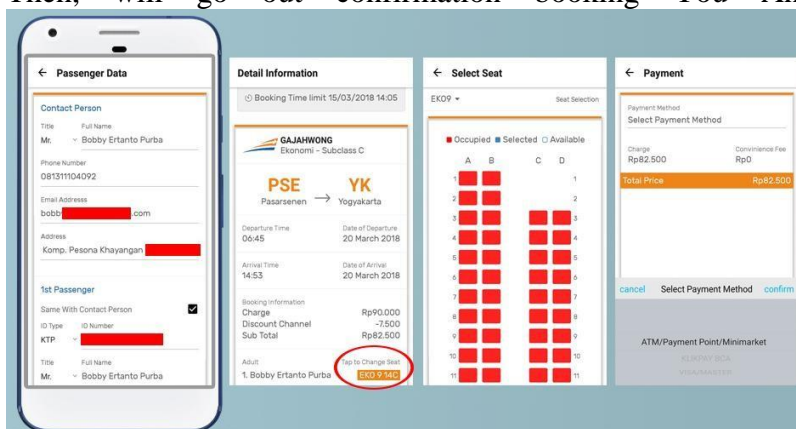
Method do booking ticket trai fire through application KAI Access :

Figure 3.2 Reservation Tickets KAI Access



Ticketing and reservation for KAI Access tickets is the process of recording customer data as well as requests for initial provision relating to accommodation or seating in transportation services. Here are the steps:

1. Click the *train menu* on the front page. Then it will appear panel search. Contents Station Origin, Station Objective, Date Leave, Class, and Amount Passenger. Then click *search tickets*.
2. On screen next *departure* , choose train And timetable Which available. Timetable train Already Enough details, complete with O'clock departure, time arrive, class, sub-class, price ticket And amount ticket Which Stillavailable. Then click on Wrong one train Which desired.
3. The next page will appear *order confirmation* or detailed informationtimetable train Which We choose. Check repeat is timetable Already in accordance with choice. Then tick sign agree and obey all condition and reservation conditions. So click *next*.
4. Then, will go out confirmation booking You And orderer data.



Picture 3.2 Charging Data Reservation KAI Access

In this menu, users can fill in the reservation data page on KAI Access, where users must complete personal data to be able to continue ordering train tickets to be selected and selecting seats when ordering trains. Here are the steps:

1. Contents data passenger in accordance with identity Which applies



2. Choose chair.
In the This, candidate passenger Can replace chair *default* (selected system) accordingly with his choice If supply Still There is. The red sign indicates that the seat is filled, while the color blue indicates that the seat is filled is your current seat. Changes are made by clicking the blue color in chair previously until changed become color white sign chairblank. Click chair Which desired. Then save And *next*.
3. Next, select the desired payment method.
Available Click *pay* BCA, Visa/Master/JCB credit cards or payment via ATM or *Payment Points* . KAI applies different fees for each method payment.
4. After choose method payment, next will appear on screen smartphone “Congratulations on Successful Ordering”. Finished and booked So. Booking is possible seen in the history menu.

b) Information Timetable Train

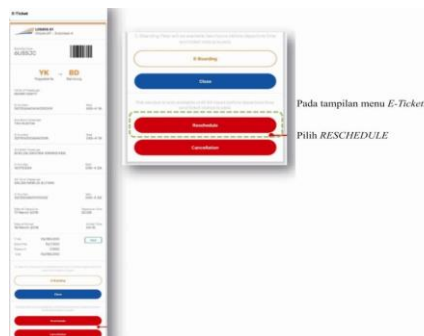
The KAI Access application provides information and ticket purchasing services long distance and local trains. Sale of long-distance train tickets can be viewed or ordered 90 hours before departure on the *intercity train menu* . Ticket sales for local trains can be viewed or ordered 7 days before departure local train menu. Ticket payment options for long-distance trains are available with transfer or through Indomaret, Alfamart, as well Alfamidi.

c) Channel Change Tickets via KAI Access



Picture 3.2 Checking Code Booking

This feature checks the train booking code when changing the user's departure schedule.



