# User Perceptions of C-Access App: A Study of Passenger Experience in Jakarta KRL Commuter Line

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**Abstract**

*This study investigates user perceptions of the C-Access mobile application, a digital platform developed by PT Kereta Commuter Indonesia (PT KCI) to support KRL Commuter Line passengers in the Greater Jakarta area. Despite its intended function to provide real-time scheduling and commuter support, the app has received mixed reviews due to issues such as inaccurate schedule updates, login errors, and instability during peak hours. Using a descriptive qualitative method, data were gathered through semi-structured interviews with four daily users, one stakeholder from PT KCI, and one digital apps expert, complemented by secondary data from app store and google play store reviews and relevant literature. The analysis is guided by the Technology Acceptance Model (TAM) and Reputation Theory. Results indicate that while users acknowledge the app's usefulness and ease of navigation, repeated technical disruptions especially during rush hours have impacted the platform's perceived reliability and digital reputation. Users remain loyal due to its institutional credibility and the belief that PT KCI is actively working to improve services. The study concludes that commuter trust in public service apps is shaped not only by interface functionality but also by broader institutional trust, emphasizing that digital reputation is a dynamic construct co-produced through user experience and public expectations. These findings highlight the importance of enhancing real-time accuracy, responsiveness, and user communication to foster sustainable trust in government-linked digital apps services.*

**Keywords:** User Perception, Passenger Experience, C-Access Appliication, Reputation Theory, Service Improvement.

## INTRODUCTION

Urban mobility in Indonesia has increasingly relied on mass public transportation systems, particularly in the Greater Jakarta area, which includes Jakarta, Bogor, Depok, and Tangerang (Jabodetabek). With one of the highest population densities in Southeast Asia, this urban agglomeration faces complex transportation challenges, including traffic congestion, long commute times, and environmental pressures. Public transportation especially the railway system has become a strategic priority for reducing dependence on private vehicles and achieving sustainable urban development. Among the available transport modes, the KRL

Commuter Line has emerged as a primary choice for daily commuters due to its speed, reliability, and ability to bypass road congestion through a dedicated rail network (Rachmadina et al., 2023). The system's growing importance is reflected in significant passenger growth, with recorded users rising from 127.8 million in 2021 to over 307.8 million between January and October 2024 (PT Kereta Commuter Indonesia, 2024).

To accommodate this rising demand, PT Kereta Api Indonesia (PT KAI) and its subsidiary PT Kereta Commuter Indonesia (PT KCI) have made various improvements, not only in station facilities but also in operational systems and customer experience. One significant reform was the discontinuation of economy-class trains, which were considered unfit for modern mass transit standards (Nugroho, 2022). In addition, PT KCI revised commuter regulations, adjusted service timetables, and modernized ticketing mechanisms to provide a more secure and efficient service to the public (Wijaya & Setyabudi, 2021). These efforts reflect a broader national trend in public sector digitalization, where transportation operators are increasingly expected to deliver services through integrated, technology-based platforms that enhance commuter convenience and agency.

In this context, the C-Access mobile application was launched in 2014 as a flagship innovation of PT KCI. Designed to enhance commuter experience through digital integration, the app allows users to access essential features such as train schedules, real-time positions, fare information, and station facilities (Antara, 2024). It also includes a function to check KMT card balances using NFC-compatible smartphones (OCBC, 2024). These digital tools are expected to empower commuters by minimizing uncertainty, improving trip planning, and fostering real-time engagement with public transportation systems.

However, the app has received mixed responses from the public. Based on Google Play Store and App Store data (2025), the C-Access app has been downloaded by around 500,000 users, yet maintains an average rating 4.2 out of 5 stars (C-Access App, 2025). While this suggests moderate satisfaction, a deeper review of user feedback reveals recurring problems such as inaccurate schedules, login failures, interface confusion, and inconsistent updates (Saputra, 2020). These technical shortcomings are particularly critical during peak hours when passengers heavily depend on accurate information to coordinate transfers and reduce waiting times.

