

The Effect of Service Quality and Accessibility on Customer Trust Mediated by Customer Satisfaction of Tanah Abang Station Intermodals Integration Facilities

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Abstract:

Background: Jakarta as the capital city which is center of government, business and offices own very high mobility activity. Increase and spread residents of DKI Jakarta to the regions buffer push growth housing in suburban areas which has an impact on increasing the number of movements transportation mass passenger. Jakarta, which is flanked by the cities of Bogor, Depok, Tangerang and Bekasi, makes travel patterns become complicated and users has to move around to complete the journey of those need lot efforts such as walking, waiting, and other difficulties. Tanah Abang Station, the largest station with an area of 2.4 hectares, is a transit point for serving passengers. With its height This mobility is about quality and accessibility users already feel satisfied and confident to use the Tanah Abang Station Intermodal Integration Facility.

Materials and Methods: This research aims to test Service Quality, Accessibility to Customer Trust mediated by Customer Satisfaction of Tanah Abang Station intermodal integrated Facility. The approach in this research is descriptive quantitative, using statement closed questionnaires with a sample size of 363 respondents. The analysis statistics descriptives and modeling using SmartPLS 4.0 Software.

Results: The results of this study are Service Quality to Customer Trust and Accessibility to Customer Trust p-value 0.057 and 0.616 are above 0.05, whereas Service Quality towards satisfaction with a p-value of 0.022, p-value of accessibility towards customer satisfaction of 0.003 and customer satisfaction towards Customer Trust of 0.000

Conclusion The results of this study are Service Quality does not affect Customer Trust, Accessibility does not affect Customer Trust, Customer Satisfaction influence on Customer Trust, Service Quality influence on Customer Satisfaction, Accessibility influence on Customer satisfaction. Service Quality influent to Customer Trust mediated by Customer Satisfaction and Accessibility influential to Trust mediated by Customer Satisfaction.

Keyword: Service Quality, Accessibility, Customer Satisfaction, Trust Customers, Tanah Abang Station, Integration.

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I. Introduction

Jakarta is the capital, business, economy city supported by the surrounding areas such as Bogor, Depok, Tangerang, Bekasi, Cikarang and others, which is makes Jakarta busy and high mobility city. Higher mobility in Jakarta can be seen by the increasing number of train passengers in Jabodetabek every year. Expansion city makes Travel patterns become more complicated and customers has move around to complete the journey and need lot of efforts such as walking, waiting, and other difficulties. There is a need to reduce traffic jams and pollution to greater comfort and a better environment that can be achieved by improving mass transportation system (Mandhani, Nayak, and Parida, 2020). The Passengers perception is very important to evaluate service quality of transportation intermodal integration facility because they are actual customers of public transportation (Liang et al., 2023). Tanah Abang Station is one of the areas that is never quiet from routine daily activity, starting from work activity, routine school / college and trade activity. People need mass integrated transport intermodal is one of the very important solutions for society to be able to switch to public mass transport, then how to do it? makes public interested in using public mass transportation? With point-to-point service with ease mobility for the public Transportation user that can be integrated is method reach good intermodal transit system. When mass transportation comprehensively integrated make passenger trips feel more efficient.

II. Materials And Methods

This research location was conducted at the facility integration intermodal in the Tanah Abang Station area, Jakarta as target research activities study starting with a proposal study, proposal revision, data collection and preparation. The thesis was conducted during the period from November 2024 to July 2025. The sample in this study was 363 customers. In service facility integration intermodal Tanah Abang Station area, Jakarta.

Study Design: Structural Equation Modeling (SEM)

Study Location : Tanah Abang Station, Jakarta.

Study Duration: November 2024 to July 2025

Sample size: 363 respondents as many as 170,428 people used the commuter line to mobilize. Tanah Abang Station is close to the center trade becomes the busy district, as many as 43,413 people. With 3,027 people descending meanwhile users increased by 10,599 people. Thus, researchers make 3,027 as Population.

Sample size calculation: In determining the sample of passengers with a margin of error of 5% used the Slovin formula. The sample in this study was 363 customers. Facility integration intermodal in the Tanah Abang Station area, Jakarta.

Subjects & selection method carried out using the simple random sampling method, Survey face to face 363 customers service facility integration Intermodal transportation in the Tanah Abang Station area, Jakarta was carried out using the simple random sampling method. This is one of the simplest sampling method that has equal opportunities for everyone sample to be selected.