Picture 3.2 Appearance Menu E-Ticket

This feature in KAI Access is an e-ticket in the process of changing train schedules.

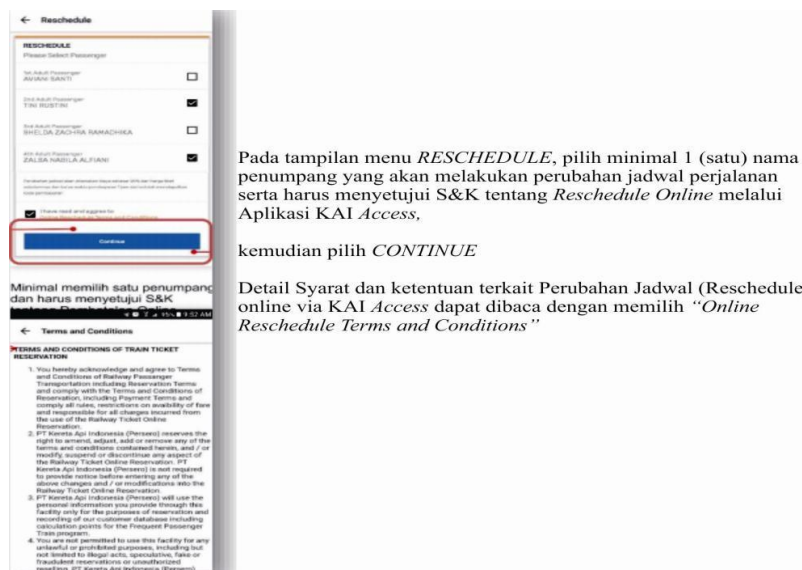
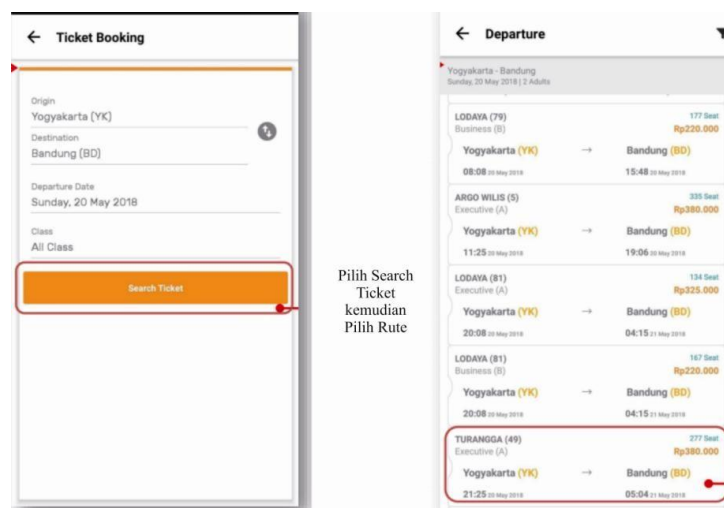
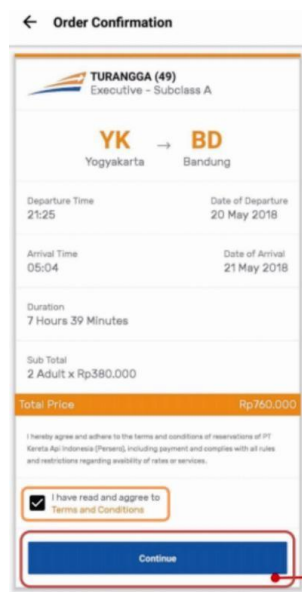


Figure 3.2 Appearance Menu Reschedule



Picture 3.2 Register Timetable Departure Train

The image above is a list of the schedules for each train departure contained in the KAI Access application which can be seen by every user.

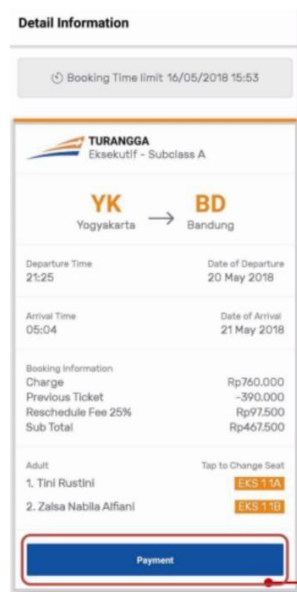


Pada halaman (*Order Confirmation*), harga yang tertera masih harga KA sepenuhnya,

Pilih *CONTINUE*

Picture 3.2 Display Confirmation Booking Tickets

Order confirmation is proof of the successful purchase of valid tickets by users after carrying out several ordering processes.