Discrepancies between the app's displayed schedules and real-time station announcements have caused discomfort for many users. For instance, DA (2022), a regular commuter to Bekasi, stated: "I often experience delays and late schedule updates in the C-Access app during peak hours, leading to overcrowding at the

station as passengers push to board the trains." These experiences highlight how digital inaccuracies translate directly into physical consequences missed trains, overcrowding, and frustration. Furthermore, punctuality is legally mandated under Government Regulation No. 72 of 2009 concerning railway traffic and transport, which stipulates that operators must ensure adherence to announced timetables (Wiarco et al., 2022).

When service quality declines, passenger dissatisfaction grows, influencing their perceptions of the transit system's credibility and reliability. This relationship is particularly pronounced in digital environments where user trust is shaped not only by the app's interface or features, but by the extent to which digital tools deliver promised functionalities. According to (Mesbah et al., 2022), inconsistent service delivery creates fragmented experiences among different user segments, impacting overall satisfaction and weakening trust in the provider. These perceptual dynamics are increasingly recognized as central to an organization's long-term success, especially in the public sector, where service failures can trigger reputational backlash (Hadi & Indradewa, 2019)

Reputation, in this context, is not static it is a continuously evolving construct shaped by public dialogue, social media discourse, app reviews, and word-of-mouth recommendations (Itasari et al., 2025). As a strategic asset, reputation influences customer loyalty, institutional legitimacy, and the perceived quality of service delivery. Thus, PT KCI ability to maintain commuter trust depends not only on physical service improvements but also on managing the digital reputation of tools like C-Access.

To unpack how digital interactions shape perceptions of quality and reputation, this study adopts two theoretical perspectives. The first is the Technology Acceptance Model (TAM) by (Davis, 1989), which explains user adoption through two primary constructs: perceived usefulness and perceived ease of use. These variables describe how commuters evaluate the app based on how well it supports their journey (e.g., helping them plan routes, avoid delays) and how easily they can interact with the system (e.g., navigating menus, understanding content structure). In this study, TAM provides a conceptual foundation for analyzing commuter satisfaction as a function of human-app interaction in daily transport contexts.

This research draws on Reputation Theory (Fombrun, 1996), which conceptualizes as a multi-dimensional construct rooted in credibility, reliability, trustworthiness, and responsibility. These dimensions are critical in determining whether users believe the institution behind a service is competent, responsive, and socially accountable. As commuters use the C-Access app, their judgments are not limited to technical functionality; they extend to institutional attributes such as

transparency, responsiveness to complaints, and consistency of communication ((Henríquez-Jara et al., 2024). This broader interpretation of trust underscores how digital experiences are deeply tied to public perceptions of institutional performance.

While previous studies have provided valuable insights into the adoption of transportation apps, many focus on either interface design or broad service quality constructs without integrating into a reputation-based framework. This study addresses that gap by explicitly connecting app-level experience (Davis, 1989) with institutional reputation (Fombrun, 1996). By doing so, it enables a more comprehensive understanding of how commuter satisfaction is shaped by both digital design and broader perceptions of public service legitimacy.

This research offers a focused assessment of KRL commuter perceptions toward the C-Access application, with particular attention to real-time schedule accuracy, app responsiveness, and critical functional design. By exploring how these perceptions influence commuter confidence in the app and, by extension, in PT KCI this study aims to generate insights that support the development of more responsive, credible, and user-oriented digital services.

**LITERATURE REVIEW**

Previous empirical studies on digital transportation platforms in Indonesia reveal that technical performance alone doesn't fully account for user satisfaction or continued usage. As mobile applications increasingly mediate public service interactions, user trust, perceived credibility, and emotional response to digital systems have become equally important. In the context of mass transit platforms like C-Access, commuters form judgments not only based on usability or accuracy, but also on broader perceptions of institutional responsiveness, reliability, and accountability.

To capture this complexity, the present study draws upon two theoretical foundations: the Technology Acceptance Model (TAM) to explain individual user evaluations of app functionality, and Reputation Theory to interpret longer-term institutional trust and digital legitimacy. This combined framework enables a more nuanced understanding of how user satisfaction emerges in public digital service contexts.

