Abstract—Tawang Alun Terminal is a terminal type A that located in Jember Regency, East Java, which serves as a transit node for inter-provincial inter-city public transport connect the western and eastern parts of East Java. This study aims to evaluate the performance satisfaction level of Tawang Alun terminal by referring to the principle of environmentally friendly terminal or Green Terminal. The method used is analysis of multiple linear regression. The research respondents are terminal users which passengers, operators, and tenants of commercial facilities in the terminal. The twelve (12) performance factors include: Security, Safety and Health, Management Responsiveness, Building Utilities, Architectural Aesthetics, Ease and Accessibility, Transportation Reliability, Building Durability, Frequency and Density, Comfort and Regularity, Availability and Capacity of Public Facilities, and Application of Environmentally Friendly Concepts. The results of the analysis generate the influence of 12 performance variables represented by the value of R Square equal to 0.96. It means that the variability of the performance of the Tawang Alun terminal can be explained by the regression equation equal to 96%, while the remaining 4% is explained by other variables outside the model equation.

I. INTRODUCTION

Tawang Alun Terminal is a terminal type A that located in Jember Regency, East Java, which serves as a transit node for inter-provincial inter-city public transport connect the western and eastern parts of East Java [1]. This terminal is an important node connecting transportation between Surabaya, Malang, Pasuruan and Probolinggo with Banyuwangi, Situbondo, and Bondowoso. This terminal was established in 1992 and currently the terminal condition is a decline in the number of passengers and public transport vehicles [2]. Figure 1 shows the front of the Tawang Alun Terminal area, while Figure 2 is the connection between the terminal access with highway. This study aims to evaluate the performance satisfaction level of Tawang Alun terminal by referring to the principle of environmentally friendly terminal or Green Terminal. At present, Green Terminal is an important issue because it can be used as a concept to solve the problem of environmental damage. The environmental damage caused by transportation activities that also occur in terminals [2].

Index Terms— Performance satisfaction level, Green Terminal, transit node, public transport, environmentally friendly concepts.
include Security, Safety and Health, Management Responsibility, Building Utility, Architectural Aesthetic, Ease and Affordability, Transportation Reliability, Building Durability, Frequency and Density, Comfort and Regularity, Availability and Capacity of Public Facilities, and Implementation of Environmentally Friendly Concepts. These twelve performance factors are used as references in this study with analysis to evaluate and estimate terminal performance based on user satisfaction level. Terminal users are people who routinely use terminal services so that they understand terminal development. Terminal users include public transport passengers, public transport operators, and tenants of commercial facilities in the terminal.

II. Method

2.1 Determination of performance factors of green terminal

The research instrument is a questionnaire includes green terminal performance factors to determine the satisfaction level of terminal user. Several studies that have become comparative and reference studies include research conducted by Marinov et al (2014) [3] which aims to find models for increasing the efficiency level of terminal and train station performance. This study obtains results about the integration between the terminal and the station can improve the performance of the infrastructure network. Botha et al (2014) [4] conducted a research about a sustainable social approach to the integration of modal changes in the phenomenon of urban migration. The results of this research are research variables include land use, location, community activity centers, and transport mode requirements. Sedayu (2015) [5] conducted a study compile a Model for the Influence Level of Service Variables of Hamid Rusdi Terminal in Malang Indonesia. The results described that the influence level between variables were positive and significant. User Satisfaction can be explained by the variability of terminal management, Terminal Facilities, and Transportation Services. Wiegmans et al (2015) [6] conducted a statistical analysis to measure port performance. The port performances are availability of facilities. Sedayu (2018) [10] tried to create optimization model of green terminal performance. The study resulted a regression model to calculate the performance of the green terminal and prioritize the performance improvement based on the optimization results. The optimization refers to the level of importance and user satisfaction. The respondent research is public transport passenger in terminals, public transport operators, and tenants of commercial facilities in the terminal. The measurement scale used is a Likert scale includes, 1 = Not satisfactory, 2 = Less satisfactory, 3 = Quite satisfactory, 4 = Satisfactory, 5 = Very satisfactory. The next step is validity and reliability test of instrument before being distributed to respondents. The validity and reliability test in research instruments by using SPSS 20.0 program to 30 people [11]. The validity test uses the equation Pearson to determine the validity of questionnaires to respondent by calculating the correlation coefficients of each item with a total score. The instruments have high validity if the correlation value is above of 0.6 [11]. The reliability test aims to determine the level of reliability of research instruments as a data collection tool. The instrument is reliable if the alpha coefficient (Alpha Cronbach coefficient) is above of 0.60 [11]. Determination number of research respondents in the survey after trial test was calculated by using Bernoulli equation [10]:

