

## **ABSTRACT**

*Rapid development in various sectors of the economy has increased community mobility, making rail transportation an effective and efficient choice. However, the increasing number of passengers demands improvements in services to meet user needs. The object of this research is the KRL Commuter Line Solo – Yogyakarta which passes through 13 stopping stations. The data shows an increase in the number of customer complaints from 2021 to 2022, with the majority of complaints related to passenger density and service quality that affect satisfaction. The purpose of this study is to measure the level of customer satisfaction and provide suggestions for improvements to improve service quality on the KRL Commuter Line Solo – Yogyakarta. Measurement of customer satisfaction is carried out using the Structural Equation Modeling (SEM) method. The results showed that the variables of price and perceived value, security, ease of use, and reliability and dependability had a positive effect on service quality. Service quality variables have a positive effect on customer satisfaction, and customer satisfaction has a positive effect on reuse intentions. Providing recommendations for improvement is based on variables that have a significant effect on the factors that influence the intention to reuse the KRL Commuter Line Solo - Yogyakarta, namely conducting maintenance on the vending machine and increasing the frequency of trains at peak hours.*

**Keywords:** *customer satisfaction, service quality, structural equation modelling, railway, commuter line, transportation*