**Technology Acceptance Model (TAM)**

The Technology Acceptance Model (TAM), originally introduced by (Davis, 1989), is widely used to explain how users accept and utilize new technologies. It identifies two key constructs: perceived usefulness (PU), defined as the degree to which a user believes that a technology enhances their task performance, and perceived ease of use (PEOU), which refers to the degree to which the technology is free of cognitive effort or friction. These constructs influence users' behavioral intentions and ultimately determine whether a digital tool becomes embedded in daily routines.

In the domain of digital public transport, TAM remains a foundational framework for understanding commuter interaction with mobile apps. In the Indonesian context, (Azzahra & Priyono, 2023)found that both PU and PEOU were significantly correlated with user satisfaction when applied to the C-Access application. Real-time data accuracy, simple navigability, and visual clarity were cited as essential components that shaped perceptions of usefulness and ease. The stronger these perceptions, the more likely users were to continue using the platform.

(Kim & Lee, 2022) demonstrated that in high-frequency commuter environments, users prioritize not only task completion speed, but also intuitive interface logic. They showed that apps designed for repetitive and time-sensitive tasks must offer fluid, interruption-free experiences. (Habermann et al., 2016) similarly emphasized the importance of interface ergonomics and navigational clarity in shaping long-term adoption, particularly in transportation contexts where time pressure is a daily reality.

Scholars have also underscore that user satisfaction is not purely transactional; it incorporates psychological reassurance. (Zolkepli et al., 2021), for example, argued that perceived usefulness includes emotional benefits such as reduced anxiety during uncertain travel conditions. In their study, satisfaction was closely tied to whether users felt "in control" when interacting with a mobility app, particularly in situations of delay or disruption. This expanded view of PU aligns closely with how commuters experience public transport apps in dense, unpredictable urban environments such as Jakarta.

Empirical evaluations of C-Access further reinforce these points. (Resmitasari et al., 2020) identified that users who encountered ambiguous menu structures or inconsistent icons often abandoned the app entirely, regardless of the availability of useful features. (Marginingsih et al., 2020) employing a service quality

framework, also found that responsiveness and interface clarity were stronger predictors of satisfaction than raw functionality alone.
A broader quantitative study by (Rahnama et al., 2024), with Structural Equation Modeling (SEM) and Artificial Neural Networks (ANN), confirmed that the TAM variables remain statistically significant in shaping satisfaction among public transport users. They also noted that digital responsiveness during high-stress periods (e.g., delays, re-routing) magnifies the weight of both PU and PEOU in the minds of users.

While the Technology Acceptance Model (TAM) remains a widely used framework for understanding user interaction with digital services, its applicability in public transportation systems requires contextual enrichment. (Pandyaswargo et al., 2025) demonstrate that commuter satisfaction in Jakarta's Smart City ecosystem is not solely determined by perceived usefulness and ease of use, but also by systemic factors such as service reliability, integration with broader urban mobility infrastructure, and socio-demographic variables. Their study emphasizes that trust in public digital tools like C-Access is influenced by commuters' prior experience with government services, their expectations of responsiveness, and the perceived transparency of the system. In such contexts, the traditional TAM variables must be interpreted alongside broader concerns of digital governance and institutional accountability, highlighting the need to embed commuter experience within a more multidimensional evaluative framework.

**Reputation Theory**

To address the limitations of individual-centric models, this study incorporates Reputation Theory to examine how long-term trust and institutional credibility influence user evaluations. Developed by (Fombrun, 1996), Reputation Theory conceptualizes reputation as a collective perception shaped by accumulated user experiences, social narratives, and stakeholder interactions. In digital public services, this includes real-time experiences, public reviews, media representations, and the perceived accountability of the institution managing the service.

(Fombrun, 1996) identifies four core dimensions of organizational reputation: credibility, reliability, trustworthiness, and responsibility. Credibility refers to the alignment between promised and actual service performance. Reliability encompasses consistent and dependable delivery. Trustworthiness reflects ethical behavior and fairness, while responsibility pertains to how the institution responds to errors, complaints, and user concerns.

