



Transformation of Public Service Quality on South Sumatra Light Rail Transit (LRT) in Supporting Sustainable Public Transportation

Lishapsari Prihatini¹, Femi Asteriniah^{2*}, Lisdiana³, Harliana Binti Halim⁴, Octa Arista⁵

^{1,2,3}Stisipol Candradimuka, Indonesia

⁴Universiti Tun Hussein Onn Malaysia, Johor, Malaysia

⁵Magister Ilmu Administrasi Publik Stisipol Candradimuka, Indonesia

Corresponding Author: Femi Asteriniah

femi.asteriniah@stisipolcandradimuka.ac.id

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ABSTRACT

Public transportation plays an essential role in supporting urban mobility and sustainable development. The South Sumatra Light Rail Transit (LRT) represents one of Indonesia's strategic public transportation infrastructures developed to improve accessibility, reduce congestion, encourage the use of environmentally friendly transportation. This study aims to analyze the transformation of public service quality implemented by the South Sumatra LRT management in supporting sustainable public transportation. This research employed a qualitative descriptive approach. Data were collected through in-depth interviews, observations, documentation involving passengers and service managers. Data analysis was conducted using the public service quality indicators proposed by A.S. Moenir, including simplicity, clarity and certainty, security, openness, efficiency, affordability, fairness, and timeliness. The findings indicate that the overall service quality of the South Sumatra LRT is relatively good. Service procedures are easy to understand, passenger safety and comfort are well maintained, and service affordability has encouraged public accessibility. However, several aspects still require improvement, particularly information transparency during operational disruptions, service punctuality, integration with other public transportation modes, and digital communication systems. The transformation of public service quality should therefore emphasize adaptive service governance, technological innovation, continuous evaluation to enhance sustainable urban transportation.

INTRODUCTION

Public transportation is one of the strategic sectors that determines the success of urban development as well as reflecting the quality of public services provided by the government to the community. An effective transportation system is not only able to increase people's mobility, but also contributes to economic growth, equitable access to public services, and reduces negative environmental impacts due to the use of private vehicles. Therefore, the development of public transportation is an important part of realizing sustainable development as stated in the Sustainable Development Goals (SDGs), especially the 11th goal on *Sustainable Cities and Communities* (United Nations, 2015).

From the perspective of public administration, public transportation is not just a provider of human mobility services, but a form of public service that must meet the principles of effectiveness, efficiency, accountability, transparency, and responsiveness to the needs of the community (Denhardt & Denhardt, 2015). The quality of transportation services is an important indicator of the government's success in providing services that are able to improve people's welfare. The better the quality of public transportation services, the higher the level of public trust in public service providers. The rapid development of urbanization in various major cities in Indonesia has led to an increase in people's mobility that is not balanced by the capacity of road infrastructure. These conditions trigger congestion, increased fuel consumption, high levels of air pollution, and decreased community productivity.

As one of the metropolitan cities on the island of Sumatra, the city of Palembang faces increasingly complex mobility dynamics. Population growth, increased economic activity, and the development of residential areas have caused the need for a modern public transportation system to increase. To answer these challenges, the government built the South Sumatra Light Rail Transit (LRT) which began operating in 2018 as the first rail-based mass transportation mode outside Java. The presence of LRT is expected to be able to reduce congestion, improve connectivity between regions, and strengthen a sustainable urban transportation system.

The South Sumatra LRT is not only built as a physical infrastructure, but also as a public service instrument that must be able to provide quality services to the community. In the context of public services, the success of a mode of transportation is not only measured by the number of fleets or the length of the track, but also by the level of user satisfaction with the services received. This shows that the success of the implementation of public transportation is greatly influenced by the quality of services provided to the community (Hardiyansyah, 2018). Since its operation, the number of South Sumatra LRT users has shown a tendency to increase every year. Operational data shows that passenger volume increased from around 1.59 million passengers in 2022 to more than 4 million passengers in 2024. This increase shows that there is public trust in the existence of LRT as an alternative to urban transportation. However, the increase in the number of users has not fully reflected the optimal quality of service felt by the

community because there are still various complaints related to punctuality, information delivery, and integration between modes of transportation.

