



# The Role Of The Department Of Transportation In Improving The Quality Of City Transportation Services ( Study At The Transportation Service Of Medan City)

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## ABSTRACT

City transportation is one of the modes of public transportation commonly used by people in urban areas, urban transportation is provided to transport passengers to certain destinations according to predetermined routes. In terms of service quality, urban communities prefer private transportation or private transportation to fulfill their mobility. This study tries to explain the role of the Medan city transportation service in improving the quality of service, the Medan city transportation service is an implementing element of the Medan City government in the field of transportation which is led by a head of service and is responsible to the regional head through the regional secretary. From the results of this study, it can be seen that the Medan City Transportation Service has a very important role in improving the quality of city transportation services. the Medan city transportation service as a facilitator in the field of public services and a facilitator in the field of urban transportation infrastructure, the Medan city transportation service as the executor of development, and the transportation service as controlling or supervising related to improving the quality of urban transportation services.

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## 1. INTRODUCTION

Along with advances in transportation technology or transportation is one field that cannot be separated from human life, coupled with the high demands of community mobility, making transportation facilities increase, transportation is a very important component and includes one of the factors that stimulate development (the promoting sector) and provide the servicing sector for development, economy, social and so on, the importance of transportation for the people of Indonesia is caused by several factors, among others, Indonesia's geographical condition which consists of thousands of small and large islands, waters consisting mostly of sea, and rivers. which allows transportation to be carried out by land, water and air in order to reach the entire territory of Indonesia.

Transportation is defined as the transfer of goods and people from the place of origin to the place of destination, the transportation process is a movement from the place of origin, from where the transportation activity begins, to the destination, where the transportation ends, transportation

is usually divided into three types, namely, land transportation, transportation sea, and air transportation, and in terms of the use of transportation, it is divided into two, namely private transportation is the type of vehicle used for personal purposes. Tariffs have been determined and regulated by the government in cooperation with the private sector or service providers, for example such as buses, , ships, planes, city transportation, people who move with different purposes need supporting facilities for movement in the form of private transportation (cars, motorbikes) and public transportation (buses, tricycles, city transportation, trains, etc.)planes, etc.) and some people are very dependent on public transportation, as a fulfillment of their mobility needs, because people whose economic level is still relatively weak do not have private vehicles, but this is not balanced with the provision of adequate public transportation, especially in terms of In terms of carrying capacity, as a result, almost all available public transportation is crowded with passengers, the main purpose of the existence of passenger public transportation is to provide good and decent transportation services for the community, the measure of good service is a safe, fast, cheap and comfortable service. Public passenger transportation also creates job opportunities.This is because people whose economic level is still relatively weak do not have private vehicles, but this is not balanced with the provision of adequate public transportation, especially in terms of transport capacity, as a result, almost all available public transportation is filled to the brim with passengers, the main purpose of the existence of public transportation. Public transportation for passengers is to provide good and appropriate transportation services for the community, the measure of good service is a service that is safe, fast, cheap and comfortable, besides that the existence of passenger public transportation also creates jobs.This is because people whose economic level is still relatively weak do not have private vehicles, but this is not balanced with the provision of adequate public transportation, especially in terms of transport capacity, as a result, almost all available public transportation is filled to the brim with passengers, the main purpose of the existence of public transportation. Public transportation for passengers is to provide good and appropriate transportation services for the community, the measure of good service is a service that is safe, fast, cheap and comfortable, besides that the existence of passenger public transportation also creates jobs.As a result, almost all available public transportation is crowded with passengers, the main purpose of the existence of passenger public transportation is to provide good and decent transportation services for the community, the measure of a good service is a safe, fast, cheap and comfortable service, besides the existence of passenger public transportation as well. create jobs.As a result, almost all available public transportation is crowded with passengers, the main purpose of the existence of passenger public transportation is to provide good and decent transportation services for the community, the measure of a good service is a safe, fast, cheap and comfortable service, besides the existence of passenger public transportation as well. create jobs.

Public transportation as one element of the urban transportation system plays a very important role, public transportation should be able to provide convenience for the entire community in all its activities and be able to reach every urban area, the increasing population and increasing public purchasing power for private vehicles such as two-wheelers, as well as four-wheelers, trigger the increasing number of vehicles in urban areas, coupled with the selection of the wrong transportation system, resulting in many problems for the community and the surrounding environment such as congestion, air pollution.

So that public transportation facilities provided by the government such as city transportation cannot be used and enjoyed optimally by some urban communities, in the pattern of urban development, lifestyle changes and the growth of private vehicle ownership can reduce the contribution of public transportation to the mobility of a city, to meet social needs. In the economy, people need transportation to reach work, to shop, to travel and so on. The role of passenger public transportation is very beneficial, this is due to the increasing welfare of the community which cannot be followed continuously by the construction of a road network, therefore it encourages many cities to beat the use of public transport passengers.