In Indonesia, public perception of transport service apps such as C-Access is intervened by these reputational elements. (Itasari et al., 2025) observed that even small failures in app functionality such as delayed schedule updates can trigger disproportionate user backlash when they are perceived as signs of institutional neglect or incompetence. In their study, social media narratives, Google Play reviews, and peer recommendations were key mechanisms through which reputational judgments were formed.

(Henríquez-Jara et al., 2024) further demonstrated that digital platforms linked to public services are uniquely exposed to reputational risk. Their research in Latin America found that a failure to address digital complaints or communicate transparently led to a cumulative erosion of trust not just in the app, but in the broader government institution. The same dynamics are visible in Indonesia, where recurring technical issues in C-Access often prompt criticism of PT KCI's broader governance and accountability.

(Krishnan et al., 2025) argue that satisfaction with public digital services is rarely confined to screen-level interactions. On this qualitative research underscores the importance of relational trust users want to feel heard, respected, and valued. When feedback loops are weak, or when user concerns are met with generic responses, perceived responsibility suffers and reputational decline accelerates.

(Sogbe et al., 2025), in a systematic review of public transport platforms in developing economies, found that institutional transparency and responsiveness were as critical to satisfaction as app performance. The findings support the claim that users form judgments about digital platforms based on perceived values, not just usability. Even experiential design can influence reputation. (Siskawati & Dirgahayani, 2024) showed that adding gamification or motivational features to transit apps can improve emotional engagement and reinforce perceptions of innovation and care key inputs into public reputation.

Thus, Reputation Theory allows us to move beyond the moment of interaction and examine how digital service platforms shape, and are shaped by, institutional legitimacy. In contrast to TAM, which emphasizes interface-level perceptions, reputation frameworks consider long-term user trust as a product of historical performance, relational accountability, and organizational values. This dual-theoretical approach is essential for capturing the layered realities of digital public services like C-Access. While TAM helps clarify what users think about how the app functions through perceived usefulness and ease Reputation Theory explains why those perceptions persist, evolve, or deteriorate, especially when viewed through the lens of institutional memory and public expectations. In environments where mobile platforms are closely linked to public institutions, failures in app

performance are rarely interpreted in isolation. Instead, they are incorporated into broader assessments of government responsiveness, credibility, and civic trust.

**METHODOLOGY**

This study employed a descriptive qualitative approach to investigate how KRL commuters perceive both the performance and institutional reputation of the C-Access mobile application. A qualitative strategy was selected to capture in-depth, contextualized insights into the experiences and perceptions of digital service users, particularly within the domain of public transportation, where emotional, behavioral, and cognitive evaluations often intersect. The analysis is underpinned by two key theoretical frameworks: the Technology Acceptance Model (TAM) developed by (Davis, 1989), which focuses on perceived usefulness and perceived ease of use as core variables shaping user behavior; and Reputation Theory as formulated by (Fombrun, 1996), which conceptualizes organizational reputation through the interrelated dimensions of credibility, reliability, trustworthiness, and responsibility.

Primary data collection was conducted through semi-structured in-depth interviews with six informants selected using purposive sampling. These participants were chosen based on their direct and routine interaction with the C-Access app in their daily commutes. The sample consisted of four KRL commuters, one male and three female, each of whom had been using the C-Access application regularly for more than four years. In addition, the study included a representative from PT KCI involved in service operations and a digital technology expert with extensive experience in public-facing applications. All interviews were conducted online via video calls. Interview questions were designed to explore participants' experiences related to real-time information access, user interface interactions, app responsiveness, and their interpretation of PT KCI's digital credibility and accountability.

The use of pseudonyms in this study serves to protect the confidentiality and privacy of participants. By assigning anonymized initials that do not correspond to real names (e.g., CA, SF, MB), the researcher ensures that participants cannot be personally identified. This approach reflects established ethical standards in qualitative inquiry, particularly in studies that involve personal narratives or evaluative accounts of institutional services, such as the C-Access application examined in this research.

To complement the primary data, the study also incorporated secondary sources. These included user reviews on both the Google Play Store and Apple App Store (accessed June 2025), as well as publicly available documents such as app update

release notes, media coverage, and relevant scholarly literature on transport apps and public sector digital performance. These sources served to triangulate the interview data and provided additional perspectives on public sentiment and app performance history.

