

## Abstract

*Advances in information technology in the transportation sector are very significant, to support business processes, PT. Kereta Api Indonesia (Persero) has released the latest innovation, namely box counter machines, box counter machines function to replace the performance of customer service and conventional counters. The counter box machine is used to carry out all transactions related to train tickets. However, these machines still have problems that need to be evaluated, such as slow networks and devices that often turn off. This research aims to analyze the performance of PT Kereta Api Indonesia Persero's counter box machine for excellent service to train service users. This research was conducted to determine the shortcomings of counter box machines so that they provide excellent service in the railway environment. The research method used is COBIT 2019 with Enterprise Goal 05 (EG05). COBIT can be integrated with other frameworks and standards in IT management, such as ITIL, ISO 27001, and COSO. This research collects data from train users and the PT Kereta Api Indonesia company. Then managing the data obtained, to creating a recommendation website for PT.Kereta Api Indonesia. The results of this research, based on data collection carried out by researchers, obtained domain BAI05 regarding managing organizational change empowerment which is still not achieved in accordance with the COBIT 2019 framework. Therefore, researchers provide recommendations and a website to manage assessments from train service users.*