

## **Travel to The City of Jakarta Using Public Transportation**

**Anita Swantari<sup>1\*</sup>, Filma Festivalia<sup>1</sup>, Haryo Wicaksono<sup>1</sup>, Savitri  
Hendradewi<sup>1</sup>, Joko Haryono<sup>1</sup>**

*<sup>1</sup>Trisakti School of Tourism, Jakarta, Indonesia*

*\*[anitaswantari@iptrisakti.ac.id](mailto:anitaswantari@iptrisakti.ac.id)*

### **Abstract**

This research aims to find out which tourists use public transportation provided by the DKI Jakarta Government. Public transportation is used to avoid traffic jams to get to tourist destinations comfortably and quickly. This research is qualitative research. The objects of this research are all public transportation places in the city of Jakarta and the seven tourist destinations most visited by tourists in Jakarta. The research was conducted by interviews and observations with the DKI Jakarta Transportation and Transportation Department and domestic and foreign tourists who use public transportation. The research results show that traveling to Jakarta using public transportation is a practical, efficient and often economical choice. Jakarta has various types of public transportation, including KRL, MRT, LRT, TransJakarta, Jaklingko, and online motorbike taxis, which can make it easier for tourists to explore various tourist attractions in this city. Jakarta has high safety standards in the field of public transportation, and passengers are expected to comply with applicable regulations and etiquette.

**Keywords:** public transportation, tourist destinations

## A. Introduction

Jakarta is a very diverse city in terms of culture and ethnicity that can interact with various ethnic and religious groups, and this can provide valuable experience in understanding the diversity of Indonesia, when interacting with other ethnic or religious groups, it is always important to respect their beliefs, culture, and their traditions and maintain an open and respectful attitude (Liata&Fazal, 2021). Respecting diversity is an important aspect in maintaining peace and harmony in a multicultural society (Syamaun, 2019). Even though Jakarta can be a busy and congested place, many tourists still find its attractions and enjoy the unique experiences this city has to offer (Mardiansjah&Rahayu, 2019).

Tourist destinations in Jakarta are worth visiting, such as visiting modern and contemporary museums, City Park, Monas, Taman Mini Indonesia Indah, Taman Impian Jaya Ancol, and other destinations (Oktavia et al., 2023). Apart from being a tourist destination, Jakarta is a paradise for food lovers, trying typical Jakarta dishes such as fried rice, sotoBetawi, keraktelor, and other street foods (Saksono et al, 2018). Jakarta is also home to modern shopping centers such as malls, and traditional markets such as Tanah Abang Market, PasarBaru, Majestic Market, Cipulir Market, and others. Jakarta has various nightclubs, bars and nightlife venues that offer live music and other entertainment (Aliyah et al, 2021; Lestari &Suryadjaja, 2020; Christina & Marta, 2019).

One of the main challenges in Jakarta is traffic jams which are often very severe, long and slow journeys in traffic jams can be an unpleasant experience for tourists (Ratnaningtyas et al., 2021). Congestion is part of the daily reality in Jakarta, with good planning and wise use of transportation, tourists can still enjoy the various attractions and experiences that the city of Jakarta has to offer, because Jakarta has a fairly extensive and integrated public transportation network that allows tourists to accessing various tourist destinations throughout the city with relative ease (Firdaus et al, 2018). Public transportation can take tourists to most of the main tourist areas, because public transportation in Jakarta is more affordable helping save tourists money, also helping tourists avoid traffic jams and reach their destination more quickly and comfortably (Ratnawati & Nurbaiti, 2023).

Public transportation in Jakarta has adopted more modern payment systems, such as smart cards or electronic money. This makes it easier to pay for travel and avoids the hassle of using cash. Public transportation stations and stops are usually equipped with maps and clear route information, so tourists can easily determine their route and find the tourist destination they want. However, Jakarta also has some challenges regarding public transportation, such as crowding and cleanliness which can be a problem on some routes. Therefore, it

is important to understand the public transportation system and plan tourist trips well in order to optimize the tourist experience in Jakarta.