**Table 1.** List of Research Informants

| Informant | Age | Gender | Role | Residential | Commuting Since |
|---|---|---|---|---|---|
| **CA** | 22 | Male | KRL Passenger Using C-Access App | Bekasi | 2019 - 2025 |
| **SF** | 23 | Female | KRL Passenger Using C-Access App | Jakarta | 2018 - 2025 |
| **MB** | 22 | Female | KRL Passenger Using C-Access App | Jakarta | 2019 - 2025 |
| **KA** | 22 | Female | KRL Passenger Using C-Access App | Jakarta | 2019 - 2025 |
| **X** | 35 | Male | PT KCI Stakeholder | Jakarta | 2010 - 2025 |
| **R** | 30 | Male | Digital App Expert | Bogor | 2015 - 2025 |

Source: Primary Data, 2025

Data were analyzed using the (Miles et al., 2014) interactive model, encompassing data condensation, display, and conclusion drawing. Interview transcripts were coded inductively but interpreted through the theoretical constructs. Emerging themes were organized according to how users evaluate the app's reliability, responsiveness, and credibility. To ensure the rigor and credibility of findings, the study employed two validation strategies: member checking, in which participants reviewed their summaries for accuracy, and theory-driven triangulation, where emerging themes were cross-analyzed using both theoretical lenses.

## RESULTS AND DISCUSSION

User engagement with the C-Access mobile application reflects a dual experience as both commuter and digital service user. While the app is primarily designed for scheduling, it also shapes how passengers plan, adapt, and build trust in Jakarta's public transit system. Despite frequent glitches or delays, continued use suggests that commuters find the app useful and easy enough to integrate into daily routines. This perception is explained through the Technology Acceptance Model (TAM), which highlights how users evaluate functionality and ease of use (Davis, 1989), and Reputation Theory, which frames trust through credibility, reliability, trustworthiness and responsibility (Fombrun, 1996). As a government-linked platform, C-Access benefits from the perceived legitimacy of PT KCI, with users often tolerating imperfections due to broader confidence in the institution behind

it. Together, these frameworks reveal that commuter loyalty is not driven by flawless performance but by the app's ability to meet essential needs while signaling public accountability.

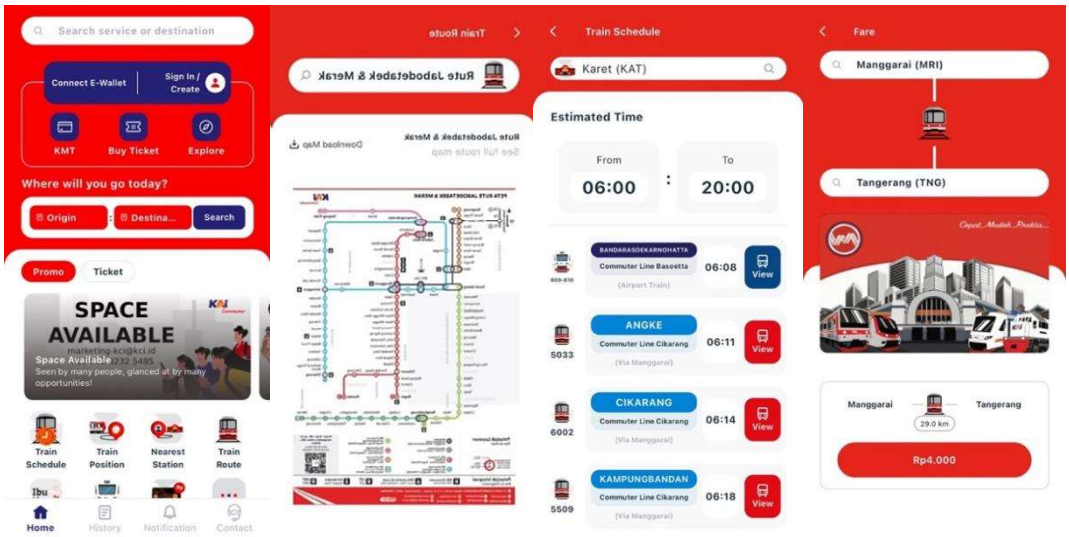



**Figure 1.** C-Access Mobile Application and it's feature
Source: Appstore & Google Play

**Technology Acceptance Model (TAM)**

Users of the C-Access app not expect the perfection but appreciate how it helps them manage the unpredictability of commuting in Jakarta. Rather than relying on the app for exact train arrival times, they use it to gain structure and a general sense of preparedness aligning with (Davis, 1989) concept of perceived usefulness, where value lies in how well a system supports task performance, even if the outcomes are not always precise.

