

ANALYSIS OF PUBLIC ASSESSMENT OF THE GOVERNMENT IN OVERCOMING THE LEVEL OF CONGESTION

¹Anton Supartono, ²Sindrawati, ³Muhammad Syukrullah Abdullah
^{1,2,3}Department of Public Administration, Sekolah Tinggi Ilmu Administrasi Bandung

ARTICLE INFO

Keywords:

Congestion
Service
Satisfaction

E-mail:

sindrawati@stiabandung.ac.id

ABSTRACT

This study aims to analyze public satisfaction with the Bandung City Transportation Service in dealing with traffic jams. This study uses a case study approach to congestion that occurs in the city of Bandung. The stages passed are plan, design, prepare, collect, analyze, and share. The results of the study show that community satisfaction at the Bandung City Transportation Service shows an unfavorable value. This is because until now there are still frequent traffic jams at locations where traffic jams often occur. It is hoped that the traffic jams that occur can be resolved soon and the wheels of the economy can run smoothly, especially in the morning and evening.

Copyright © 2023 Economic Journal. All rights reserved.

is Licensed under a [Creative Commons Attribution-NonCommercial 4.0 International License \(CC BY-NC 4.0\)](https://creativecommons.org/licenses/by-nc/4.0/)

1. INTRODUCTION

Public services that are happening at this time are still closely related to negative responses. This means that there tends to be an assessment from the public of the slow public service bureaucracy, inefficiency and ineffectiveness. To improve this perception, it is necessary to increase the performance of public service employees, including through increased motivation and work discipline [1]. Employee performance that is in the spotlight and is considered not good is the performance of the Bandung City Transportation Service. This is due to the frequent occurrence of traffic jams in several locations which are considered to be very much needed by the community.

The results of a survey conducted by 2022 show that congestion in the city of Bandung is in a serious condition, especially during rush hours such as going to work (06.00-08.00) and returning from work (04.00-07.00). The worst congestion points are in the Pasteur, Gunung Batu, Gasibu, Cikutra, Antapani, Buah Batu areas, and many other congestion points. According to the Bandung City Transportation Agency (Dishub), the cause of the traffic jam is the almost equal number of motorized vehicles and the population of Flower City residents. The number of vehicles in the City of Flowers is 2.2 million units, while the population is 2.4 million people. Based on the records, the volume of vehicles in the city of Bandung can be seen from the data of vehicles passing at the Kiaracondong-Soekarno Hatta intersection. This is because, in the eastern area of Bandung City there are many settlements, so people only rely on Jalan Soekarno-Hatta to go to the city center. During the morning rush hour, starting at 6.00-08.00 WIB, there are around 29,000 vehicles from the east heading north at the intersection. Meanwhile, from east to west there are 22,000 vehicles [2].

The city of Bandung is the capital of West Java Province, which has a variety of activities including business, economy, creative industries, government and so on. In 2008 the Bandung City Government succeeded in implementing the ISO 9001:2000 Quality Management System at SKPD, so that it is expected that the services provided to the community will always increase. This increase was measured using the Community Satisfaction Index (IKM). The IKM survey at the Bandung City Transportation Service showed good results with an index after being converted of 74.31 [3]. Bandung City Department of Transportation in recent years has become the main focus of research, including discussing congestion. Traffic jams in the city of Bandung are still a big homework that the Bandung City Government continues to improve. To unravel this problem together, the Bandung City Transportation Agency (Dishub) held a Focus Group Discussion (FGD) with a number of relevant stakeholders, namely academics, the Transportation Agency, the SDABM Service, the Police, and the DPRD. [4]. The solution from the results of previous research, among others, shows that with adequate public transportation and making it easier for the community, it will reduce congestion later [5].

The services provided by the Bandung City Transportation Agency in overcoming traffic jams are deemed to need special attention, because this will have an impact on assessing community satisfaction.

As has been found in Tarongong Kaler District, Garut Regency, there are still gaps because they have not been able to provide maximum service to the community, so there is a need for improvement even though it is currently in the good category [6]. The same thing happened in the Hospital sector. With excellent service, users or the community provide good service quality values [7].

Rasyid (1997), explained that on the government side, service is a process of fulfilling community needs with regard to basic rights and grant rights, which can be in the form of services and services. For the government, the issue of service is becoming increasingly interesting to discuss because it involves one of the three essential functions of government, in addition to the function of empowerment and development [8]. If the service is not provided properly, there will be some negative impacts, such as decreased satisfaction [9, 10], decreased institutional image value [11, 12], decreased loyalty [13], and many other negative factors.