Urban is an area that is used as a benchmark for the development of a country, urban areas arise due to push and pull factors, the longer the number of people living in urban areas is increasing. which is exacerbated by the low level of public transportation services so that

The use of private transportation modes is increasing. Some of the activities included in the transportation sector are, land transportation is the main cause of problems in urban transportation. The limited number and poor condition of transportation facilities and infrastructure resulted in the high cost of transportation of goods and passengers as well as the decline in transportation safety. This condition was exacerbated by the spread of transportation development and development which was still centralized in several urban areas, one point would place a burden on transportation facilities and infrastructure which would result in high traffic in the city center. development of facilities and

Infrastructure in urban areas has a negative impact, namely triggering uncontrolled urbanization, various problems arise from technical congestion problems, delays in vehicle movement, low road capacity, traffic chaos and disorder that makes it uncomfortable, if this continues the development process will not will be able to run smoothly and can reduce the welfare of the community, in terms of the aspect of population movement, the tendency for high urban population growth and urbanization to cause an increasing number of movements both inside and outside the city, this has a logical consequence, namely the need for a balance between facilities and infrastructure. infrastructure and also improve the quality of services in the field of transportation, this is intended to support the mobility of the population in carrying out their activities.

## 2. RESEARCH METHOD

The form that will be used by researchers in this research is to use descriptive with a qualitative approach that expresses symptoms or problem events as they are in full and is followed by providing analysis and interpretation.

Data analysis is a way of processing data that has been obtained to then be able to provide an answer or conclusion that can be scientifically justified, qualitative data analysis according to Bogdan and Biklen (1982) as quoted by Moleong (2006) is an effort made by working with data, organizing data, sorting it out, looking for and finding patterns, discovering what is important and what is learned and deciding what to tell others, in discussing data analysis in qualitative research, Huberman and Miles propose a data analysis model which they call interactive model.

## 3. RESULTS AND DISCUSSIONS

### 3.1 The Role of the Medan City Transportation Service in Improving the Quality of City Transportation Services

The legal basis for the implementation of public transportation is contained in Law No. 22 of 2009, in accordance with the spirit of the law, the purpose of the general implementation of urban transportation activities is to realize traffic and road transportation safely, safely, quickly, smoothly, orderly, comfortable, and efficient, at a cost that is affordable by the purchasing power of the people, and in article 5 paragraphs 1 and 2 it is stated that the state is responsible for road traffic and transportation and its development is carried out by the government, traffic and road transportation development includes, a. planning, b. setting, c. control, d. Supervision.

**Table 1.** Formulation of city transportation fare policy

Year	Rates/Rp		Information
	General passengers	Passenger general student or student	
2014	5500	3500	Perwal No.45 of 2014
2015	4600	3000	Perwal No.2 of 2015
2016	4500	3000	Perwal No.9 of 2016

Source: Medan City Transportation Service (2016)

#### a. Motor vehicle testing (kir test)

To ensure the feasibility of a city transportation vehicle, periodic tests are carried out, namely the kir test, motor vehicle testing also called the kir test is a series of activities to test and or examine partsnvehicle motorized, trailer, patch car and special vehicle in order to fulfill the technical requirements and roadworthy, the implementation of motor vehicle testing at the motor vehicle testing unit (PKB) and the inspection is carried out by examiners who meet the requirements set by the government, for vehicles that meet the eligibility will be legalized by the appointed official will be given test mark.

133 of 2015 concerning periodic testing of motorized vehicles (PBKB) in which the first periodical test is carried out no later than one year, after the issuance of the first vehicle registration certificate (STNK). Then in paragraph 3, the extension of the periodic test is then carried out 6 months after the first periodic test, and is carried out continuously every six months.

As in Article 76 paragraph 1 of the LLAJ Law, it is stated that anyone who violates the provisions of the periodical examination article is subject to administrative sanctions, in the form of written warnings, payment of fines, suspension of permits, and revocation of permits. vehicle testing during periodic tests, correctly and in accordance with statutory regulations. The sanction is the revocation of the certificate of competence and the technical qualification mark of the motor vehicle examiner.

**Table 2. types of public transportation services in the city**

Type service permission	Administrative requirements	Permission process
transportation business license	a. Application letter b. Statement letter c. Certificate of Company Registration d. Siup, HQ, TIN, KTP e. Have a minimum of 5 vehicles	2 weeks
Route permit	a. Application letter b. Operational decree and business license c. Photocopy of STNK and STUK	2 days

Source: Medan City Transportation Service (2016)

The nature of the issuance of a permit by the government is in order to:

- 1) Provide guarantees for users of transportation services to get transportation services in accordance with their wishes and needs. To realize the certainty of public transportation services, each operator must be able to carry out the obligations that have been set.
- 2) Provide protection to service providers/operators by maintaining a balance between the supply of transportation (supply) and demand for transportation (demand), so that the company can maintain and develop its business.

