CHAPTER 5
CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

From the analysis, a couple of conclusions can be made:

1. The result of CSI analysis shows that the overall wheelchair users' satisfaction regarding accessibility attributes at MRT Jakarta stations was classified as good.
2. Direct observation in the field shows that almost every accessibility attribute provided at MRT Jakarta stations already meets the standard declared in *Keputusan Menteri Pekerjaan Umum Nomor 468/KPTS/1998* and the Universal Design (2014), except the distance between the platform and the train due to a small distance both horizontally and vertically.
3. The result of IPA analysis found that the station operators' need to concentrate more on the objects' placement, the font size and screen brightness on the information signs, the height of the toilet, and the waiting area. These four attributes were considered as underperformed and perceived as important by the users.

5.2 Suggestions

For future research development, some suggestions can be given as follows :

1. A similar study can be conducted using other regulations and studies related to wheelchair users' accessibility as a comparison, in order to give more perspective regarding the topic.
2. A study concerning wheelchair users' satisfaction with accessibility attributes should be conducted in different transportation modes in Indonesia, to find out more information regarding wheelchair users' needs to access public transportation.

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