Procedure methodology

Research uses the method Quantitative, of which there are several stages in the preparations this methodology, such as:

1. The preparation Stage, begins compilation literature study, which is related to the title research and continued with problem identification, problems limitation, and problem formulation as well as determining objectives and benefits research. The next stage is to collect theory relevant studies and literature review of previous research as material for development issues this research. Based on the formulation of the problem, theories and literature review from previous research, the author will determine the variables and formulate hypotheses to try to answer (provide solutions) during research.
 2. The implementation stage, namely the stages Collecting data using a questionnaire. This stage to obtain supporting data according to the variables and indicators.
 3. The questionnaire data processing stage, at this stage the researcher calculates and analyzes the data that has been collected. This data analysis uses a multiple linear regression model using the tool SmartPLS 4.
 4. The explantion Stage, stage explain / discuss results of data analysis from research. in this period tested influence between variables that obtained from data analysis includes explanation of each variable compared with theory and research previously to sharpen research results.
 5. The conclusion Stage, author make conclusions and suggestions and policy implications research results. Conclusion is summary of results from testing hypothesis whether the hypothesis is accepted or rejected. Useful suggestions as input to party related parties Based on the research results and research discussion results. Implications policy explaining consequences if the relevant parties do not implement the policy Implications Based on the Conclusions and Recommendations
- Data were collected using a questionnaire. This research was conducted from November 2024 – June 2025.

Statistical analysis

This research using the quantitative method to analyze the relationship or influence from several variables, or what is called analysis multivariate analysis. Multivariate is a technique of statistics used to analyze data that has more than two variables simultaneously. The goal is to identify patterns, relationships, and dependencies between variables to gain a more comprehensive understanding, as well as to differentiate influence one set of variables against another set of variables. The analysis data is divided into several parts or what is called analysis descriptive statistics, measuring model analysis (outer model) and structural analysis (structural model). Statistics descriptive analysis is aim for determining the characteristics of respondents by describing the data in variables. Structural Equation Modeling (SEM) is a technique statistics multivariate to explore relationships between constructs exogenous and endogenous. This study considers latent constructs that cannot be observed directly but can be measured through observed variables such as transit environment, comfort, convenience, safety, security, etc. These constructs can be perceived and evaluated by SEM. Errors measurements in the model can be identified using SEM which makes it different from other techniques. Other Ordinal Linear Regression (Tarka, 2018). Direct, indirect and multiple relationships Directional relationships between and within latent

variables can be found using SEM. In addition, SEM can also be used to test coefficients, overall model fit and testing the model with several variables dependent (Allen et al., 2019).

III. Result

Measurement model (Outer Model) in this study uses validity and reliability tests. The validity tests in this study consist of convergent validity and discriminant validity. Reliability test is used as tool to prove the accuracy, consistency and precision instruments in measuring variable.

a. Validity Test Analysis

This validity test in this study used the Smart-PLS 4.0 application which consists of convergent validity and discriminant validity. Convergent Validity can be seen in the Loading Factor values. In this study, all the indicators stated above 0.5 that meets the minimum requirements (Hair et al, 2018).

Table 1. Convergent Validity Test Results

Variables	Dimensions	Statement Items	Loading Factor	Results
Service Quality	Reliability	1. Facilities and services	0.762	Valid
		2. Fast, precise, and careful service.	0.778	Valid
	Responsiveness	3. All customer complaints are responded to well.	0.830	Valid
	Guarantee	4. Provide timely assurance in customer service	0.825	Valid
	Empathy	5. The staff served politely and friendly.	0.809	Valid
		6. Officers provide convenience in service	0.864	Valid
		7. Officers serve without discrimination	0.856	Valid
	Physical Evidence	8. Facilities and services feel comfortable	0.815	Valid
Accessibility	Station Condition	1. The area is well connected.	0.780	Valid
		2. Constraints influenced by natural conditions that have different regional characteristics.	0.865	Valid
		3. Friendly for people with luggage.	0.843	Valid
		4. Disability friendly	0.785	Valid
	Access to the Station	5. Has a strategic location	0.627	Valid
		6. Easy to reach by other modes of transportation.	0.608	Valid
Customer satisfaction	Conformity to Expectations	1. Satisfied with the quality of the facilities	0.670	Valid
		2. Satisfied with the specified rate.	0.788	Valid
		3. Better quality and service	0.850	Valid
	Make ends meet	4. Meet transportation needs	0.775	Valid
		5. The many types of modes available	0.712	Valid
	Passenger Rating	6. Building layout	0.668	Valid
	Happiness	7. Services provided	0.753	Valid
	Satisfaction with the decision	8. Decision to use	0.837	Valid
Customer Trust	Ability	1. The officers provide good service	0.601	Valid
		2. Provide necessary travel information	0.774	Valid
		3. As per my expectation	0.837	Valid
	Sincerity / Sincerity	4. Providing comfort and security	0.790	Valid
	Willingness to depend	5. Confidence in using Facilities as my means of transportation	0.596	Valid
		6. Feel the benefits of the facilities	0.770	Valid
	Integrity	7. Officers fulfill their responsibilities at work.	0.858	Valid
		8. Officers work by following SOPs	0.799	Valid