Halaman pengisian data penumpang dilewati dan nama penumpang otomatis terisi sesuai dengan data sebelumnya serta pada halaman *Detail Information*, harga yang tertera sudah dikalkulasi dengan pengurangan harga KA sebelumnya dan biaya reschedule sebesar 25% serta tidak mendapatkan *Discount Channel*

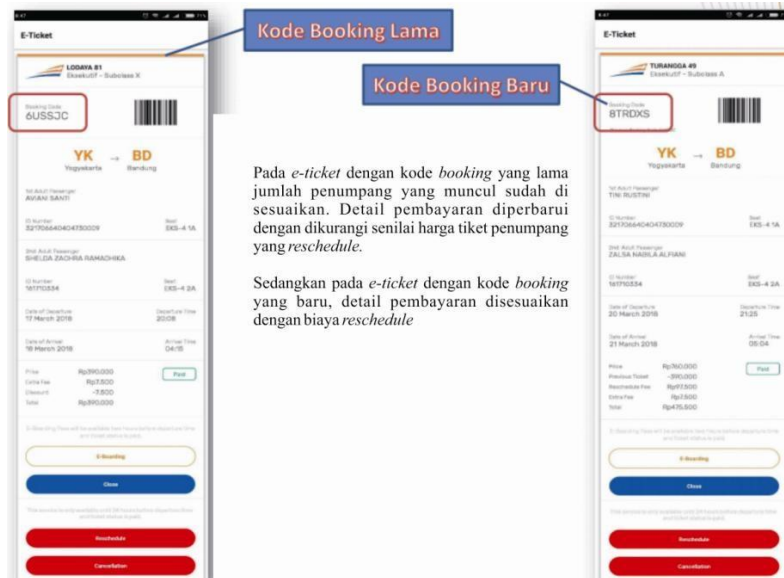
Kemudian pilih *PAYMENT*

Picture 3.2 Menu Details Information

This page helps KAI Access application users to see detailed information about ordering train tickets and the total amount of fees that users have to pay when ordering travel tickets by train

on the KAI Access application.

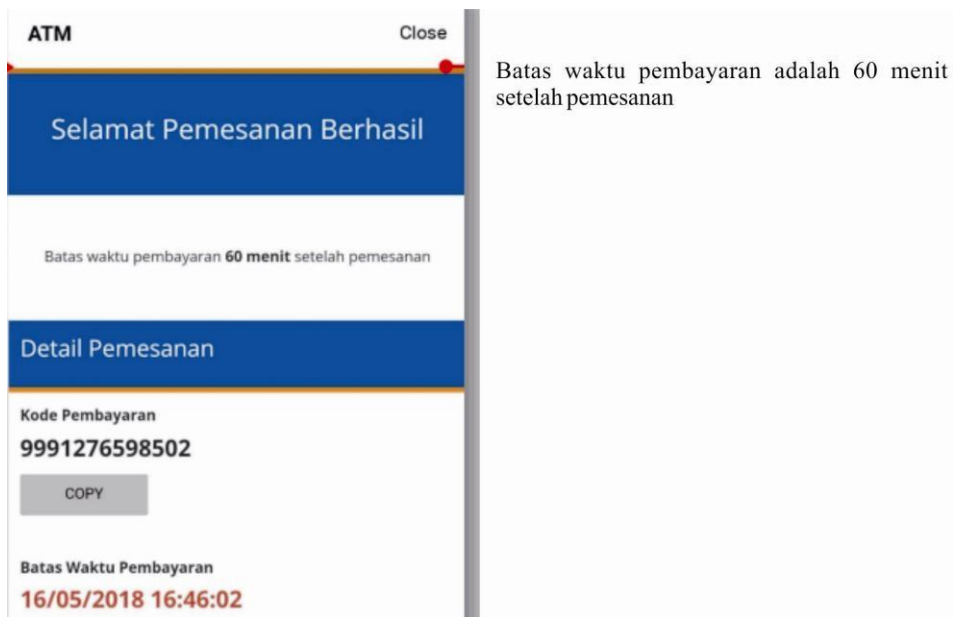
Picture 3.2 Display Price and cost Service