Various previous studies have shown that the quality of public transportation services has a close relationship with user satisfaction and loyalty. Research by Anjani et al. (2022) found that the quality of Palembang LRT service is in the very good category based on the Customer Satisfaction Index method, but there is still a gap in the aspects of responsiveness and tangibility. The research indicates that improving physical facilities alone is not enough if it is not followed by improving the quality-of-service interactions with the community. Other research conducted by Hafiz (2023) shows that most of the complaints of South Sumatra LRT users are related to travel delays, lack of real-time information when operational disruptions occur, and limited integration with other modes of transportation. This condition shows that the quality of public services in the transportation sector is not only influenced by technical operational aspects, but also by the ability of organizations to build effective service communication.

In the study of public administration, quality services must be able to provide certainty, convenience, security, affordability, and justice to the entire community. Public services are no longer seen as mere administrative activities, but as a form of government responsibility in fulfilling the rights of citizens as mandated in Law Number 25 of 2009 concerning Public Services. Therefore, public transportation operators are required to continue to transform services in order to be able to keep up with the development of increasingly dynamic community needs. The transformation of public services in the transportation sector is not only related to the modernization of facilities and infrastructure, but also includes changes in organizational management patterns, improving human resource competence, digitizing services, transparency of information, and strengthening public service governance. OECD (2020) emphasizes that the transformation of public services in the digital era must be directed at improving user experience so that services become more responsive, adaptive, and community-oriented. The theory of public services put forward by A.S. Moenir is one of the relevant approaches in assessing the quality of public transportation services. According to Moenir (2010), the quality of service can be analyzed through eight main elements, namely simplicity, clarity and certainty, security, openness, efficiency, economy, fairness, and punctuality. The eight indicators provide a comprehensive analytical framework to evaluate the extent to which the services provided have met the expectations of the community.

Based on the results of initial observations and various previous studies, there is still a gap between user expectations and the services received on the South Sumatra LRT. Although physical facilities have met minimum service standards, aspects of service communication, information delivery in the event of operational disruptions, punctuality of travel, and intermodal integration still require serious attention. This condition shows that the transformation of public services needs to be carried out comprehensively, not only oriented towards improving facilities, but also on improving the service system in a sustainable manner.

Based on this description, this study aims to analyze the transformation of the quality of public services on the South Sumatra LRT in supporting sustainable public transportation using the perspective of A.S. Moenir public services. This research is expected to be able to make a theoretical contribution to the development of public administration science, as well as provide practical recommendations for South Sumatra LRT managers in improving the quality of services that are more adaptive, responsive, and oriented to the needs of the community. The transformation of public services in the transportation sector is also part of the bureaucratic reform agenda that emphasizes improving the quality of services based on community needs. Bureaucratic reform is not only oriented towards simplifying administrative procedures, but also on changing organizational culture that prioritizes professionalism, innovation, and service user satisfaction. The development of information technology has changed people's expectations of public services, including in the mass transportation sector. The public now expects services that are easily accessible through digital platforms, travel information that is available in *real time*, an integrated electronic payment system, and a fast and transparent complaint submission mechanism. Therefore, public transportation operators are required to integrate digital innovation into all service processes in order to improve operational efficiency while improving the user experience (*customer experience*) (OECD, 2020).

On the other hand, the success of public service transformation is not only determined by technological sophistication, but also by the quality of organizational governance. Good *governance* places transparency, accountability, community participation, effectiveness, and the rule of law as the main principles in the implementation of public services. These principles are an important foundation for public service organizations to build public trust in the services provided (Dwiyanto, 2018). Thus, improving the quality of South Sumatra LRT services must be understood as part of efforts to strengthen overall public service governance.

