

# The Implementation of the Licensing Service on Public Transport Operational in Tomohon City

<sup>\*1</sup>Marthinus Mandagi, <sup>2</sup>Sisca B. Kairupan, <sup>3</sup>Jeane Mantiri

**Abstract**— *This research aims at knowing the implementation of the service on public transport operational license in Tomohon city. Qualitative approach was used in this research and the data were collected by observation, interview and documentation. Based on research finding about the implementation of the service on public transport operational license in Tomohon city, could be concluded that: 1) in registration phase, the management mechanism of public transport operational license was opened to public. 2) in physical inspection of vehicle phase, there was lack of awareness regarding to the operational licensing management of public transport. 3) in retribution payment phase, government did not distinguish the background of society. 4) in the making of license, the equipping of worker (officer), tool and infrastructure were sufficient. 5) in signing phase, the determined procedure had not been yet undertaken well. Based on the conclusion of research finding, constructive suggestions that could be addressed to assist the implementation of the service on operational licensing of public transport in Tomohon city were: 1) The awareness of civil/public transport driver to obey and support the regulation brought on by the government was needed in order to maintain a good relationship between government and society. 2) government was expected to be wiser and more thoughtful in dealing with the problem occurred in signing phase, it should be better if the government (agency chiefs) could reduce the number of external duties and delegated to the vice with regard to the license signing.*

**Keywords**--- *Policy Implementation, License Services, Public Transport Operational.*

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## I. INTRODUCTION

Transportation Department of Tomohon city was a regional institution that dealt with transportation management in Tomohon city, as an institution which took care of issues on the management of public transport operational and licensing service. The role of Transportation Department in particular; shipping, was to undertake the administration service of license recommendation, the monitoring of license owner and the collecting of data and archive for the sake of report.

The license of public motor-driven transportation was one of the land transportation licenses, particularly road transport. This type of license consisted of license for operational area and non-operational area. This license correlated to the agency/company which provided transporting service by public transportation. The distribution of license to a company which would provide the service of public transporting implementation, as one of the national transportation media as well as its role to contribute support over societal mobility in the development of economy, science and technology, local autonomy as well as the establishment of societal prosperity.

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<sup>1,2,3</sup>Universitas Negeri Manado, E-mail: marthinusmandagi@unima.ac.id, reckyhes@yahoo.com

The allowance of public motor-driven transportation in Tomohon, related to local government's responsibility in providing public transportation according to State Law of the Republic of Indonesia Number 22 in 2009 on Traffic and Road Transportation (The Sheet of the Republic of Indonesia in 2009 Number 96), namely: Article 139 (3) It is a must for regional government to assure the availability of public transportation for citizen/goods in regional area (4) the providing of public transportation is undertaken by State-owned Enterprises, Regional-owned Enterprises or other legal entity according to the laws and regulations. The implementation of public motor-driven transportation as one of public services required license. The license of its implementation according to regulation of article 173 paragraph (1) Indonesian Laws Number 22 in 2009 on Traffic and Transportation (The paper of the Republic of Indonesia year 2009 Number 96), that the company which responsible and implement over public motor-driven transportation necessarily required license of operational area of transporting and non-operational area of transporting.

The license of public motor-driven transportation according to Laws No 74 year 2014 on Road Transport and Local Regulation of Tomohon City Number 10 in 2012 about Specific Licensing Retribution on the fourth part of paragraph III chapter 44 that said "Implementation cost of license distribution as meant in verse (1) covers the disciplining of license document, field supervising, law maintenance, administration and negative impact cost of the distribution of the license. The data of public transportation in Tomohon city showed 602 vehicles in 24 operational areas. According to the data collected in 2017, the number of vehicles which managed their own license were 426 and the other 176 vehicles did not manage to do it.

## **II. LITERATURE REVIEW**

### **2.1. Public Policy**

Public in Indonesian Dictionary is defined as heaps of people (general). To obtain the understanding of Public Policy we had to agree which was meant to heaps of people whether is was a group of people in small organization (among them was humanitarian organization in the country) or big organization (Country and Regions in the country) in its relationship to the meaning of understanding the Public Policy.

Chander and Plano (in Widodo, 2013:38), Public policy was the strategic way of using the available resources to solve public or governmental issues. Public policy was a form of intervention which was continually done by the government for the interest of the unlucky group of people in society so that they might survive and contribute in large development.

Thomas R. Dye (1981:1), public policy was about something that whether the government had done or had not done.

Easton (1969:2), public policy was an allocation of dominance values to each one the society with a founding presence. In this case, only government could take an action to the citizen and the action was the manifestation of the values allocation to society.