Outer Loading Test is useful to test correlation between the item or indicator score and the variable score. An indicator can be considered reliable if the value correlation above or greater than 0.7, but at the stage development correlation with a value of 0.50 is still acceptable (Ghozali, 2006).

Apart from using Loading Factor, Validity can also be seen from Average Variance Extracted (AVE) value. According to (Hair et al. (2018) an acceptable AVE value is 0.5 or higher.

Tabel 2. Average Variance Extracted (AVE) value

	<i>Average variance extracted (AVE)</i>
X1. Quality Service	0.669
X2. Accessibility	0.574
Z. Customer Satisfaction	0.577
Y. Customer Trust	0.576

In this study, the AVE value of each variable worth above 0.5 then the validity convergence in this study has been fulfilled.

One of the methods to see validity discriminant is through *cross loading*, namely with the value *cross loading* indicator something construct is greater than mark *Cross Loading* the construct against other constructs.

Table 3. *Cross Loading* Discriminant Validity

	X1. Quality Service	X2. Accessibility	Z. Customer Satisfaction	Y. Customer Trust
X1.1	0.762	0.237	0.167	0.187
X1.2	0.778	0.267	0.149	0.158
X1.3	0.830	0.205	0.196	0.181
X1.4	0.825	0.216	0.129	0.133
X1.5	0.809	0.433	0.146	0.186
X1.6	0.864	0.418	0.204	0.239
X1.7	0.856	0.403	0.141	0.174
X1.8	0.815	0.338	0.107	0.136
X2.1	0.381	0.780	0.222	0.240
X2.2	0.371	0.865	0.210	0.184
X2.3	0.420	0.843	0.161	0.146
X2.4	0.240	0.785	0.170	0.109
X2.5	0.092	0.627	0.107	0.101
X2.6	0.115	0.608	0.105	0.125
Y.1	0.154	0.184	0.670	0.476
Y.2	0.187	0.226	0.788	0.569
Y.3	0.160	0.160	0.850	0.632
Y.4	0.115	0.161	0.775	0.617
Y.5	0.097	0.142	0.712	0.525
Y.6	0.167	0.183	0.668	0.478
Y.7	0.136	0.168	0.753	0.513
Y.8	0.170	0.159	0.837	0.606
Z.1	0.183	0.182	0.448	0.601
Z.2	0.209	0.202	0.551	0.774
Z.3	0.130	0.148	0.613	0.837
Z.4	0.105	0.135	0.541	0.790
Z.5	0.174	0.138	0.429	0.596
Z.6	0.185	0.132	0.560	0.770
Z.7	0.212	0.198	0.640	0.858
Z.8	0.144	0.160	0.617	0.799

In the table can be seen that the value of *cross loading* from each indicator in the variable construct has a greater value than the loading value on the variable other constructs, so it can be said that the indicator has fulfil condition validity discriminant.

b. Analysis Calculation Reliability

Analysis calculation reliability is one of the purposeful outer model analyze proved that the indicator accurately proven, consistent and precise in measuring variables. The most commonly used measurement reliability is internal reliability consistency. Validity can be seen from Cronbach's Alpha and Composite Reliability values. If the value exceed 0.7 then it can be said that the data is reliable.