The problems in this research are: (1) How do tourists plan their travel destinations using public transportation routes?; (2) How do I buy a public transport card or ticket?; (3) How do I use public transportation provided by the DKI Jakarta Government?; (4) How do I pay attention to public transportation operating hours?

## **B. Literature Review**

### **Jakarta City**

Jakarta, as one of the largest and most densely populated cities in the world, functions as an important political, economic, cultural and social center in Indonesia (Amrullah et al, 2022). Located on the north coast of the island of Java, Indonesia, Jakarta is a metropolitan city with clearly defined administrative boundaries, although it often refers to the entire urban area that includes various surrounding administrative districts and cities (Suparmini & Wijayanti, 2015). In addition, Jakarta has been the official capital of the Republic of Indonesia since 1949, housing central government functions, political institutions, government offices and embassies from foreign countries (Karim et al, 2019).

As a place where diverse ethnic, religious and cultural groups meet and interact, Jakarta exhibits a rich cultural diversity, which includes various traditions, languages and cuisines. Jakarta also acts as the center of the Indonesian economy, with various industrial sectors such as finance, trade, manufacturing and services. Many national and international companies have built their head offices or branches in this city (Amar, 2009).

Continuously developing transportation infrastructure, including international airports, an extensive toll road network, commuter trains, and the TransJakarta high-speed bus system, makes Jakarta a major transportation hub in Indonesia. However, Jakarta is also faced with a number of challenges, including chronic traffic congestion, air pollution problems, flooding, and urbanization issues. The government is actively working to overcome these challenges to improve the quality of life in the city (Amrullah et al, 2022).

### **Traveler**

A tourist is someone who travels from one place to another, usually for the purpose of recreation, vacation, exploration, or cultural experience. Tourists can visit various destinations such as cities, countries, natural tourist attractions, or historical locations to spend time, explore culture, or relax (Riani, 2021). They may stay in hotels, try local foods, visit tourist attractions, and participate in various activities available in the places they visit. Tourists can have a variety of

interests and travel goals, and they contribute to the tourism industry by spending their money in the places they visit (Nurbaeti et al, 2021).

### **Tourist Destinations**

Tourist destinations are certain locations or places that are interesting for tourists to visit. These destinations usually have their own attractions, such as natural beauty, historical sites, cultural attractions, entertainment or activities that make them attractive to people who want to spend time on vacation or traveling. Tourist destinations can be cities, regions, countries, national parks, beaches, mountains, museums, amusement parks, and many more (Ratnaningtyas et al, 2022).

Tourist destinations usually offer various facilities and services to support tourists, such as accommodation (hotels, hostels, villas, etc.), restaurants, shopping places, tour guides, and transportation facilities. The main goal of a tourist destination is to provide a fun, educational or interesting experience for its visitors, and often becomes an important source of economic income for the region or country concerned (Oktavia et al, 2023).

### **Public Transport**

Public transportation, also known as public transportation, is a transportation system available for use by the general public. This is a transportation service operated and managed by the government or private companies that opens access to individuals who want to travel from one location to another within a city, region or region (Subarto&Istianto, 2015). The goal of public transportation is to provide an affordable, efficient, and comfortable way for residents and visitors to move within a city or region, reduce traffic congestion, reduce air pollution, and facilitate access to various services and facilities in an area (Sutandi, 2015).

The definition of public transportation includes various types of transportation facilities available to the public, including buses, commuter trains and subways, ships, taxis, rental cars/bikes/motorbikes, etc. (Ratnaningtyas et al, 2021). Buses are a very common type of public transportation in many cities. Buses transport passengers from one place to another on various routes and schedules. Commuter trains and subways are common types of public transportation in large cities. They connect various parts of the city and surrounding areas (Suryani et al, 2019).