The purpose of this study is to analyze public satisfaction with the Bandung City Transportation Service in dealing with traffic jams. The benefits of this research are as material for consideration by the City Government in overcoming congestion and improving services to the community. The community also benefits from the best solution that will be provided by the government in overcoming the congestion.

2. METHOD

This research is a qualitative research with data collection process through case studies that occurred in the city of Bandung. Case study research [14] is research conducted by conducting an in-depth investigation of a particular subject. This study uses a direct survey method that aims to obtain data and describe the data population found. There are six stages in case study research [14, 15], namely plan, design, prepare, collect, analyze, and share.

In this study, the six stages were carried out as follows:

1. Plan
This research is based on the results of public dissatisfaction with the Bandung City government, especially the Department of Transportation in dealing with traffic jams. Many people judge that they are dissatisfied with the presence of quite high traffic jams at certain hours. From these findings, the researcher then chose the qualitative case study method as a research method to dig deeper into the data on the informants.
2. Design
Identification of community satisfaction with structured and unstructured interview methods.
3. Prepare
To answer research problems, interview instruments have been prepared and prepared including interview guides, observation guidelines, and stationery for notes and documentation. The interview questions included the informants' understanding of traffic jams and their level of satisfaction. Interviews were conducted using semi-structured and open-ended questions, so that the interviewer could assess whether the informant's answers were correct or not and whether there were follow-up questions. With this method, it is expected that informants are free to express themselves and provide true information.
4. Collect
The data that has been obtained is collected while maintaining the principles of ethics and confidentiality of the informant, requesting the contents and communicating the resulting data to the informant. Interviews were conducted with informants using the easiest media in order to be able to provide information and to see directly the level of congestion and community satisfaction.
5. Analyze
The resulting data ascertained the level of internal validity and external validity. Data collection was carried out for approximately one month. Data is collected according to research objectives, research questions, and research approach assumptions. Data collection was carried out by interviewing informants and document reviewers.
6. Share
The results of this study are reported in the form of conclusions and results that cover all research activities on congestion analysis and community satisfaction in the city of Bandung.

3. RESULTS AND DISCUSSION

This research consisted of two questions which later developed into 4 additional interview questions and several additional questions that emerged spontaneously during field interviews. The

unstructured interview consisted of questions that flowed according to the answers from the informants at the research location. The first question is how satisfied are you with the performance of the Department of Transportation in the City of Bandung in overcoming traffic jams? The informants' responses to these questions showed that the average answer was unsatisfied. This is in line with previous research [6] which stated that there was public dissatisfaction in assessing the level of satisfaction with the services provided by the government.

The research questions developed into several interview questions. That is about what people know about the Bandung City Transportation Service. The informant's answer in describing the Bandung City Transportation Service which regulates traffic. But they explained that it wasn't always there when unraveling congestion. The second question is about the impact they feel if there is continuous traffic jam. The informant's answers described that the economy would continue to decline if it was left like this. Especially on weekends, you have to be more patient to get to your destination. The volume of vehicles continues to increase, but road facilities still have no solution for now.

The fourth question is about people's expectations of the services provided by the Bandung City Transportation Agency in dealing with traffic jams. For the most part, the informants wanted it to be further improved, and if there is a possibility to make alternative roads to reduce congestion, especially for workers whose activities are on the road every morning and evening. There needs to be an officer on standby at the location where traffic jams often occur. If it is possible, to add personnel on guard in locations that are prone to traffic jams.

Based on the results of the informants' answers, it shows that there are high expectations from the community to overcome the traffic jams that occur in the city of Bandung. The active role of the Bandung City Transportation Service is needed in overcoming this traffic jam. The proposal from one of the officials in the city of Bandung in 2022 explains that the Department of Transportation needs to strictly implement the odd-even system. This application is considered to be quite effective when implemented at the five toll gates entering the City of Bandung. But now activities are back to normal, the volume of vehicles and residents' activities is very high in the city of Bandung. The density at these points can gradually be minimized with the presence of flyovers.

Efforts made by the Department of Transportation for the City of Bandung include continuing to intensively carry out raids on padlocking and embossing illegal parking. At certain times, four-wheeled vehicles and motorcycles are also towed, which are parked haphazardly. Another effort being made is to regulate residents' activities in crowded or trading centers. But now, to minimize the congestion that occurs, there is only awareness from the community. Not only in terms of traffic and not stopping carelessly and violating traffic signs, but also not driving if you don't really have to.

4. CONCLUSION

Based on the results of the study, it shows that there is a lack of public satisfaction at the Bandung City Transportation Service. This is due to frequent traffic jams, especially in the morning and evening. The wheels of the economy are less able to run optimally from this congestion. The community's hope is that the level of congestion will be resolved immediately and if possible a traffic engineering system can be used. However, public awareness is also needed, because most of the congestion is dominated by private vehicles.