Table 4. Reliability Construct

	<i>Cronbach's alpha</i>	<i>Composite reliability (rho_a)</i>	<i>Composite reliability (rho_c)</i>	<i>Average variance extracted (AVE)</i>
X1. Quality Service	0.930	0.941	0.942	0.669
X2. Accessibility	0.852	0.893	0.888	0.574
Z. Customer Satisfaction	0.894	0.899	0.915	0.577
Y. Customer Trust	0.892	0.902	0.915	0.576

In this study, Cronbach's Alpha and Composite Reliability (rho_c) values were more than 0.7 and the Composite Reliability (rho_c) value was greater than Cronbach 's Alpha so that the criteria of reliability is fulfilled.

c. Structural Model Analysis (Inner Model)

Inner model analysis is a model that connects between constructs (latent variables) that are built. The Inner Model consists of Collinearity Statistics, R-Square, Effect Size (F2), Q-Square (Q2) and significance coefficient path (Path Co efficient).

The first stage to carry out a structural model assessment is to look at construct predictor for Collinearity statistics using the Variance Inflation Factor (VIF) value. The VIF value must be less than 5, as a value greater than 5 indicates collinearity between constructs (Sarstedt et al., 2017).

Table 5. Collinearity Statistics – Inner Model

	VIF
X1. Quality Service -> Z. Customer Satisfaction	1,178
X1. Quality Service -> Y. Customer Trust	1,195
X2. Accessibility -> Z. Customer Satisfaction	1,178
X2. Accessibility -> Y. Customer Trust	1,212
Z. Customer Satisfaction -> Y. Customer Trust	1,070

In the table above the VIF value is less than 5, so there is no problem multicollinearity. next stage is to test the coefficients. determination or Coefficient of Determination (R²) which aims measure how much variation variables dependent is capable explained by all the variables independence. According to Hair et al (2018), R² is a measure of proportion variance in the endogenous construct explained by the construct predictor. The R² value is in the range of 0 to 1, with a value of 0 indicating no relationship and 1 indicating perfect relationship. R² values of 0.75, 0.50 and 0.25 indicate a strong, moderate and weak model.

Table 6. R-Square Value (R²)

	<i>R-square</i>	<i>R-square adjusted</i>
Z. Customer Satisfaction	0.065	0.060
Y. Customer Trust	0.541	0.537

Furthermore, the R² value is the influence together or simultaneously. variables independent influences the dependent variable. In this study, the Adjusted R² value is 0.060, so that all exogenous latent variables (X1, X2, X3, X4, X5, X6) simultaneously affect Z by 0.060 or 6%. Because this value is below 0.255, it can be stated that X's influence on Z is weak. Meanwhile, Adjusted R² Y is 0.537 so that all exogenous latent variables (X1, X2, X3, X4, X5, X6) simultaneously affects Y by 0.537 or 53.7%. Because this value is in the range of 0.5 meals can be stated the influence of X on Y is moderate.

Assessment is carried out by assessing Effect Size (f^2) or f -Square size influence between variables. According to Sarstedt et.al 2017, the f - square value of 0.02 is the influence small, 0.15 medium influence and 0.35 large influence. Values less than .02 can be ignored or considered non-existent effect.

Table 7. F – Square Value (F^2)

	X1. Quality Service	X2. Accessibility	Y. Customer Trust	Z. Customer Satisfaction
X1. Quality Service			0.009	0.014
X2. Accessibility			0.001	0.029
Y. Customer Trust				
Z. Customer Satisfaction			1,033	

In this study, the f - square value below 0.02 is Service Quality towards Customer Satisfaction, Quality Service to Customer Trust and Accessibility to Customer Trust so it can be said the effect is very small or has no effect. For Accessibility to Customer Satisfaction above 0.02 so it can be considered small influence. While Customer Satisfaction towards Customers Trust with a value of 1.033 or greater than 0.35, so it is indicated that there is an influence between the variables categorized have a big influence.

Assessment is cross-validated redundancy or Q-Square (Q^2), which is useful to measure strength model prediction or known as relevance predictive. According to Hair et al. (2018), the Q^2 value is greater than 0 for a particular endogenous construct. indicates that the prediction (Path) or path model accurate and acceptable as the construct and vice versa if the value is less than 0 then it can be indicated relevance is less predictive.

