

ABSTRACT

Indonesia has the highest number of two-wheeled vehicle ownership in the world, but the issue of scarcity of motor vehicle fuel (BBM) has been a recurring concern every year. Its impacts include spikes in fuel prices and changes in the behavior of drivers who tend to switch to more affordable BBM, resulting in congestion at fuel filling stations. This challenge creates problems, including an increase in accidents at various Gas Filling Stations (SPBU), including those owned by PT Pertamina. This predicament is exacerbated by the lack of facilities at Pertamina's SPBUs, especially in Bandung. The inadequate facilities create discomfort and a sense of insecurity for drivers refueling BBM. Therefore, a redesign of public facilities and the concept of passenger circulation at Pertamina's SPBUs is necessary. The research approach employs a combination of qualitative and quantitative methods. In terms of design, the applied method is User-Centered Design (UCD), with a focus on creating public facilities that are ergonomic and user-friendly, aiming to enhance the comfort and safety of passengers while waiting or refueling BBM at SPBU Pertamina. The final outcome of the design includes a dedicated waiting area with a shelter design for passenger comfort. The introduction of a special passenger route is also proposed, aiming to improve security within the Pertamina SPBU environment. With this approach, it is expected that this design can address the challenges of discomfort and lack of security faced by vehicle users at SPBU Pertamina in Bandung, providing a better solution.

Keywords: *Pertamina Gas Station, Ergonomics, Public Facilities, Waiting Room.*