MB, a university student and daily commuter, explained:

"So far, my experience using the C-Access app has been pleasant because the schedule is accurate. If it says 15:30, the train arrives at 15:30. However, I have experienced an issue when the train left earlier than shown on the app, and I had to wait for the next train for a long time" (MB, 2023).

Despite such incidents, MB continues to use the app, showing that its utility outweighs occasional inaccuracies.

Similarly, CA, a commuters from Bekasi:

"Although delays are frustrating, I still use the app as a reference to catch my train" (CA, 2023).

These responses illustrate that users see the app as a helpful guide rather than an exact schedules. Even when real-time data varies, the app provides enough information to assist with planning, reduce uncertainty, and improve their commuting experience. In this way, the persistence of use reflects TAM's core principle: users continue engaging with a technology when it adds value, particularly in dynamic and often unpredictable transit contexts.

Many users find the C-Access app simple, focused, and easy to use qualities that keep them engaged. Designed specifically for KRL commuters, the app offers intuitive features like station search, train routes, and real-time tracking that support daily decision-making. SA, a commuter from East Jakarta, explained:

"C-Access recently added a new feature showing train routes like which station the train is headed to. It makes checking schedules faster. There's another general transportation app, but I prefer C-Access because it's more focused" (SA, 2023).

This ease of navigation is not just aesthetically but functionally it reduces mental effort and streamlines access to key information. SA also recalled how the app has become more stable over time:

"Back then 2019, it used to crash a lot especially when logging in. Maybe because it was new. But now, it's way more stable. As a frequent user, I feel helped by it, especially since it's made specifically for KRL" (SA, 2023).

This progression from instability to reliability has strengthened user trust and comfort with the platform. However, user satisfaction still depends on how the app performs during peak hours or network congestion. X KCI representative acknowledged.

"Schedules sometimes have errors, especially during rush hour. This causes congestion and passengers scramble to board trains" (X, 2023).

Thus, users' sense of ease of use is shaped not only by the app's interface but also by how reliably it performs in the stressful and unpredictable context of daily commuting. Overall, the perceived usefulness and ease of use of the C-Access app go beyond just interface design they reflect a deeper connection between users,

transportation infrastructure, and institutional trust. Even if the app is not always perfect, it still offers users a sense of control and reassurance, which aligns with the core concepts of the Technology Acceptance Model (TAM). However, these patterns also point to the limitations of TAM, as user satisfaction is also influenced by broader factors, leading to the relevance of Reputation Theory in understanding user experience.

**Reputation Theory**

Reputation Theory helps explain why users continue to rely on the C-Access app despite its flaws. Their loyalty stems not only from the app's functions but from what it represents a public service supported by PT KCI and tied to broader perceptions of government accountability. As outlined by (Fombrun, 1996), digital reputation is shaped by four key dimensions: credibility, reliability, trustworthiness, and responsibility. These are evaluated by users based on repeated interactions and cumulative experience.

Credibility is formed gradually, often through comparison. Although users do not view C-Access as flawless, many find it more reliable than other available alternatives. CA shared:

"Even with some delays or bugs, I believe the app has improved. I trust the schedule and find it more flexible than other apps" (CA, 2023).

This kind of trust is conditional earned over time but always open to re-evaluation. In some cases, users even acknowledge that problems may lie outside the app itself. As digital expert explained:

"Sometimes it's not the app's fault. Poor internet connectivity affects how fast data loads. Many users blame the app without realizing this" (R, 2023).