Table 8. Q-Square Values (Q^2)

	Q^2_{predict}
Z. Customer Satisfaction	0.049
Y. Customer Trust	0.052

Stage in involving assessment of size and significance coefficient path coefficient. This assessment is base Greetings for conducting hypothesis testing. This test assesses coefficient path or size relationship / influence latent variables. Assessment This analysis uses the procedure booth strapping to gain significance. In addition, boothstrapping is also used to look at t-statistics and p-value as part from hypothesis testing.

According to Hair et al. (2018), the bootstrapping process uses errors standards in calculating the t and p values of the path coefficients. Coefficient track significant is at the 0.05 level and if 0 is not included in the 95% confidence interval (bias-corrected and accelerated). According to Sarstedt et al. (2017), the relevance coefficient the path is usually between -1 to +1, a coefficient closer to +1 means a positive relationship. strong positive, and closer to -1 depicts connection strong negative (note that values below -1 and above +1 can technically occur, for example, when collinearity is at a critical level).

By using bootstrapping, the overall coefficient results were obtained. path coefficient value positive. This proves that the path coefficient value is greater for one independent variable compared to the dependent variable. dependent, the greater the variable independent influence variables the dependent.

Table 9. Path Coefficients, Bias Corrected Confidence Interval

	<i>Original sample (O)</i>	<i>Sample mean (M)</i>	2.5%	97.5%
X1. Quality Service -> Z. Customer Satisfaction	0.126	0.130	0.022	0.239
X1. Quality Service -> Y. Customer Trust	0.161	0.165	0.062	0.266
X2. Accessibility -> Z. Customer Satisfaction	0.178	0.186	0.067	0.303
X2. Accessibility -> Y. Customer Trust	0.150	0.158	0.045	0.272
Z. Customer Satisfaction -> Y. Customer Trust	0.712	0.716	0.607	0.801

Almost all coefficients track being in relationship / influence positive significant because the path coefficient > 0.05 and 0 is not included in the 95% confidence interval.

4. Hypothesis Test Analysis

Hypothesis testing is carried out to find out whether the hypothesis is accepted or rejected, so that it can be known whether there is an influence or relationship between the variables analyzed. Hypothesis testing uses the method bootstrapping by looking t-statistic value and p-value. Terms mark probability, the p-value with alpha 5% is less than 0.05. If the P-Value is smaller than 0.05 then the hypothesis is accepted. If the P-Value is greater than 0.05 then the hypothesis is rejected, and the t- table value for 5% alpha it is 1.97. so that's the criteria reception the hypothesis is when the t- statistic > t- table.

Table 10. Path Coefficients, t-statistics and p- values

	<i>Original sample (O)</i>	<i>Sample mean (M)</i>	<i>Standard deviation (STDEV)</i>	<i>T statistics (O/STDEV)</i>	<i>P values</i>	Hypothesis
X1. -> Z	0.126	0.130	0.055	2,294	0.022	Accepted
X1. -> Y	0.071	0.071	0.037	1,903	0.057	Rejected
X2. -> Z.	0.178	0.186	0.060	2,951	0.003	Accepted
X2. -> Y	0.023	0.025	0.047	0.501	0.616	Rejected
Z. > Y.	0.712	0.716	0.050	14,134	0.000	Accepted

This research consists of of 5 hypotheses. All hypothesis tested by looking mark coefficient path coefficient, t- statistics and p-value to see how strong the influence of variables independent to variables dependent.

a. Testing Direct Influence

Direct influence can be seen from mark influence variable X against Y, without any variable mediation or intervening. Direct influence between variables consists of the 5 hypotheses, the t- statistic value can be seen. The explanation can be seen in the following table:

Table 11. Test Results Direct Effect of Path Coefficient

	<i>Original sample (O)</i>	<i>T statistics (O/STDEV)</i>	<i>P values</i>
X1. -> Z.	0.126	2,294	0.022
X1. -> Y.	0.071	1,903	0.057
X2. -> Z.	0.178	2,951	0.003
X2. -> Y.	0.023	0.501	0.616
Z. -> Y.	0.712	14,134	0.000

Based on the table, it can be seen that the biggest influence is the influence of Customer Satisfaction on Customer Trust of 14.134, the influence of Accessibility on Customer Satisfaction of 2.951 is the second biggest influence, while the third influence is on Service Quality on Customer Satisfaction of 2.294, and the fourth influence is the influence of Service Quality on Customer Trust, and the smallest influence is the influence of Accessibility on Customer Trust.