\[ N \geq \frac{(Z_{\alpha/2})^2 \cdot p \cdot q}{e^2} \quad (1) \]

The result is

\[ N \geq \frac{(1.96)^2 \cdot 0.95 \cdot 0.05}{(0.05)^2} \rightarrow N \geq 72.99 \approx 73 \]

With description,

- \( N \) = number of minimum sample
- \( Z \) = normal distribution value
- \( e \) = error rate
- \( p \) = proportion of questionnaires that are assumed correct
- \( q \) = proportion of questionnaire that are assumed incorrect

The value is considered correct equal to 95%, and then questionnaires that are considered incorrect equal to 5%. To avoid lacking of data because of mistake of filling or the questionnaires are not return, so the number of respondents to be used are 100 persons.

2.2 Multiple Linear Regression Analysis

A Multiple Linear Regression Analysis is used to determine the influence of the research variables of the Tawang Alun green terminal in Jember. Multiple linear regression includes a requirement test which is Classical Assumption Test. A Classical Assumption Test includes Normality, Linearity of Regression Line, Multicollinearity, Autocorrelation, Heteroscedasticity, and Partial Influence [12]. This study includes 12 independent variables and one dependent variable. Figure 3 describes the relationship of 12 independent variables to one dependent variable.
3.3 Regression models for green terminal performance

The results of analysis of multiple linear regression are shown in Table II. This result also generated a regression model equation. This analysis uses SPSS 20 software.

<table>
<thead>
<tr>
<th>Variables</th>
<th>Unst.</th>
<th>t-count</th>
<th>t-table</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>(constant)</td>
<td>14.24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security (X1)</td>
<td>3.02</td>
<td>2.44</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Safety and Health (X2)</td>
<td>2.76</td>
<td>2.62</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Management Responsibility (X3)</td>
<td>2.21</td>
<td>2.70</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Responsibility (X4)</td>
<td>3.53</td>
<td>2.17</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Building Utility (X5)</td>
<td>3.46</td>
<td>4.20</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Architectural Aesthetic (X6)</td>
<td>6.44</td>
<td>3.58</td>
<td>1.82</td>
<td>(dk = 50 and alpha = 5%)</td>
</tr>
<tr>
<td>Ease and Affordability (X7)</td>
<td>8.53</td>
<td>4.67</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Transportation Reliability (X8)</td>
<td>3.24</td>
<td>6.31</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Building Durability (X9)</td>
<td>1.55</td>
<td>4.09</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Frequency and Density (X10)</td>
<td>2.98</td>
<td>3.31</td>
<td></td>
<td>t count &gt; t table</td>
</tr>
<tr>
<td>Comfort and Regularity (X11)</td>
<td>8.16</td>
<td>2.86</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability Capacity of Public Facilities (X12)</td>
<td>7.30</td>
<td>5.92</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Result of analysis generate the influence of 12 performance variables represented by the value of R Square equal to 0.96. It means that the variation of Tawang Alun green terminal in Jember can be explained by the regression equation equal to 96% while the remaining 4% is explained by other variables outside the model equation. The value of R is 0.98 which the influence of 12 performance variables is very significant. The analysis can produce the regression model as follows,

\[ Y = 14.24 + 3.02X_1 + 2.76X_2 + 2.21X_3 + 3.53X_4 + 3.46X_5 + 6.44X_6 + 8.53X_7 + 3.24X_8 + 1.55X_9 + 2.98X_{10} + 8.16X_{11} + 7.30X_{12} \]