REFERENCES

- [1] M. Deni, "Kedisiplinan dan Motivasi Terhadap Kinerja Pegawai Pelayanan Publik," *Jurnal Manajemen dan Bisnis Sriwijaya*, vol. 16, no. 1, pp. 31-43, 2018.
- [2] Kompasiana. (2023, 2023). *Kemacetan Kota Bandung*. Available: <https://www.kompasiana.com/rona24/6405b9d708a8b52047402c32/kemacetan-kota-bandung#:~:text=Titik%2Dtitik%20kemacetan%20terparah%20adalah,warga%20Kota%20Kembang%20hampir%20sama>.
- [3] J. Muslim and Irwandi, "Indeks Kepuasan Masyarakat (IKM) Pada Dinas Perhubungan Kota Bandung Tahun 2016," *Jurnal ADHUM*, vol. 7, no. 1, pp. 10-16, 2017.
- [4] H. K. Bandung. (2022). *Benahi Masalah Kemacetan, Pemkot Fokus Kebijakan Jangka Menengah dan Panjang*. Available: <https://www.bandung.go.id/news/read/7218/benahi-masalah-kemacetan-pemkot-fokus-kebijakan-jangka-menengah-dan-p>
- [5] I. A. P. Sahara, A. Hidayat, and W. S. Abdillah, "Efektivitas Penggunaan Bus Trans Patriot Sebagai Angkutan Umum Massal Dalam Mengatasi Kemacetan Di Kota Bekasi," *Jurnal Inovasi Penelitian*, vol. 3, no. 2, 2022.

- [6] R. A. Purnawan, A. Ramdhani, Fahmi, and Nurbudiwati, "Kualitas Pelayanan Publik Di Kecamatan Tarogong Kaler Kabupaten Garut," *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara*, vol. 9, no. 1, pp. 1-12, 2022.
- [7] H. Lestari, "Pelayanan Prima Pada Rumah Sakit Umum Milik Pemerintah Di Jawa (Studi di Rumah Sakit Umum Pusat Dr. Kariadi Semarang, Rumah Sakit Umum Daerah Dr. Soetomo Surabaya, dan Rumah Sakit Umum Pusat Dr. Hasan Sadikin Bandung)," *Dialogue Jurnal Ilmu Administrasi Publik*, vol. 3, no. 1, pp. 55-72, 2021.
- [8] I. Nurdin, *Kualitas Pelayanan Publik (Perilaku Aparatur dan Komunikasi Birokrasi dalam Pelayanan Publik)*. Surabaya: Media Sahabat Cendekia, 2019.
- [9] R. N. Ichsan and A. Karim, "Kualitas Pelayanan Terhadap Kepuasan Nasabah Pt. Jasa Raharja Medan," *Jurnal Penelitian Pendidikan Sosial Humaniora*, vol. 6, no. 1, pp. 54-57, 2021.
- [10] T. Ismail and R. Yusuf, "Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan Kantor Indihome Gegerkalong Di Kota Bandung," *Jurnal Ilmiah MEA (Manajemen, Ekonomi, dan Akuntansi)*, vol. 5, no. 3, pp. 413-423, 2021.
- [11] R. B. Sulistyan, H. A. Pradesa, and K. T. Kasim, "Peran Mediasi Kepuasan dalam Pengaruh Kualitas Pelayanan dan Citra Institusi terhadap Retensi Mahasiswa (Studi Pada Mahasiswa Perguruan Tinggi di Lumajang)," *Jurnal Penelitian Ilmu Ekonomi WIGA*, vol. 7, no. 2, pp. 77-87, 2017.
- [12] R. B. Sulistyan and Budiyanto, "The Mediating Role Of Satisfaction On The Relationship Between Perceived Institutional And Functional Image On Student Retention," *Proceeding Book 7th Asian Academic Society International Conference 2019*, pp. 377-381, 2019.
- [13] F. Anggraini and A. Budiarti, "Pengaruh Harga, Promosi, Dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Dimediasi Kepuasan Pelanggan Pada Konsumen Gojek," *Jurnal Pendidikan Ekonomi (JUPE)*, vol. 8, no. 3, pp. 86-94, 2020.
- [14] R. K. Yin, *Case Study Research and Applications: Design and Methods*, 6 ed. Los Angeles: SAGE Publishing, 2018.
- [15] I. S. Rusdianti, R. Irmadariyani, and A. S. Kustono, "E-Finance : Mitigation of Fraud Tendency in Indonesia," *International Journal of Entrepreneurship and Business Development*, vol. 5, no. 2, pp. 574-582, 2022.