In cities that have water access, ferries can be used as public transportation connecting islands or coastal areas. Although taxis are often operated by private companies, they are also considered public transportation because they are available for hire by the general public. In some cities, car rental or bike sharing services have become popular alternatives to public

transportation. Some cities have integrated transportation systems that combine different types of public transportation, such as buses, trains, and subways, to provide passengers with more efficient choices. Some small-town, small-town transport such as rickshaws or carts may also be considered public transport in the local context.

### **C. Research Methods**

This research uses a qualitative method that focuses on descriptive data in the form of text to produce sentences. Within the framework of this research, information is collected thoroughly through interview, observation and documentation stages, which is then presented in the form of descriptions using words to make it easier to understand. The main data source in this research was obtained through field activities, including direct observation and interaction interviews.

The objects of this research are: (1) All public transportation places in the City of Jakarta include Transjakarta Bus, KRL (Electric Rail Train), MRT (Mass Rapid Transit), LRT (Light Rail Transit), Jaklingko and Online Ojek, because 6 (six) public transportation is the most widely used by residents in the city of Jakarta; (2) Featured tourist destinations include Taman Impian Jaya Ancol, Taman Mini Indonesia Indah, National Monument, National Museum, Satria Mandala Museum, Jakarta History Museum, and Kota Tua, because these 7 (seven) tourist destinations are most visited by tourists .

The subjects of this research include: (1) DKI Jakarta Transportation and Transportation Department; (2) Users of public transportation in the City of Jakarta, including domestic and international tourists. Data collection methods in this research include: (1) Interviews with questions asked spontaneously but still following previously established guidelines; (2) Observation, where the researcher is present at the destination location to collect evidence and accurate data for the research report that has been prepared.

The data analysis technique in this research includes the following steps: (1) Conducting interviews and observations to identify relevant and factual field problems that will be the object of analysis; (2) These problems can produce theories that will be used in this research; (3) The questions in the interview are based on an observation format; (4) The method used in this research is descriptive qualitative; (5) The sample was chosen randomly (random sampling) because the research subjects were spread across various parts; (6) Consent and agreement from the research subjects obtained before conducting the interview; (7) The duration of interviews with research subjects is 15 minutes; (8) All data collected is collected carefully; (9) Interview data were analyzed; (10) The results of the analysis are used to compile findings, conclusions and recommendations in this research.

## **D. Result and Discussion**

### **Planning Routes and Destinations**

Determine the main tourist destination you want to visit in Jakarta. Shop around to find out how to get to each place using public transportation. To ensure tourists reach their destination correctly, make sure to use map and transportation applications such as Google Maps or official applications from transportation operators (such as TransJakarta, MRT Jakarta, or LRT Jakarta). Also, check the latest schedules and fares for the selected type of transport.

The following are some of the main tourist destinations in Jakarta and how to reach them using various types of public transportation: (1) Taman Impian Jaya Ancol, for this tourist destination you can use TransJakarta by taking corridor 12 towards PuloGadung-Ancol, then stop at the Ancol Bus Stop, then you can walk to Taman Impian Jaya Ancol or can use online motorbike taxi services such as Gojek or Grab to reach Ancol; (2) Taman Mini Indonesia Indah, for this tourist destination you can use TransJakarta up the 4-way PuloGadung-DukuhAtas corridor and stop at the TMII bus stop, then you can use the online motorbike taxi service to travel to TMII if necessary; (3) National Monument, for this tourist destination you can use TransJakarta up corridor 1 in the Blok M - Kota direction and stop at the Monas Bus Stop, then you can use the MRT and stop at Monas Station which is directly connected to the Monas area; (4) National Museum, for this tourist destination you can use TransJakarta, take corridor 1 direction Blok M-Kota or 8 direction LebakBulus-PasarBaru and stop at the Monas bus stop, then you can walk to the National Museum, to get to the National Monument you can also use MRT and stop at Monas Station, then walk or take an online motorbike taxi to the National Museum; (5) Satria Mandala Museum, for this tourist destination you can use an online motorbike taxi to reach it; (6) Jakarta History Museum, for this tourist destination you can use TransJakarta to take corridor 1 in the Blok M-Kota direction or 8 in the LebakBulus-PasarBaru direction and stop at the Kota Tua bus stop, then walk to the Jakarta History Museum; (7) Kota Tua Jakarta, for this tourist destination you can use TransJakarta up the 1-way corridor Blok M-Kota and stop at the Kota Tua bus stop, which is located in the Kota Tua area.