The following is a description of the hypothesis testing of each variable:

1) The Influence of Service Quality on Customer Trust

Hypothesis (H1) tests the Influence of Service Quality on Customer Trust with a p-value of 0.057 which means it is greater than 0.05 so the hypothesis is rejected, so there is no influence between Service Quality on Customer Trust. According to Mowen and Minor, consumers who have all their knowledge and all conclusions about objects, attributes, and benefits made by consumers are called trust.

2) The Influence of Accessibility on Customer Trust in Intermodal Integration Facilities at Tanah Abang Station.

Hypothesis (H2) tests the influence of Accessibility on Customer Trust in intermodal integration facilities at Tanah Abang Station, with a p-value of 0.616 which means it is greater than 0.05, so it can be said that the

hypothesis is rejected, there is no influence of Accessibility on Customer Trust in intermodal integration facilities at Tanah Abang Station.

- 3) The Influence of Customer Satisfaction on Customer Trust in Intermodal Integration Facilities at Tanah Abang Station.

Hypothesis (H3) tests the Influence of Customer Satisfaction on Customer Trust in Intermodal Integration Facilities at Tanah Abang Station. A p-value of 0.000 indicates that the hypothesis is accepted, thus there is a positive influence between Customer Satisfaction and Customer Trust. Customer trust is formed because the company has been able to meet customer expectations. This is in line with a high level of satisfaction which will increase customer trust in the company.

- 4) The Influence of Service Quality on Customer Satisfaction.

Hypothesis (H4) tests the Influence of Service Quality on Customer Satisfaction, there is a positive influence. This can be seen from the p-value of $0.022 < 0.05$, it can be concluded that the hypothesis is accepted. Research on service quality on customer satisfaction conducted by Markus (2020); and Wibisono and Achsa (2020), Subakti (2017), Ika Yuniasti (2025), Prihartanti (2023) which proves that Service Quality has a positive and significant influence on Customer Satisfaction. Consumers are satisfied with the services available at the Tanah Abang Station Intermodal Integration Facility starting from the modern physical building and the friendly, polite and courteous service of the officers.

- 5) The Influence of Accessibility on Customer Satisfaction of Tanah Abang Station Intermodal Integration Facilities

Hypothesis (H5) tests the Effect of Accessibility on Customer Satisfaction of Tanah Abang Station Intermodal Integration Facilities with a p-value of 0.012, which means this p-value is smaller than 0.03, so this hypothesis is accepted. This is in line with research conducted by Nahda (2022), Sulistyadi (2016), Fadilah (2024), Nurina (2024), Nasrullah (2024).

Table 1. Indirect Effect Test Results

	<i>Original sample (O)</i>	<i>Sample mean (M)</i>	<i>Standard deviation (STDEV)</i>	<i>T statistics (O/STDEV)</i>	<i>P values</i>	Hypothesis
X1. -> Z. -> Y.	0.090	0.093	0.041	2,218	0.027	Accepted
X2. -> Z -> Y.	0.127	0.133	0.044	2,881	0.004	Accepted

H6) Hypothesis 6 tests about Travel Quality on Customer Trust mediated by Customer Satisfaction produces a p-value of 0.027 which means it is smaller from 0.05 so that the hypothesis is accepted which means there is an influence about Travel Quality on Customer Trust Mediated by Customer Satisfaction.

H7) Hypothesis 7 tests about Accessibility to Customer Trust mediated by Customer Satisfaction produces a p-value of 0.004 or less. of 0.05 so that the hypothesis is accepted and indicates that there is an influence Accessibility to Trust Users mediated by Customer Satisfaction.

IV. Discussion

This research results, it can be seen that the biggest influence is Customer Satisfaction towards Customer Trust of 14.134 sig < 0.000 proves that Customer Satisfaction influence positive and significant Customers Trust. This indicates that Customer Satisfaction is an important factor in Customer Trust. Customer Trust is a picture of how Customers expectation can be satisfied. High level of satisfaction will be able to improve Customers Trust towards the company (Soegoto, 2013).

Customer Satisfaction is often the result of experience positive with the product or service. When customers feel satisfied, they are more likely to believe that the company can meet or even beyond their expectations for the future.