Pada e-ticket dengan kode booking yang lama jumlah penumpang yang muncul sudah di sesuaikan. Detail pembayaran diperbarui dengan dikurangi senilai harga tiket penumpang yang reschedule.

Sedangkan pada e-ticket dengan kode booking yang baru, detail pembayaran disesuaikan dengan biaya reschedule

Picture 3.2 Code Payer



Batas waktu pembayaran adalah 60 menit setelah pemesanan

d) Condition & provision change timetable through KAI Access

Change timetable can done For timetable departure with the same train or changes to the train departure schedule fire Which different. Applicant change timetable is passenger Whichconcerned or wrong One passenger Which data himself has registered on application kai access and use the applicant's kai access account . Change timetable can done at the latest 24 hours before timetable departure ka And code booking Which owned paid statuses well as not yet printed as boarding passes. When it changes timetable ticket less than that time then process schedule changes are only possible done at the station counter.

Change timetable only can done if place Sit down trainfire replacement Still available. Process change timetable worn cost administration as big as 25% from

canceled train fares excluding order fees with rounding up to multiples Rp. 1,000,- (One thousand Rupiah), And on ticket Which new You will be charged a service fee and you will not get a *discount channels* . If the train has a new schedule, the fare is higher high, then passengers pay the difference in rates. When is the train schedule fire the new one the rate lower, so There isn't any duty refund on fare difference.