Quality public transportation services also have wide implications for regional economic development. Reliable transportation can facilitate the distribution of goods and services, increase public access to economic, educational, health, and government centers, and strengthen regional competitiveness. Therefore, investment in improving the quality of public transportation services not only provides social benefits, but also produces long-term economic benefits for regional development (World Bank, 2021). From a sustainable development perspective, modern public transportation systems are expected to be able to reduce the use of private vehicles so as to contribute to the reduction of greenhouse gas emissions. The transportation sector is one of the largest contributors to carbon emissions in urban areas, so strengthening mass transportation is an important strategy in supporting the achievement of national emission reduction targets. LRT as an electric-based mode of transportation has great potential to support a low-carbon transportation system when balanced with improved service quality that is able to attract more users (International Energy Agency, 2023).

However, the existence of modern transportation infrastructure does not necessarily automatically increase people's interest in switching from private vehicles to public transportation. Various studies show that people's decisions in using public transportation are greatly influenced by perceptions of service quality, comfort, security, ease of access, and punctuality of travel (Litman, 2021). In other words, the quality of service is a factor that determines the success of government investment in the mass transportation sector.

The South Sumatra LRT has various advantages compared to other modes of transportation, including relatively stable travel time, high levels of safety, comfortable facilities, and affordable fares through government subsidies. However, the results of this study show that there are still several aspects of service that need to be improved, especially in the delivery of service information, intermodal integration, access to stations, and optimization of communication between officers and service users. The findings show that service transformation focuses not only on the physical aspect, but also on the managerial and behavioral aspects of the organization.

Research on the quality of public transportation services has actually been carried out a lot, both in Indonesia and in various countries. Most studies use the SERVQUAL approach to measure user satisfaction levels with *the tangible dimensions, reliability, responsiveness, assurance, and empathy*. This approach provides an overview of public perception of service quality, but does not fully explain how public service organizations carry out comprehensive service transformation from the perspective of public administration.

In contrast to previous research, this study uses the perspective of A.S. Moenir public service as the main foundation in analyzing the transformation of service quality. This approach provides a wider scope of analysis because it not only assesses user satisfaction, but also evaluates institutional aspects, service procedures, service certainty, efficiency, fairness, information disclosure, and timeliness as the main indicators of public service quality. Thus, this study is able to provide a more comprehensive picture of the condition of the South Sumatra LRT service.

The *novelty* of this research lies in the effort to integrate the concept of public service transformation with the theory of public service A.S. Moenir in the context of rail-based mass transportation management. Most of the previous research only focused on measuring user satisfaction or evaluating transportation operations, while this study examined how service quality transformation can support the sustainability of the public transportation system through improving service governance, strengthening organizational capacity, and community-oriented service innovation.

Practically, the results of this research are expected to be the basis for South Sumatra LRT managers in formulating policies to improve service quality more targeted. The recommendations produced are not only related to the improvement of physical facilities, but also include improving the competence of officers, strengthening service information systems, optimizing intermodal integration, and developing a service evaluation system based on community satisfaction. These measures are expected to increase public trust in public

transportation while encouraging a sustainable increase in the number of LRT users.

Thus, this research has theoretical and practical significance in the development of public administration science. Theoretically, this study enriches the study of the transformation of public services in the mass transportation sector through the application of the A.S. Moenir public service theory. Practically, this study provides strategic recommendations for South Sumatra LRT managers and local governments in realizing quality, adaptive, inclusive, and sustainable public transportation services as part of urban development oriented to the interests of the community.

LITERATURE REVIEW

Public services are one of the main functions of government administration which aims to meet the needs of the community through the provision of goods, services, and administrative services. According to A. S. Moenir, public services are the process of meeting the needs of the community through activities carried out by service providers directly, so that the quality of service is highly determined by the ability of the apparatus, service procedures, and available supporting facilities. This concept places the community as the main focus of service delivery so that every service process must provide certainty, convenience, security, and satisfaction to service users.