### **Buy a Card or Ticket**

To use public transportation in Jakarta, tourists can buy prepaid cards such as e-money cards or single tickets. This card can be used to pay fares on various types of public transportation. An e-money card is a prepaid card that can be refilled and used to pay fares on various types of public transportation such as TransJakarta, MRT Jakarta, LRT Jakarta, KRL (Electric Rail Train), and several other modes of transportation. Tourists can buy e-money cards at various locations, including train stations, minimarkets and shopping centers.



After purchasing the card, tourists can load it with balance and enjoy by tapping the card on the reader machines available at various stations and public transportation.

Another alternative is to use a single ticket. These tickets can usually be purchased at ticket machines or ticket sales counters at stations or public transportation stops. Tourists buy tickets according to their destination and then use the tickets when riding public transportation. Apart from e-money cards, several types of multi-purpose cards such as Flazz cards (BCA) or BRIZZI cards (BRI) can also be used to pay public transportation fares in Jakarta. Make sure the card is compatible with your existing payment system.

For prepaid cards, tourists need to top up their balance according to their needs. Top ups can be done at various locations that sell cards and also via applications or automatic top-up machines. The use of prepaid cards or single tickets makes traveling on public transportation more efficient, reduces payment time on each trip, and provides cheaper fares compared to purchasing cash tickets. Be sure to check the rates and conditions for using cards or tickets on different types of public transportation. By using one of these options, tourists can more easily explore Jakarta by public transportation.

### **Using TransJakarta**

Using TransJakarta to travel to Jakarta is a practical and efficient way to determine the tourist destinations you want to visit in Jakarta. Tourists can download map and transportation applications such as Google Maps or the official TransJakarta application to help plan tourist travel routes. Tourists can buy TransJakarta prepaid cards, such as e-money cards or JakCard, at various stations or sales outlets available in Jakarta. If you don't have a card, you can also buy a ticket at the TransJakarta Station ticket machine. Then checking the schedule and corridors is the most important thing because TransJakarta is in accordance with tourist travel routes.

Each TransJakarta corridor has a different route and connects various parts of the city. Next, make sure to know the start and end stops of the selected corridor. Also find the TransJakarta stop closest to the tourist location and get on the bus that corresponds to the corridor you will use. Insert the card or ticket into the reader upon entry. If using a single ticket, keep the ticket to check again on the way out. Pay attention to the information boards at TransJakarta stops to find out the bus arrival schedule. Make sure to wait at the correct stop according to the direction of travel. When the bus has arrived at the destination stop, press the get off button to notify the driver that you want to get off. Get out of the bus and make sure you are at the stop that corresponds to your travel destination.

After getting off the TransJakarta bus, tourists need to walk or use additional transportation such as online motorbike taxis to reach tourist attractions, depending on how close the location is to the TransJakarta stop. For the return trip, you can use TransJakarta again by following the steps above to return to your place of stay or another destination. By using TransJakarta, tourists can explore various tourist attractions in Jakarta more easily and efficiently. Make sure to check the latest schedules and routes as well as applicable rates so that your tour runs smoothly.

### **Using the MRT (Mass Rapid Transit)**

Using the MRT to travel in Jakarta is a comfortable and fast option. Determine the tourist destination you want to visit in Jakarta and identify the closest MRT station to that location. Using the MRT is an efficient and comfortable way to explore Jakarta, especially if tourist destinations are connected to MRT lines. Make sure to check the latest schedules and information on the official MRT Jakarta website so that your trip runs smoothly. Use map and transportation applications such as Google Maps or the official MRT Jakarta application to plan tourist routes. By purchasing an MRT ticket at the ticket machine available at the MRT station. Make sure to choose tickets according to the number of trips planned.