e) Channel Cancellation Tickets Via KAI Access

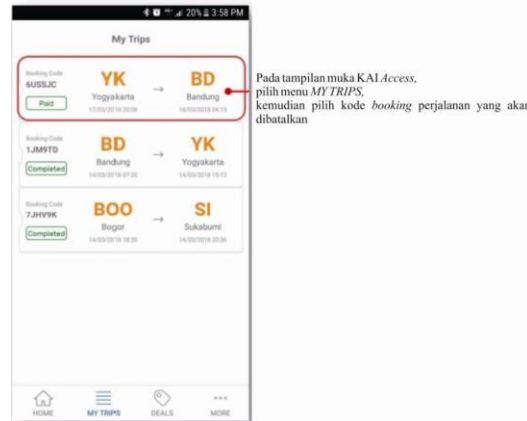


Figure 3.2 Display Menu *My Trips*

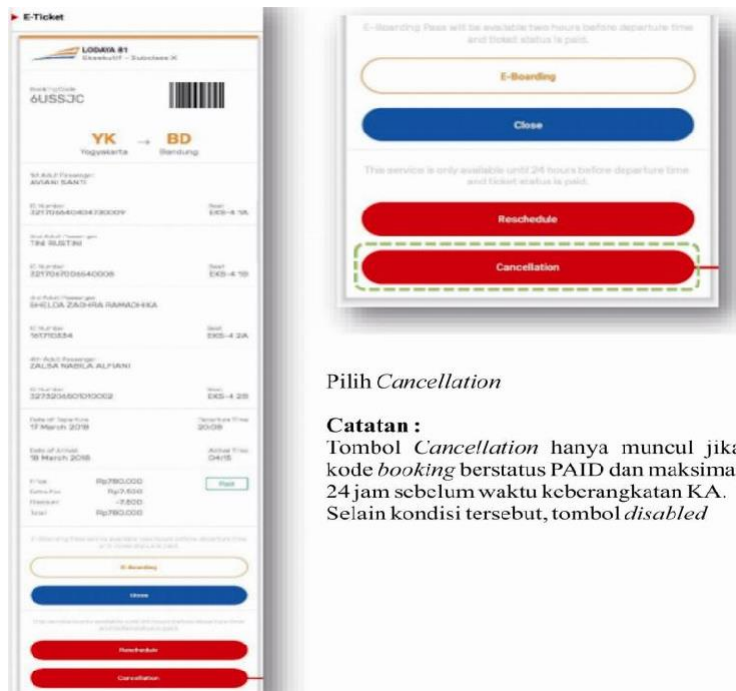


Figure 3.2 Display Menu *E-Ticket*



Pada tampilan menu *CANCELLATION*, pilih minimal 1 (satu) nama penumpang yang akan melakukan Pembatalan dan harus menyetujui S&K tentang Pembatalan *Online* melalui Aplikasi *KAI Access*, Kemudian pilih *CONTINUE*.

Detail Syarat dan Ketentuan terkait pembatalan online via *KAI Access* dapat dibaca dengan memilih "*Online Cancellation Terms and Conditions*"

Minimal memilih satu penumpang dan harus menyetujui S&K tentang Pembatalan Online

TERMS AND CONDITIONS OF TRAIN TICKET REFUNDATION

1. Having knowledge and agree to Terms and Conditions of Refundation Policy for Refundation of Online Reservation, Refundation, including Payment Terms and conditions, including the amount of fees and conditions for all refundation from the use of the Railway E-ticket.

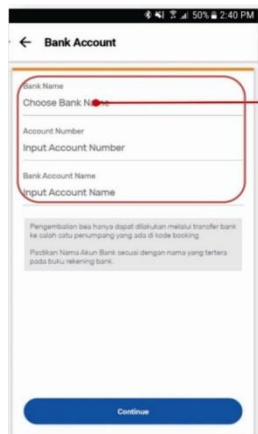
2. If Refundation is made through the online system, it is subject to the terms and conditions of the online system and is subject to the terms and conditions of the online system and is subject to the terms and conditions of the online system.

3. If Refundation is made through the online system, it is subject to the terms and conditions of the online system and is subject to the terms and conditions of the online system.

4. This Refundation Policy is valid for all Refundation of Online Reservation, Refundation, including Payment Terms and conditions, including the amount of fees and conditions for all refundation from the use of the Railway E-ticket.

Perlu Diketahui :
 Pengembalian bea dilakukan setelah hari ke-30 hingga ke-45 hari dan hanya melalui skema transfer bank
 Proses pembatalan tiket dikenakan biaya administrasi sebesar 25% dari tarif kereta api yang dibatalkan di luar bea pesan dengan pembulatan keatas kelipatan Rp. 1.000,-(Seribu Rupiah)

Figure 3.2 Menu Cancellation

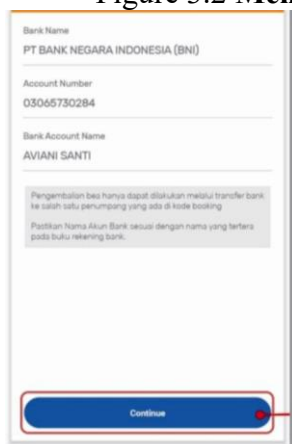


Pada Menu *Bank Account* :
 Pilih nama Bank -> *Choose Bank Name*
 Masukkan nomor rekening -> *Input Account Number*
 Masukkan nama rekening -> *Input Account Name*

Pengembalian bea (*Refund*) hanya dapat dilakukan melalui transfer bank ke salah satu penumpang yang ada di kode booking.

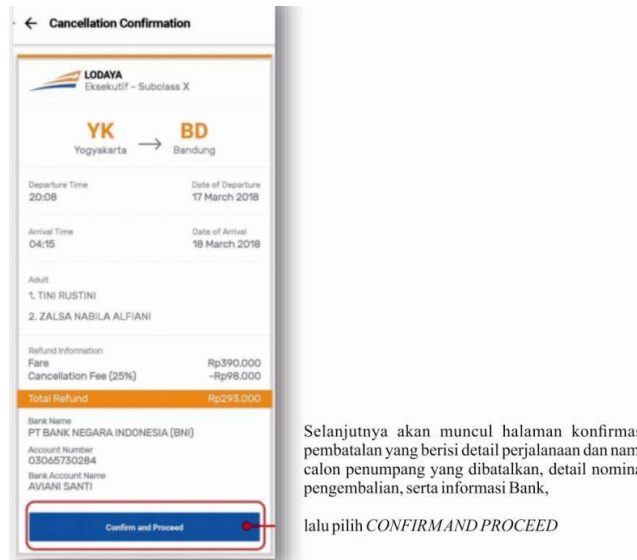
Untuk saat ini bank yang dapat melalui refund secara transfer ialah Bank Mandiri, BRI, BNI, BCA, dan CIMB NIAGA