With description, \( Y \) = performance of Tawang Alun green terminal in Jember; \( X_1 \) = Security; \( X_2 \) = Safety and Health; \( X_3 \) = Management Responsibility; \( X_4 \) = Building Utility; \( X_5 \) = Architectural aesthetics; \( X_6 \) = Ease and Affordability; \( X_7 \) = Transportation Reliability; \( X_8 \) = Building Durability; \( X_9 \) = Frequency and Density; \( X_{10} \) = Comfort and Regularity; \( X_{11} \) = Availability Capacity of Public Facilities; and \( X_{12} \) = Implementation of Environmentally Friendly Concepts.
3.4 Results of Classical Assumption Tests and Partial Influences

The results of calculations of normality test generate Kolmogorov-Smirnov Test Z with each variable has an Asymp. value. Sig. 2 tailed> from an alpha level equal to 0.05. It means that the data are derived from a population with normal distribution. Linearity test results describe the significance value> 0.05 for 12 variables so that the regression line model is linear. The results of the Multicollinearity test calculation describes the significance value is greater than the alpha level equal to 0.05, so that it can be concluded that there is no multicollinearity among the independent variables. The results of the analysis for the autocorrelation test generate a Durbin-Watson value equal to 1.969. This value is said to be close to score 2, so it can be concluded that there is no autocorrelation between observational data. The results of calculations for 12 variables generate a significance value greater than the specified alpha level (0.05), so that heteroscedasticity does not occur. The results of the partial effect test describe 12 variables have a very significant influence with the results of t-count> t-table.

IV. CONCLUSIONS AND RECOMMENDATION

The regression model evaluates the performance of Tawang Alun green terminal with 12 Performance factors include: Security (X1), Safety and Health (X2), Management Responsibility (X3), Building Utility (X4), Architectural Aesthetic (X5), Ease and Affordability (X6), Transportation Reliability (X7), Building Durability (X8), Frequency and Density (X9), Comfort and Regularity (X10), Availability and Capacity of Public Facilities (X11), and Implementation of Environmentally Friendly Concepts (X12). The results of the analysis generate the influence of 12 performance variables represented by the value of R Square equal to 0.96. It means that the variation of Tawang Alun green terminal in Jember can be explained by the regression equation equal to 96% while the remaining 4% is explained by other variables outside the model equation. The value of R is 0.98 which the influence of 12 performance variables is very significant. The analysis process create regression model Y = 14.24 + 3.02X1 + 2.76X2 + 2.21X3 + 3.53X4 + 3.46X5 + 6.44X6 + 8.53X7 + 3.24X8 + 1.55X9 + 2.98X10 + 8.16X11 + 7.30X12. The results of calculations of normality test generate Kolmogorov-Smirnov Test Z with each variable has an Asymp. value. Sig. 2 tailed> from an alpha level equal to 0.05. It means that the data are derived from a population with normal distribution. Linearity test results describe the significance value> 0.05 for 12 variables so that the regression line model is linear. The results of the Multicollinearity test calculation describes the significance value is greater than the alpha level equal to 0.05, so that it can be concluded that there is no multicollinearity among the independent variables. The results of the analysis for the autocorrelation test generate a Durbin-Watson value equal to 1.969. This value is said to be close to score 2, so it can be concluded that there is no autocorrelation between observational data. The results of calculations for 12 variables generate a significance value greater than the specified alpha level (0.05), so that heteroscedasticity does not occur. The results of the partial effect test describe 12 variables have a very significant influence with the results of t-count> t-table. The results of the classical assumption test and partial influence have fulfilled the requirements that the regression model is feasible to be used as a model of performance evaluation in Tawang Alun green terminal. The management of the Tawang Alun terminal in Jember can improve the terminal performance based on the results of the evaluation.

REFERENCES