Check the Jakarta MRT operational schedule and make sure you know the stations you will stop at. MRT Jakarta has two lines, namely the north-south line and the east-west line. Find the nearest MRT station to the tourist's starting location and take the MRT according to the line you will use. Insert the MRT ticket into the reader machine at the entrance gate. During your journey, make sure to follow the directions and announcements on the train. Keep your ticket well because you will definitely need it when you leave the destination station. When the MRT reaches the destination station, get out of the train and make sure it is at the correct station. After leaving the MRT station, you may need to walk or use additional modes of transportation such as online motorbike taxis to reach tourist destinations.

### **Using LRT (Light Rail Transit)**

Using the LRT to travel in Jakarta is one transportation option that can be considered, especially if the tourist destination is along the Jakarta LRT route. Determine the tourist destination you want to visit in Jakarta and identify the nearest LRT station to that location. Using the LRT is an efficient and comfortable way to explore Jakarta if tourist destinations are connected to the LRT line. Make sure to check the latest schedule and information on the official LRT Jakarta website so that the trip runs smoothly.



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Use map and transportation applications such as Google Maps or the official LRT Jakarta application to plan tourist travel routes. Tourists can buy LRT tickets at ticket machines available at LRT stations. Make sure to choose tickets according to the number of trips planned. Check the Jakarta LRT operational schedule and make sure tourists know the stations they will stop at. The Jakarta LRT has two main routes, namely the northern route and the southern route. Find the nearest LRT station to the tourist's starting location and get on the LRT according to the route you will use. Insert the LRT ticket into the reader machine at the entrance gate. During your journey, make sure to follow the directions and announcements on the train. Keep your ticket well because you will need it when you leave the destination station. When the LRT reaches the destination station, get out of the train and make sure it is at the correct station. After leaving the LRT station, tourists may need to walk or use additional modes of transportation such as online motorbike taxis to reach tourist destinations.

### **Using KRL (Electric Rail Train)**

Using KRL (Electric Rail Train) to travel in Jakarta is a good choice because KRL connects various areas in Jakarta and its surroundings. Tourists can buy KRL tickets at ticket machines available at KRL stations. Using the KRL is an efficient and comfortable way to explore Jakarta and the surrounding area. Make sure to check the latest schedule and information on the official Jakarta KRL website so that tourists' journey runs smoothly. Make sure to choose tickets according to the number of trips planned. Some stations also have automatic ticket machines that accept payments by cash or e-money cards. Check the Jakarta KRL operational schedule and make sure tourists know the stations they will stop at.

The Jakarta KRL has several routes that connect various areas, such as the Bogor, Bekasi, Depok, Tangerang routes, and so on. Find the nearest KRL station to the tourist's starting location and get on the KRL according to the route you will use. Buy a ticket or tap the e-money card on the ticket machine or e-money card reader. During the journey, sit or stand safely in the carriage. Pay attention to the announcements and instructions on the train to find out which stations you will pass. When the KRL reaches the destination station, get off the train and make sure it is at the right station. After leaving the KRL station, tourists may need to walk or use additional modes of transportation such as online motorbike taxis to reach tourist destinations.

### **Using Jaklingko**

Jaklingko is one of the integrated Transjakarta highway bus feeder transportation. The routes used by Jaklingko are generally microbus routes and

the Wahana Kalpika Cooperative city transport routes which have been integrated with Transjakarta. To board Jaklinggo, tourists are not charged, but must tap the JakLingko electronic money card. Then tourists board the Transjakarta bus according to the tourist destination.