Figure 3.2 Menu Bank Accounts

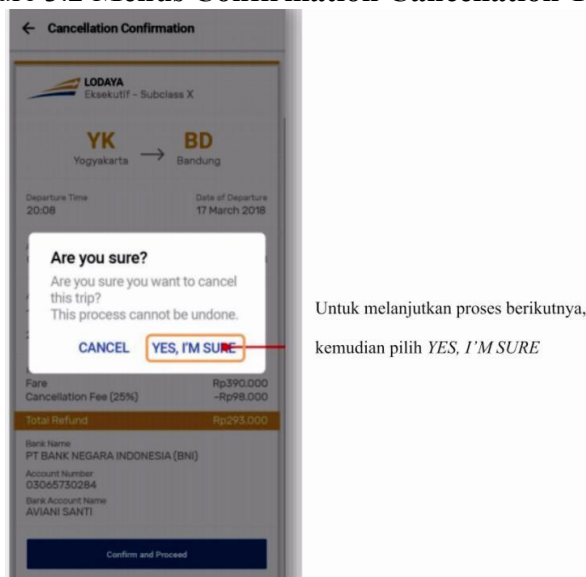


Pastikan nomor rekening dan nama pemohon pembatalan sama dengan nama yang terdaftar pada Buku Rekening Bank pemohon kemudian pilih *CONTINUE*

Figure 3.2 Bank Account confirmation menu



Picture 3.2 Menu Confirmation Cancellation Tickets



Picture 3.2 Confirmation For Continue Process Cancellation Tickets

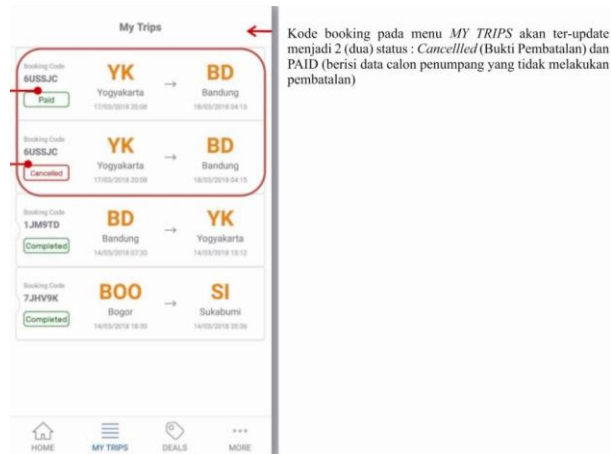
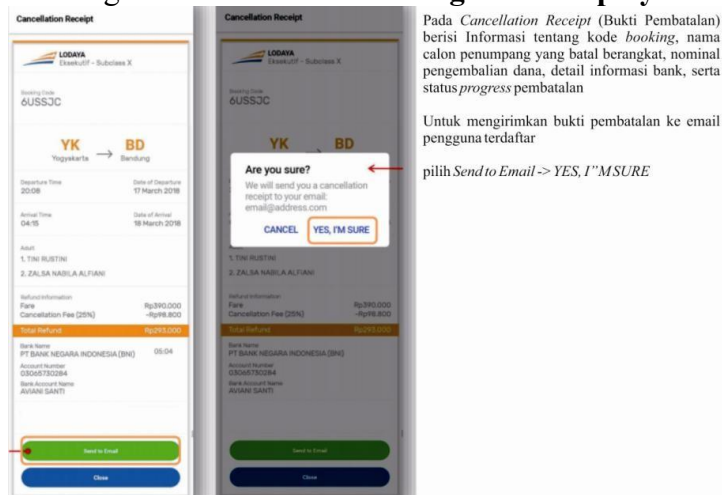