In the perspective of modern public administration, the quality of services is not only measured based on the final results of the service, but also on the process of its implementation. According to Janet V. Denhardt and Robert B. Denhardt through the *New Public Service* paradigm, the government must position the community as *citizens* who have the right to get the best service, not just customers. Therefore, public service providers are required to build service governance that is participatory, transparent, accountable, responsive, and oriented to the public interest. This study uses the public service theory of A.S. Moenir as the main analytical framework because it provides comprehensive operational indicators in evaluating the quality of services. A.S. Moenir explained that the quality of public services can be analyzed through eight indicators, namely service simplicity, clarity and certainty of service, service security, openness (transparency), service efficiency, economy (affordability of cost), justice of service, and timeliness of service. The eight indicators are interrelated in creating effective, professional, and community-oriented public services.

In the context of sustainable public transportation, the transformation of service quality is not only directed at improving physical facilities, but also at updating service systems, strengthening organizational capacity, utilizing information technology, and improving the quality of human resources. Improving service quality is expected to increase user satisfaction, encourage public loyalty to public transportation, and support the creation of an efficient, environmentally friendly, and sustainable urban transportation system. Therefore, A.S. Moenir public service theory is a relevant foundation for analyzing the condition of the South Sumatra LRT service as well as formulating

a direction for service transformation that is more adaptive to the needs of the community.

METHODOLOGY

This study uses a qualitative approach with a descriptive research type to gain a comprehensive understanding of the transformation of public service quality in South Sumatra Light Rail Transit (LRT) in supporting sustainable public transportation. The qualitative approach was chosen because it is able to describe the public service phenomenon in depth based on the empirical conditions that occur in the field. The research location was carried out on the South Sumatra LRT which operates in Palembang City. The research informants consisted of the management of the South Sumatra LRT, service officers, and service users who were selected using purposive sampling techniques based on certain criteria. Data was collected through observation, in-depth interviews, and documentation studies to obtain complementary information. Furthermore, data analysis was carried out using the interactive model of Miles, Huberman, and Saldaña (2014) which includes the process of data condensation, data presentation, and conclusion drawing and verification. The validity of the data was tested through source triangulation, method triangulation, and time triangulation techniques so that the research results had a high level of credibility. The research analysis refers to eight indicators of public service quality according to A.S. Moenir, namely simplicity of service, clarity and certainty of service, security of service, openness, efficiency, economy, fairness, and punctuality.

RESULT AND DISCUSSION

The results of the study show that the transformation of the quality of public services in the South Sumatra Light Rail Transit (LRT) has undergone significant development since it began operating as an urban mass transportation mode. This transformation can be seen from the gradual improvement of service quality through the improvement of operational systems, improvement of the quality of human resources, the use of information technology, and the provision of more modern facilities and infrastructure. These efforts reflect the manager's commitment to improving the quality of public services as part of the sustainable development of public transportation.

Based on the results of interviews with informants, the service procedures applied to the South Sumatra LRT are considered relatively simple and easy to understand by the public. Service users can purchase tickets through counters or electronic payment systems so that the service process takes place more practically. In addition, service usage instructions are available at each station to help users, especially people who are using LRT services for the first time. The simplicity of the procedure makes it easier for the public to access public transportation services quickly and efficiently.

Research also shows that the aspect of clarity and certainty of service has improved through the provision of information regarding tariffs, departure schedules, travel routes, and service usage rules. The information is conveyed

through digital information boards, loudspeakers, and other information media. However, in certain conditions, especially when there are operational disruptions or changes in travel schedules, the delivery of information to users has not been fully carried out quickly and thoroughly. This condition causes some users to still experience uncertainty about departure time and estimated trips.

From the aspect of service safety, the results of the study show that the South Sumatra LRT has been able to provide a sense of security to users while using the service. All stations are equipped with surveillance cameras (CCTV), security officers, luggage checks, and operational control systems that support travel safety. In addition, the clean, comfortable, and well-maintained condition of the train also increases public perception of the safety of the services provided by the manager.