In this study, Service Quality has positive impact on Customer Satisfaction. In addition, the more progress or society urban need Service Quality is one of the things that must be fulfilled. Society or customers who use the transportation feel that the Service Quality has a role that is as important as the usage of transportation itself. Not infrequently public customers prefer private transportation compared to public transportation because public transportation Service Quality unable fulfil desires or customer needs.

If Service Quality is good, this does not necessarily mean it will attract attention of Customers Trust, but if the quality the service provided is good and customers feel satisfied, the services provided will result in customers feeling trust to use the This intermodal integration facilities. This is similar with accessibility, if accessibility is good without being supported by customer satisfaction, of course hard to interest Customer trust.

In this study, Customer satisfaction is important in influencing Customer trust. Satisfaction is key major in trust. If Customers feel satisfied with the given services and accessibility This allows customers to rely on or trust in using the integration intermodal facilities as main transportation.

V. Conclusion

Based on the data analysis and results of this study, it can be concluded that:

1. **Influence Service Quality to Customer Trust**
Influence of Service Quality on Customer Trust in this study had no significant effect. Although customers already feel satisfied will services provided by officers Tanah Abang Station, the customers do not trust yet to use the facilities Station Integrated Tanah Abang intermodal as main transportation.
2. **Influence Accessibility to Customer Trust**
In this test, the results obtained were not influential, because Tanah Abang Station was located in the center of trade and offices, so that the traffic is high. With the mobility this height is inevitable occurrence traffic jam. This is what makes the customer feel disbelief to use the intermodal integration Tanah Abang facilities. There are some customers prefer alternative other transportation or even using another station to avoid transit.
3. **Influence of Customer Satisfaction on Customer Trust**
In this test Customer Satisfaction influence Customer Trust. Customers feel his expectation succeed fulfilled, thus giving rise to Customer Trust. The Integration intermodal facilities is the important element in transportation sustainable urban development policy (Rześny-Cieplińska , 2023). This facility more complex as a modern transportation than conventional station, and it allows travelers to move from One mode to another (Hernandez and Monzon, 2016). By fulfilling all expectations and Customer Satisfaction, customers feel believe to use the facilities intermodal integration Tanah Abang Station.
4. **Quality Service to Customer Satisfaction.**
There is a direct influence on Service Quality to Customer Satisfaction. The public feels Service Quality is important factor. Currently Tanah Abang Station has been revitalized to become New Tanah Abang Station, which is the largest train station in Jakarta which serves the Commuter Line. This station has Revitalized with a new, more modern look and larger capacity. Featuring a more modern design and supported by friendly and helpful staff. make customers feel satisfied with the service provided.
5. **Influence Accessibility to Customer Satisfaction.**
There is a direct influence of accessibility and pointers direction towards Service Quality on facility integration intermodal Tanah Abang Station. With an area of approximately 2.4 hectares, Tanah Abang Station is ease accessible by other modes. And ease accessible to its customers, both normal and new customers. special needs, elderly, women pregnant and so on. As well as the role important pointer directions so that customers do not get lost and use the wrong mode transportation. With all these various factors, the customer feels satisfied with the accessibility at Tanah Abang Station.
6. **Influence Service Quality to Customer Trust mediated by Customer Satisfaction.**
There is an Influence Service Quality to Customer Trust mediated by Customer Satisfaction. In addition, the more develop society urban feel Service Quality is one of the things that must be fulfilled. Society or customers think that transportation with good Service Quality has own a role that is as important as the use of transportation. With expectation fulfilled, Customer Trust to us the Facilities integrated Tanah Abang Intermodal.
7. **Influence Accessibility to Customer Trust mediated by satisfaction customer**
Based on the results of observations in the field, things that influence Customer Trust of public transport especially on trains at Tanah Abang Station because accessibility to movement and quality adequate service, this is shown by the integration Current modes of transportation include trains with Bus Rapid Transit/ Transjakarta (such as Metrotrans and JakLingko), online motorcycle taxis (such as Gojek and Grab), public transportation non- Jaklingko environment, and facilities infrastructure for pedestrians.

Success rate public transport as main transportation urban areas is with increasing intermodal accessibility and quality service through regional integration by fulfilling standard maximum service and operations to provide a large and comprehensive impact. This includes access for person with disabilities, access to station, parking adequate, and system information effective (Kuo et al. , 2023). The value accessibility is one of important aspect that influent service level public transport in some area (Setyamika , 2024).

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