Figure 3.2 Canceled Booking Code Display



Picture 3.2 Confirmation Delivery Proof Cancellation

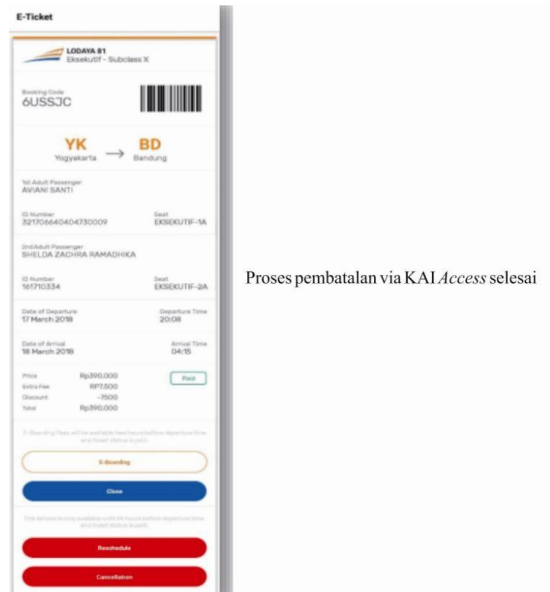


Figure 3.2 Completed Ticket Cancellation Display

f) Condition And provision cancellation ticket through KAI Access

Applicant cancellation are passengers Which concerned or Wrong one passenger whose personal data has been registered on the Kai Access application as well using the applicant's Kai Access account . Cancellation ticket can doneno later than 24 hours before the schedule departure train fire And codebooking Which owned *paid* status , and has not been printed as a *boarding pass* If not enough from 24 hour then process cancellation only can done in counter cancellation station. Purchasing tickets online can be done cancellation in the Kai Access application, the booking code can be added via the menu *my trip* . Name person on the ticket is registered as user kai access , The ticket cancellation process is subject to an administration fee of 25% of the train fare fire Which canceled beyond duty message.

Return duty done after day 30th until 45th And only through transfer bank, duty refund can sent to account one of the passengers in the canceled ticket *booking code*. Name And number account bank Which inputed must in accordance with name and number on the bank account book. If on moment process beginning cancellation through KAI Access declared successful will but until limit time Which determined duty *refund* not yet in to account applicant And applicant get notification failed transfer form message short (SMS) so applicant can contact *customers service* station cancellation nearest by printing And showing proof cancellation Which can downloaded from application KAI Access , showing message short (SMS) fail transfer to the officer, and bring your original identity card. Refunds of ticket cancellation fees via the Kai Access application that experience transfer failure cannot be re-transferred, they can only be done via cash withdrawal. If more than one ticket is canceled but with the same booking code number, cash refunds can be made to one of the passengers and proof of original identity shown is sufficient for one of the canceled passengers.

Returning cancellation ticket fees on behalf of those who are represented must bring proof of cancellation as well as the original identity card of one of the canceled passengers and include a stamped power of attorney from the name listed on the proof of cancellation to the taker to collect the canceled ticket fees. The officer prints the transaction history of the canceled ticket booking code as an attachment to the passenger

fee refund form. Changing cash refunds The officer must ensure that the transfer process has failed, namely matching the booking code with the transfer failure report and printing proof of cancellation as an archive.

a) Transfer Failed Management Process

Refunds for ticket refunds by transfer often fail, so here are the steps to take if a transfer fails:

- a. When the initial cancellation process via KAI Access is declared successful, but until the specified time limit the refund fee has not yet entered the applicant's account and the applicant receives a notification of transfer failure in the form of a short message (SMS), then the applicant can contact the nearest cancellation station customer service by printing and showing proof of cancellation. which can be downloaded from the KAI Access application, show the failed transfer short message (SMS) to the officer, and bring an original identity card.
- b. Refunds of ticket cancellation fees via the KAI Access application that experience transfer failure cannot be re-transferred, they can only be done via cash withdrawal.
- c. If more than one ticket is canceled but with the same booking code number, cash refunds can be made to one of the passengers and the original proof of identity shown is sufficient for one of the canceled passengers.
- d. Refunds of cancellation ticket fees on behalf of those who are represented, in addition to bringing proof of cancellation and the original identity card of one of the canceled passengers, they must also be able to include a stamped power of attorney from the name listed on the proof of cancellation to the taker to collect the canceled ticket fee.
- e. The officer prints the transaction history of the canceled ticket booking code as an attachment to the passenger duty refund form.
- f. Before a cash refund is made, the officer ensures that the transfer process has failed by matching the booking code with the transfer failure report and printing proof of cancellation as an archive.