The aspect of service openness shows that the manager has tried to provide service information openly through various communication media. Information about tariffs, travel schedules, and service procedures is available and easily accessible to the public. However, the study found that the disclosure of information about operational disruptions, sudden schedule changes, and follow-up to public complaints still needs to be improved. Some users said that the information received was not always conveyed in real time, which affected comfort while using the service.

The results of the study further show that service transformation is also supported by increasing service efficiency through the use of information technology. The implementation of the electronic ticketing system has accelerated the transaction process while reducing queues at service counters. The use of a technology-based operational control system also helps maintain smooth train travel so that services become more effective. The digitization of services shows a change in service governance towards a more modern public service system.

In terms of affordability, most of the informants consider that the South Sumatra LRT tariff is still at an economical level and can be reached by various community groups. The subsidy policy provided by the government is an important factor in maintaining the affordability of fares so that people get a comfortable alternative to public transportation at a relatively low cost. This condition provides an opportunity for an increase in the use of public transportation as an effort to reduce dependence on private vehicles.

The research also found that the services provided to users have reflected the principle of fairness. Officers provide services without distinguishing the user's social or economic background. In addition, facilities for people with disabilities, the elderly, pregnant women, and other vulnerable groups have been available at most stations, showing the manager's commitment to realizing inclusive public services. However, some supporting facilities still need to be improved so that all users get the same level of comfort.

In terms of punctuality, the results of the study show that the South Sumatra LRT travel schedule has generally been running in accordance with the set operational time. An integrated travel control system helps maintain the

accuracy of train departure and arrival schedules. However, the study still found delays in certain conditions influenced by technical and operational factors so that it had an impact on the perception of some users on the quality of the services provided.

The results of the study further show that the competence of human resources is one of the factors that contribute to improving the quality of public services. Most users gave a positive assessment of the attitude of the officer who was friendly, polite, communicative, and responsive in helping the needs of passengers. Officers are also considered to be able to provide basic information about services quite well. However, improving competence is still needed, especially in dealing with emergency conditions, managing customer complaints, and utilizing digital-based service technology so that the quality of service can continue to develop according to the needs of the community.

In addition to the human resource factor, the quality of service is also supported by the availability of relatively modern facilities and infrastructure. Facilities such as air-conditioned waiting rooms, electronic ticketing systems, escalators, elevators, parking areas, security facilities, and station cleanliness provide a more comfortable travel experience for the public. The existence of this facility is one of the main advantages of the South Sumatra LRT compared to several other modes of public transportation in the city of Palembang.

However, research found that the integration between modes of transportation is still one of the main challenges in the development of South Sumatra LRT services. Access to several stations is still limited so that people have to use private vehicles or other modes of transportation that have not been optimally integrated. This condition causes some people to not make LRT the main choice in daily mobility activities. The limitation of integration also affects the occupancy level of passengers who have not reached optimal capacity.

Furthermore, the results of the study show that the low level of LRT use is not entirely influenced by the quality of internal services, but is also influenced by external factors, such as people's habits of using private vehicles, limited supporting transportation networks, and uneven access to stations. These findings show that improving the quality of services needs to be supported by a more integrated transportation policy in order to be able to increase the overall attractiveness of public transportation.

Overall, the results of the study show that the transformation of the quality of public services on the South Sumatra LRT has had a positive impact on improving the quality of services to the community. Various service innovations carried out by managers have improved comfort, security, convenience, and service efficiency. However, the transformation is not fully optimal because there are still several aspects that need improvement, especially in the service information system, integration between transportation modes, accessibility to stations, improving human resource competence, and strengthening the service evaluation system on an ongoing basis. Therefore, the development of the quality of public services on the South Sumatra LRT needs to be carried out continuously in order to be able to support the realization of a modern, inclusive, and sustainable public transportation system

The results of the study show that the transformation of the quality of public services on the South Sumatra Light Rail Transit (LRT) has gone in a positive direction through various efforts to improve the service system, improve the quality of human resources, use information technology, and provide more modern facilities and infrastructure. The transformation shows that service providers are not only oriented towards providing transportation infrastructure, but also seek to improve the quality of services as part of the government's responsibility to meet the mobility needs of the community. This condition is in line with the New Public Service paradigm put forward by Janet V. Denhardt and Robert B. Denhardt, which places the public as citizens who must obtain quality services, not just as service users.