These insights highlight that users interpret credibility not in isolation but within the larger digital environment in which the app operates. Reliability was another major concern, especially during peak hours. While most users believed the app functioned well under normal conditions, some noted that inconsistencies in train schedules during high demand periods reduced their confidence. As KA said:

"In general, the app features are dependable. I don't have any major complaints, but yes, the train sometimes comes earlier or later than listed" (KA, 2023).

Users accept occasional delays, but expect the app to respond or update quickly when it matters most. Trust in the app also stems from trust in the institution behind it. Many participants viewed C-Access not simply as a product, but as part of PT KCI's broader efforts to modernize transit services. MB noted:

"I recommend this app to my friends. It has lots of helpful features and makes traveling easier, especially for those who aren't familiar with train routes" (MB, 2023).

This sense of social proof where users are confident enough to endorse the app reflects reputational strength that goes beyond performance and into the perceived integrity of the service provider. (Fombrun, 1996) argued that a strong institutional identity can buffer user frustration and sustain loyalty, even when service quality fluctuates.

Responsibility, was more contested. While users acknowledged that PT KCI had added features and released updates, many still felt that customer feedback was not handled effectively. KA observed:

"The app continuously improves. Its rating on PlayStore shows that. KCI also provides frequent updates, making it easier to understand train options" (KA, 2023).

In contrast, R expressed dissatisfaction with how user concerns were addressed:

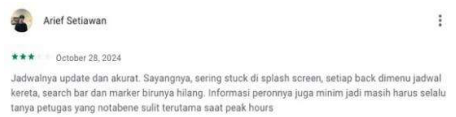
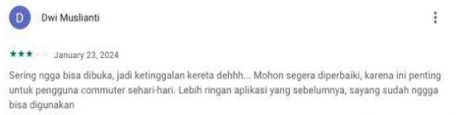
"Review monitoring is essential. Customer service needs to understand technical issues better. Right now, responses are too generic" (R, 2023).

From the institutional perspective, X KCI representative emphasized ongoing efforts to improve:

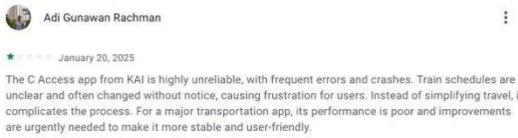
"We continuously work on improving service quality, both offline and online. We've added more train trips during rush hours and send real-time updates through our app and social media" (X, 2023).

However, this gap between institutional claims and user expectations points to an area where reputational risk may persist. This analysis illustrates that the reputation of C-Access is shaped not only by interface design or functionality, but by user interpretations of institutional accountability. When digital services are linked to public institutions, users evaluate them through both experiential use and perceived responsiveness. As demonstrated in this study, user loyalty emerges from an interplay between adequate technical performance and the belief that the service provider PT KCI is actively committed to continuous improvement. This finding reinforces the argument that digital trust is not merely a byproduct of system usability, but a social construct grounded in credibility, transparency, and public engagement. The integration of TAM and Reputation Theory thus provides a multidimensional lens through which to understand how commuter trust is earned, sustained, or eroded in the context of public digital infrastructure.

**Table 2.** Observational Table Results

| User (Name) and Reviews | Platform | Positive Observations | Negative Observations | Theoretical Linkage |
|---|---|---|---|---|
|  | Google Play | Smooth app experience; helpful schedule updates | None mentioned | Perceived Usefulness (TAM) |
|  | App Store | UI/UX improved; more stable; Gopay error fixed | None mentioned | Ease of Use (TAM); Credibility (Reputation) |
|  | Google Play | Accurate schedule updates | Splash screen stuck, missing platform info, no search bar | Ease of Use (TAM); Reliability (Reputation) |
|  | Google Play | Lighter than old app (implied) | Often can't open, missed train | Usefulness (TAM); Reliability |
|  | App Store | UI is decent | Frequent auto logout, tiring re-login | Reliability; Responsibility (Reputation) |
|  | App Store | None mentioned | Logout, invalid schedule, poor improvement | Responsibility (Reputation); Usefulness |

