

BAB 5

KESIMPULAN DAN SARAN

5.1 Kesimpulan

Berdasarkan analisis yang telah dilakukan pada hasil penelitian, didapatkan beberapa kesimpulan untuk responden yang merupakan pengguna MRT Jakarta saat melakukan perjalanan pulang dari tempat kerja, yaitu:

1. Intensitas aktivitas harian tidak berpengaruh terhadap intensitas aktivitas *multitasking*. Hal ini menunjukkan bahwa aktivitas *multitasking* yang dilakukan pengguna MRT saat perjalanan pulang tidak dipengaruhi oleh intensitas aktivitas yang dilakukan pada siang harinya.
2. Intensitas aktivitas *multitasking* tidak berpengaruh terhadap kepuasan perjalanan pulang pengguna MRT. Hal ini menunjukkan bahwa pada saat perjalanan pulang, pengguna MRT tidak melakukan aktivitas *multitasking* yang mempengaruhi kepuasan perjalanannya.
3. Variabel sosiodemografi ditemukan berpengaruh signifikan terhadap intensitas aktivitas *multitasking*. Pengguna MRT yang adalah wanita, berusia 26 sampai 40 tahun, memiliki latar belakang pendidikan diploma atau sarjana, atau memiliki pendapatan per bulan Rp 6.000.001 – Rp 8.000.000 memiliki intensitas aktivitas *multitasking* yang tinggi.

5.2 Saran

Saran yang dapat disampaikan untuk studi lanjut:

1. Dikarenakan studi ini meneliti mengenai perilaku pengguna transportasi publik dan dilakukan di tengah pandemi COVID-19, maka dapat dilakukan studi lebih lanjut saat keadaan pandemi COVID-19 telah membaik. Hal ini dikarenakan pandemi COVID-19 telah merubah perilaku manusia secara drastis, tak terkecuali bagi pengguna transportasi publik.
2. Penelitian ini hanya membahas pengaruh aktivitas *multitasking* saat perjalanan dengan kepuasan perjalanan pengguna. Dikarenakan kepuasan

tidak hanya berupa kepuasan perjalanan saja, maka dapat dilakukan penelitian yang membahas pengaruh aktivitas *multitasking* saat perjalanan dengan kepuasan terhadap hidup secara umum, seperti kehidupan berkeluarga atau pekerjaan.



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