The findings of the study show that the service procedures on the South Sumatra LRT are relatively simple and easy to understand by the public. The ease of obtaining tickets, the availability of service instructions, and the use of electronic payment systems indicate the simplification of service procedures that provide easy access for the public. This condition is in accordance with the theory of public service by A. S. Moenir who explains that simplicity is one of the main indicators of quality public services because it is able to reduce administrative obstacles and increase service efficiency. The simplification of procedures also reflects the existence of bureaucratic reforms in the public transportation sector that are oriented towards public satisfaction.

From the aspect of clarity and certainty of services, the results of the study show that managers have provided information about tariffs, travel schedules, routes, and procedures for using services through various information media. However, the study also found that the delivery of information when operational disruptions occur is not fully optimal. The findings show that service transformation still faces challenges in building a responsive public communication system. According to A.S. Moenir, clarity of information is a form of service certainty that affects the level of public trust. If information is not conveyed quickly and accurately, then public perception of the quality of service will decrease even though the physical facilities are adequate.

The safety aspect is one of the service advantages on the South Sumatra LRT. The presence of security officers, CCTV-based surveillance systems, passenger inspection procedures, and well-maintained train conditions provide a sense of security to service users. These findings show that service transformation not only focuses on improving operational efficiency, but also on efforts to provide protection to the public as users of public transportation. From the perspective of public services, security is a basic need that must be met so that the public has confidence in the services provided by the government.

The results of the study also show that information disclosure is still an aspect that needs to be strengthened. Although information about fares and schedules has been publicly available, the submission of information about travel delays, schedule changes, and follow-up to public complaints has not been fully carried out in real time. This condition shows that service transformation has not fully met the principle of transparency as stated in the concept of *good governance*. Service transparency is an important factor in increasing organizational

accountability while strengthening the relationship between service providers and the community.

The transformation of services on the South Sumatra LRT is also shown through the use of information technology that is increasingly developing. The use of electronic ticketing systems, digital information boards, and technology-based operational control has improved service efficiency while accelerating the user transaction process. These findings show that the digitalization of services has made a positive contribution to improving the quality of public services. In line with the OECD's (2020) view, digital transformation in public services aims to create services that are faster, more efficient, more accessible, and oriented to people's needs.

This study found that the economic aspect is one of the factors that provide positive value to the South Sumatra LRT service. The tariff subsidy policy provided by the government makes travel costs relatively affordable so that people from various economic groups can access these services. This finding reinforces the opinion of A.S. Moenir who stated that affordability is an important indicator in public services because it relates to the principle of equal access to services for all people. Thus, affordable fares are one of the government's instruments in encouraging people to switch from private vehicles to public transportation.

In addition to cost affordability, research shows that the principle of service fairness has been applied quite well. All users receive the same services regardless of social or economic background. The provision of facilities for people with disabilities, the elderly, pregnant women, and other vulnerable groups shows the commitment of managers in realizing inclusive public services. The findings reflect the implementation of the principle of equality in public service which is one of the important indicators according to A.S. Moenir's theory.

However, the results of the study show that the timeliness of services has not been completely consistent. Under normal conditions, the itinerary can be fulfilled according to the established operational standards. However, some technical and operational disruptions still cause delays in travel, affecting public perception of service quality. In A.S. Moenir's theory, punctuality is an indicator that greatly determines user satisfaction because it is directly related to the effectiveness of service. Therefore, improving the operational control system is an important step in strengthening the quality of South Sumatra LRT services.

The success of service transformation is also influenced by the quality of human resources. Research shows that service officers have a friendly, polite attitude, and are able to provide assistance to users quickly. This condition shows that the service culture has developed quite well. However, increasing the capacity of human resources is still needed, especially in the field of public communication, handling customer complaints, excellent service, and mastery of digital technology so that the quality of service can keep up with the development of increasingly complex societal needs.