Source: Primary Data, 2025

| User (Name) and Reviews | Platform | Positive Observations | Negative Observations | Theoretical Linkage |
|---|---|---|---|---|
|  | App Store | Shows KMT balance | Gopay unusable, top-up not working, useless app | Perceived Usefulness (TAM) |
|  | Google Play | None | Frequent errors, unclear schedules, frustrates users | Credibility & Reliability (Reputation) |

Source: Primary Data, 2025

User reviews from Google Play Store and App Store support the dual importance of functionality and institutional trust. Positive feedback highlights improved UI/UX, fewer crashes, and reliable schedules reinforcing perceived usefulness and ease of use. Meanwhile, lower-rated reviews point to persistent issues like auto logouts, inaccurate schedules, and missing data. Despite these flaws, continued user engagement suggests tempered expectations shaped by past trust in PT KCI and ongoing improvements. These findings affirm the relevance of both TAM and Reputation Theory in understanding loyalty toward public service apps.

While users find C-Access helpful and easy to navigate, reliability remains a major concern particularly during peak hours. From a TAM perspective, user satisfaction is driven by usefulness and ease, yet recurring technical issues hinder consistent adoption. Reputation Theory shows that trust evolves with user experience, and even minor flaws can damage confidence in a government-backed platform. This study reinforces (Fombrun, 1996) view that public trust is fragile and influenced by daily interaction.

Limitations include a small sample size and the lack of quantitative validation. Since the app's performance is tied to network quality, results may not apply to all users. Future research should explore system audits, mixed-method approaches, and how institutional trust can mitigate service shortcomings. Additionally, AI-based schedule prediction could address real-time accuracy gaps. By integrating TAM and Reputation Theory, this study offers a multidimensional lens to understand how digital service performance and public accountability shape commuter trust.

## CONCLUSION

This study of the C-Access mobile application highlights the intertwined roles of functionality and institutional reputation in shaping user perceptions and sustained usage of digital public services. Drawing on the Technology Acceptance Model (TAM) and Reputation Theory, the research reveals that commuter acceptance is not solely based on the app's technical performance, but on a broader evaluation of its usefulness, ease of use, and alignment with public expectations of reliability and trust.

In the context of daily urban mobility, users do not necessarily demand perfection. Rather, they rely on C-Access because it provides a basic yet consistent structure for navigating the complexity of the Jakarta commuter rail system. While issues such as login failures, delayed updates, or inaccurate schedules continue to occur, users often view the app as "good enough" an accessible and familiar tool that reduces uncertainty during transit. This reinforces the TAM argument that perceived usefulness and ease of use are key determinants of digital adoption. The app is not merely judged by its user interface, but by the sense of control and predictability it offers in an otherwise unpredictable commuting environment.

At the same time, Reputation Theory offers deeper insight into how long-term trust is formed and sustained. Users anchor their trust in the broader institutional image of PT KCI, the state-linked operator behind the app. They interpret service shortcomings not only as technical errors, but as reflections of institutional responsiveness. Factors such as credibility, reliability, trustworthiness and perceived accountability are central to whether users continue engaging with the app or consider abandoning it. While users are often frustrated by unresolved technical issues or generic customer responses, many remain loyal because they associate C-Access with an ongoing institutional commitment to service improvement.

The findings suggest that reputation is not static it is shaped through repeated experiences and evolving expectations. Even small technical flaws, if persistent and unaddressed, can gradually erode public confidence. Conversely, visible improvements and efforts to respond to user feedback can help restore trust. Therefore, public service apps like C-Access are evaluated not just as tools, but as digital symbols of government effectiveness and commitment.

From a practical perspective, this study provides important implications for transport service providers and digital platform developers. Technical functionality must be prioritized, but it must be accompanied by consistent communication, user support, and visible responsiveness to public concerns. The dual lens of TAM and

Reputation Theory equips researchers and public administrators with a more comprehensive framework for understanding digital service acceptance in high-frequency, high-stakes environments like public transportation.

For future research, this study invites further exploration into how digital public services build, maintain, or lose trust over time. Comparative studies across different urban contexts or service sectors may provide additional insight into the dynamics of digital trust and infrastructure. In sum, the success of public service apps depends not only on what they deliver technically, but on how they are perceived institutionally both are essential to long-term adoption in a digitally connected society.

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