

## **ABSTRACT**

Trains in Indonesia are one of the most popular modes of transportation and have an extensive network throughout Indonesia. PT Kereta Api Indonesia (KAI), a state-owned company that oversees all train operations in Indonesia, is in charge of managing trains in Indonesia. Trains in Indonesia are also a transportation option that is safe for the environment because of the relatively low emission pollution compared to other vehicles. The train is also a safer and more comfortable mode of transportation, especially for traveling long distances. The goal to be achieved in this study is to determine the effect of the variables of facilities and service quality at PT Kereta Api Indonesia (KAI). The research methodology uses descriptive research with a quantitative approach and uses primary data in the form of questionnaires. It is hoped that the findings of this study can be taken into consideration when assessing the level of service provided to customers. This will help determine whether the service quality and facilities services provided are on target or require further evaluation.

Keywords: *Service Quality, Facilities, and Customer Satisfaction*