**Table 3. Company Maintain and Develop its Business**

Type of infrastructure	Number of infrastructure
Terminal	5 units
Stop	60 units
Traffic Signaling Tool (APILL):	136 units
- Traffic Light	116 units
- Warning Light	117 units
- Traffic Pedestrian	7 units
- Warning sign	446 Units
- Prohibition Sign	1,967 Units
- Command Sign	668 Units
- Hint Sign	703 Units
Road markings	25,545 M2

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Zebra Cross	306 units
Source of Medan City Transportation Office (2016)	

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**b. Coaching**

The guidance is carried out by the transportation office as a form of carrying out the duties and functions of the transportation service, the guidance includes cooperation and coordination between the transportation service and city transportation managers and city transportation drivers. good and correct traffic methods, and the selection of exemplary public vehicle crews (AKUT), the guidance is carried out in increasing road traffic safety specifically in the field of urban transportation to reduce the number of accidents caused human factor (human error).

**c. Controlling (supervision)**

Controlling or supervision is one of the important stages of the existence of a rule, with the existence of a supervision so that it can measure the extent to which the rules have been implemented or implemented, with the regulations that regulate, the Department of Transportation as the authorized agency and responsible for the course of City Transportation and The Department of Transportation is also obliged to supervise every provision or rule that applies to every public transportation in the city of Medan, whether it has been running in accordance with the provisions or not, the Medan city transportation service has the role of carrying out supervision related to transportation between the cities, namely:

- 1) supervision of the implementation of transportation business permits
- 2) supervision of city transportation route permits
- 3) Supervision of the feasibility of city transportation vehicles
- 4) Supervision of the suitability of urban transport routes
- 5) Tariff compliance monitoring
- 6) Investigation of excess freight
- 7) Supervision of the behavior of city transport drivers

In carrying out its obligations the Department of Transportation has had programs designed to anticipate problems or deviations from standards or objectives before the activity is carried out, which is generally known as Steering Control, every City Transportation driver is required to carry out regulations according to existing provisions, and there must still be control and supervision from the City Transportation company, so that the owners of City transportation operators can really look for quality City Transportation drivers. However, from several City Transportations in Medan City, there are still many City Transportation drivers who commit violations. Medan City Transportation Drivers do not know about various rules that must be followed and rules that should not be violated. Due to the lack of knowledge possessed by City Transportation drivers in the city of Medan and is the cause of frequent violations of the rules and regulations that apply to City Transportation. And the Department of Transportation in the City of Medan has carried out monitoring of City Transportation which is carried out directly to City Transportation.

**3.2 Implementation of the role of the Medan City Transportation Service**

This role is carried out in order to carry out the tasks and functions assigned to the Medan City Transportation Service, and in its implementation the Medan City Transportation Service applies 6 principles and is in accordance with the Wolkins principle, regarding the elements of service quality quoted in Saleh (2010: 105). on :

- a. Leadership  
In carrying out its duties and functions, the Medan City Transportation Service has the ability to mobilize and direct other parties and is bound by power, namely those controlled by the transportation service with other agencies as well as with private parties.
- b. Education  
In the organizational structure of the education transportation office in the form of skills, it is an important thing in carrying out the role in each position
- c. Strategic planning

The Medan City Transportation Service has a strategic plan in the field of transportation, in accordance with the transportation service work plan program

d. Review

In carrying out the duties and functions of the transportation agency, it conducts a review of a performance or task to find out the advantages and disadvantages of a plan or program.

e. Total human reward

Reward is an important tool used by organizations to generate passion and morale in personnel in acting in order to achieve the goals and objectives set by the Department of Transportation.

#### 4. CONCLUSION

The Medan City Transportation Service is a regional work unit (SKPD) in the field of transportation, which is responsible to the mayor through the regional secretary and has a very important role in improving the quality of city transportation services in accordance with Law No. 22 of 2009 concerning Traffic. and road transportation, Article 197 paragraph 1 states that the Government and local governments as public transport operators are obliged to include the following: give guarantee to user service transport general for get service.

Provide protection to public transportation companies by maintaining a balance between the supply and demand for public transportation and, monitoring and evaluating the transportation of people and goods. And furthermore in article 158 paragraph 1 it is explained that the government guarantees the availability of road-based mass transportation to meet the transportation needs of people with public motorized vehicles in urban areas, and in accordance with the mayor's regulation number 2 of 2010 concerning the details of the duties and main functions of the Medan city transportation service in article 5 It is stated that the Department of Transportation has the following main duties and functions:

So the researchers can conclude that the Medan City Transportation Service has the following roles: The Medan City Transportation Service has a role as a regulator, namely the formulation or policy maker related to transportation. The Medan City Transportation Service has a role as a facilitator in the field of public transportation services, and the Medan City Transportation Service has a role in the infrastructure sector to support the availability of city transportation. The Medan City Transportation Service has a role in fostering the management of urban transportation. and the Medan city transportation service has a role as a supervisor or controlling in the field of urban transportation services, to improve the quality of urban transportation services in the city of Medan.

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