b) E-Boarding Pass Service

PT. KAI (Persero) officially released a system, namely e-boarding, in October 2017, which is an update in improving train passenger boarding services. E-boarding pass is an electronic boarding pass issued by PT. KAI (PERSERO) in launching the latest version of the KAI Access application. Passengers utilizing this function are required to utilize the latest version of the KAI Access application on their mobile devices. E-boarding eliminates the need for passengers to physically print boarding permits at the station. Instead, travelers may just display the e-boarding pass on their smartphone screen.

The objective of this modification to the boarding pass system is to mitigate or eradicate the distribution of counterfeit tickets that had previously been prevalent. The check-in system requires passengers to have a ticket purchase transaction order code in order to obtain a boarding pass. If there is a discrepancy between the ticket and the passenger's identity, the officer has the authority to deny entry to the station area and ask the passenger to leave. Passengers are not subject to fines, but tickets will be forfeited and passengers will be prohibited from entering. E-boarding passes can only be issued specifically for KA ticket

orders via the latest version of KA Access and can be downloaded starting 2 hours before KA departure.

3.3 Constraints - Constraints

- a) The problem with the KAI Access application is that the KAI Access application experiences problems which can interfere with users ordering tickets.
- b) There is a lack of understanding among passengers in using the KAI Access application because those who board the train are mostly elderly and cannot use smartphones.
- c) Users No can do process *login* to in application KAI Access .
- d) Users complained often happen *forceclosed* moment do process *login* .
- e) The truth is for do the process *booking* ticket car fire and no exist menu for users to save or CHEQUE code *booking* ordering ticket car fire.
- f) Users complain that the application is not user friendly for KAI Access application users.

Despite encountering multiple challenges, KAI Access can effectively overcome them by implementing enhancements and advancing its information system or application features. Therefore, it is anticipated that the KAI Access application will maintain its ability to adjust its services according to consumer behavior in e-commerce, thereby enhancing consumer satisfaction and fostering the success and expansion of PT. Kereta Api Indonesia in its KAI Access application as a company evolving in the transportation industry.

Conclusion

Building upon the information provided in the preceding chapter, the author makes inferences on the application of KAI Access and enhancing the caliber of transportation services offered by PT. Kereta Api Indonesia (Persero) as outlined below:

1. PT. Kereta Api Indonesia (Persero) provides an online application service, namely KAI Access, which can be used by train service users. This application service is used to provide information about train fares and schedules, changes to train ticket schedules, train ticket cancellations, and E-Boarding pass services.
2. With the existence of KAI Access, it has increased the quality of its services to make it easier for passengers to purchase tickets when boarding the train.
3. Several solutions to overcome problems with the KAI Access application are that the company can make even more optimal improvements to the KAI Access application so that it does not interfere with users in ordering tickets and the company must provide understanding to passengers in using the KAI Access application and provide socialization about KAI Access to passengers so that increase users on the KAI Access application.

Suggestion

In order to anticipate an enhancement in the execution of KAI Access and a betterment in the quality of transportation services provided by PT. Kereta Api Indonesia (Persero), the author presents a number of recommendations:

1. PT. Kereta Api Indonesia (Persero) is anticipated to uphold the standard of current services and enhance the quality of utilizing the KAI Access application to cater to passengers.

2. PT. It is hoped that Kereta Api Indonesia (Persero) can continue to disseminate information regarding the ease of purchasing train tickets through KAI Access, so that it can increase users of the KAI Access application.
3. Improving system services on the KAI Access application by correcting deficiencies in the KAI Access application and adding other features or equipment.

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