The Jaklingko card is a transformation of the OK-Trip card which was initiated by the DKI Jakarta Provincial Government. Jaklingko is a travel card with an integrated transportation system. From route integration, management, to payment integration, or in short, the card is a transportation program with one price for one trip. The Jaklingko card can be used for various modes of public transportation. Tourists can use Jaklingko services to travel in Jakarta more flexibly and comfortably.

### **Using an Online Motorcycle Taxi**

Using online motorcycle taxi services such as Gojek or Grab to travel in Jakarta is a practical and flexible way. First, download the online motorcycle taxi application of the tourist's choice from the official application store (such as Gojek or Grab for Android or iOS users). Open the online motorcycle taxi application and register an account, need to fill in basic information and a valid telephone number. After registering, verify your account via a code sent to the registered telephone number. Open the online motorcycle taxi application after successfully registering and verifying the account. Enter the pick-up location and tourist destination you want to visit in Jakarta.

The online motorcycle taxi application will display various types of services, such as GoRide (motorbike taxi service), GoCar (online taxi service), and others. Choose the type of service that suits your needs. Online motorcycle taxi customers will come to pick them up at the designated pick-up location and can see the location of the approaching driver via the application. During the trip, you can see the travel route in the application to ensure you are going to the right tourist spot. After arriving at the destination, you can pay for the trip using the payment method selected in the application, such as credit/debit card, application balance, or cash if available. Once the trip is complete, you can provide a rating and review for the driver. This helps improve the quality of service.

### **Pay Attention to Operating Hours**

Checking public transportation operating hours is very important, especially for tourists. This can help tourists plan their travel trips better and avoid problems that may arise due to inconsistent schedules. Many public transportation systems, such as TransJakarta, MRT Jakarta, LRT Jakarta, and others, have official applications that make it possible to check schedules, routes, and other related information. Download this official application and use the

features provided. The official websites of public transport operators are also a valuable source of information and one can access timetables and other related information from these websites.

If tourists are at a tourist location, they can ask local residents or officers at the station/stop in question about the operating hours of public transportation. They can usually provide accurate information. Map and transportation applications such as Google Maps also often provide information about public transportation schedules and routes, including starting points and destinations to see travel options and their schedules. In addition to regular operating hours, be sure to check for special schedules or schedule changes that may occur for holidays or special events in the city.

Tourists have certain travel plans, for example taking the MRT or KRL to reach a certain destination, are interested in ordering tickets in advance or checking ticket availability online if available. Make sure to pay attention to the last or final hour of the trip, especially if you plan to return home late at night, don't want to be stuck without public transportation to get back to your place of stay. Apart from official information, you can also look for opinions and experiences from other tourists who have used public transportation in Jakarta. Online travel forums and review websites such as TripAdvisor can provide additional insight.

## **E. Conclusion**

Traveling to Jakarta using public transportation is a practical, efficient and often economical choice. Jakarta has various types of public transportation, including KRL, MRT, LRT, TransJakarta, Jaklingko, and online motorcycle taxis, which can make it easier for tourists to explore various places in this city. Tourists can plan travel routes easily using map and transport applications, as well as official websites of public transport operators. Then you can choose transportation that suits your needs. The use of prepaid cards, such as e-money cards or public transportation cards, makes payments easier and reduces the hassle of purchasing single tickets. Checking public transportation operational schedules is key to planning a smooth trip, especially if you have limited time or a specific destination you want to visit.

Public transportation can often take tourists directly to many of the main tourist destinations in Jakarta, such as the National Monument (Monas), Taman Mini Indonesia Indah, Ancol, and others. Jakarta has high safety standards in the field of public transportation, and passengers are expected to comply with applicable regulations and etiquette.

The DKI Jakarta Government hopes to continue to develop public transportation infrastructure, which means that the experience of using public transportation will become more comfortable and efficient. Asking local

residents or officials at public transport stations/stops can help get additional information about travel. Overall, traveling to Jakarta by public transportation is a viable and convenient option, especially if you want to avoid traffic jams and get a closer local experience. Make sure to plan your trip well and check the latest information so you can explore Jakarta smoothly and happily.

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