The facilities and infrastructure owned by the South Sumatra LRT also make a great contribution to improving the quality of service. Facilities such as

comfortable lounges, air-conditioning systems, elevators, escalators, electronic ticketing systems, and security facilities provide a better travel experience than some other modes of transportation. From the perspective of public administration, the existence of adequate facilities is a form of fulfilling the community's right to obtain quality public services. Therefore, maintenance and improvement of facilities need to be carried out on an ongoing basis so that the quality of service is maintained.

Another important finding is that there is still limited integration between LRT and other modes of transportation. This condition causes some people to have difficulty in continuing the journey to the final destination so that the use of private vehicles is still the main choice. The results of this study show that the quality of public transportation services is not only determined by the internal services of the organization, but also by the connectivity of the transportation system as a whole. Thus, the development of intermodal integration is an important strategy in increasing the effectiveness of public transportation services.

Research also shows that the low passenger occupancy rate is not entirely due to the quality of LRT's internal services. External factors such as people's habits of using private vehicles, residential locations, and access to stations have a considerable influence on people's decisions to use public transportation. These findings show that public service transformation needs to be supported by integrated transportation policies, including the provision of *feeder* transportation, the development of transit-oriented areas, and the improvement of intermodal connectivity.

Conceptually, the results of this study strengthen A.S. Moenir's public service theory which states that service quality is influenced by the integration between service procedures, the quality of human resources, facilities and infrastructure, organizational systems, and the ability of organizers to meet the needs of the community. All of these indicators are interrelated so that improving service quality cannot be done partially, but must be implemented through sustainable organizational transformation. The findings of this study also expand the application of A.S. Moenir's theory in the context of modern rail-based public transportation that is growing in Indonesia.

Overall, the transformation of the quality of public services on the South Sumatra LRT has had a positive impact on improving the quality of services to the community. However, the transformation still requires strengthening through improving the service information system in real time, developing human resource competencies, optimizing intermodal integration, increasing accessibility to stations, and evaluating services in a sustainable manner based on community needs. The implementation of these efforts is expected to increase user satisfaction, strengthen public trust in public transportation, and support the realization of a sustainable urban transportation system in accordance with the principles of modern public administration.

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the study, it can be concluded that the transformation of the quality of public services on the South Sumatra Light Rail

Transit (LRT) has shown positive developments in supporting the implementation of sustainable public transportation. This transformation is reflected through simplifying service procedures, improving user safety and comfort, utilizing technology in the service system, and providing increasingly adequate facilities. Based on Moenir's A.S. public service perspective, most of the service quality indicators have been well implemented, including simplicity of service, clarity and certainty of service, safety, efficiency, economy, fairness, and timeliness. However, the study also found that several aspects still need attention, especially in the disclosure of information when operational disruptions occur, optimizing service timeliness, improving human resource competence, and strengthening integration between modes of transportation. The findings show that the transformation of public services does not only depend on the provision of infrastructure, but also requires strengthening organizational governance, service innovation, and continuous evaluation to be able to meet the needs of a growing society.

Based on the findings of the research, it is recommended that South Sumatra LRT managers improve a digital-based service information system that is able to convey operational information in real time, especially when there are schedule changes or trip disruptions. In addition, improving the competence of officers through excellent service training, public communication, and complaint handling needs to be carried out periodically to improve service professionalism. The local government together with LRT managers also need to strengthen intermodal integration through the development of feeder services, increased accessibility to stations, and the development of transit-oriented *areas*. These efforts are expected to increase the number of public transportation users, reduce dependence on private vehicles, and support the realization of a sustainable urban transportation system.

FIRTHER STUDY

This research still has several limitations, including only focusing on the quality of public services based on the perspective of A.S. Moenir and being conducted on one research object, namely the South Sumatra LRT. The next research is suggested to develop a study using a mixed methods approach so that it can measure the relationship between service quality, community satisfaction, user loyalty, and sustainability of public transportation more comprehensively.

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