Anderson (1975:82), public policy was the policies built by institutions and government officials, where the implications of the policy were :1) Public policy always had certain purpose or had goal-oriented actions, 2) Public policy consisted of governmental actions, 3) Public policy was the actual finished-task and had not only been planned

to do, 4) Public policy could be positive in terms of government's action on everything about a certain family, 5) public policy at least in positive meaning was based on the laws and regulations which naturally bounding and forcing.

From varied definitions proposed by experts, we could conclude that Public Policy in its understanding was a rule created by government, and only (regional/national) government who was able to administer, regardless the reality of whether public policy was just as idealistic as its meaning (to prosper society) or not.

## **2.2. The Implementation of Public Policy**

The implementation of policy as one of activities in public policy process, often contradicted to the expectancy, even changed the policy product itself as a stumbling block to the policy maker itself. The implementation of the policy was a decision-making phase between the forming of a policy, as chapter and legislative laws, the producing of executive regulation and the emerging of court decision, or the emerging regulation standard and the consequences of societal policy that affected some of their life aspects. If a policy was correctly made, so the probability of failure still could happen, if the implementation process was not optimal and unfair, then the policy had failed to reach the goal which had already been set by its maker. That showed a sign that the implementation of policy in its substance was an appropriate way to undertake a good policy to reach the goal as planned by policy makers.

Wahab (1997:64-65) said that the implementation of policy was an basic decision making, usually in form of laws, yet it could be in form of important executive orders or decision or decision of the conventional judicial body, the decision identified the problem which were being overcome, explicitly said the goals to be reached and number of ways to administer the implementation process.

Van Horn (Wahab, 19997:139) defined implementation as actions which were undertaken by either individuals/officials or groups of government or private which were directed to the achievements of goals determined in policy.

While Anderson (1978:92) stated that in implementing a policy, there were four aspect that needed to be payed attention for, namely: 1) Who were included in the implementation; 2) Intrinsic process of administration; 3) the loyalty to a policy; and 4) the effect or impact caused by the implementation.

## **2.3. Publix Service**

According to Laws Number 25 in 2009 about Public Service which was broken down into: Any form of activity with regard to administering, advising, guiding, providing of facility, service and others which were undertaken by governmental apparatus as the effort to fulfill the needs of society according to the regulation.

According to Sudarsono (Agus Dwiyanto, 2005:141), public service was defined as a sequence of activities brought about by public bureaucracy to fulfill the needs of user citizen.

Abidin (2010:71) stated quality of public service not only about service itself. but also related to the process or distribution to public as customer. Speed, exact, easiness and fairness are the aspects measurement quality of public services. It means, government thought the staff should care about speed, exact, easiness and fairness in ways of giving public services.

Meanwhile, the word “public” comes from English “public” means society, people, country. The word “publik” is Indonesian language which means general, society and crowded. Inu and friends defined public are people who have the same understanding, feeling, hope and good personality according to what they have known. It meant, public is government’s policy towards society who have the same activity in a community, provides benefit but not in specific products.

### **III. METHODOLOGY**

Qualitative method is used on this research by using study case approach. This is helpful method to describe and analyze the problems.

#### **3.1. The Aim of Research**

The aim of this research related to mechanism operation permission management of public transportation in Tomohon City according to SOP. 1) Registration process is public socialization related to requirements of permission management of public transportation, 2) Proper transportation checking, 3) Retribution payment related to payment system of public transportation permission, 4) Permission production is related to station and employment, 5) Sign are unfinished, finished and used procedures.

### **IV. RESULTS AND FINDINGS**

Permission allowance to the company by serving public transportation services as national transportation which supported public mobility in economic development, science development and technology, sustainable people and region.

Department of communications in Tomohon city as government institution which manage transportation for Tomohon as part of operational region and permission service.

#### **4.1. Registration Phase**

Mustopa Didjaja (2003:261) transparency is government openness in ways of implementing public policy to be known by society. Transparency created reliable between government and society. According to indicators of transparency in this research as follows: a) Available and clear information access, b) Management of openness process, c) Available information related related to permission management of public transportation. According to researcher in constitution known by society. If there any people or drivers who do not understand information related to operational permission of public transportation, it means they aren’t looking for the information in a website of communications’ department portals. Transparency’s concept is a feedback from the people and government through accurate and fair information.

#### **4.2. Proper Transportation Checking Phase**

Proper transportation checking according to SOP from department of communications. Ministry of communication number 29, 2015 alteration of ministry policy number 98, 2013 about minimal standard service of public transportation in operational region, public transportation of a city in a province (AKDP) 20 years old for minibus, there are 203 minibus found which not eligible to be operated based on physic of the transportation.

Proper transportation checking is important, it means if the transportations are not proper to be operated inflicted the public. According to the researcher if the transportations are not eligible to have a permission. It is caused infliction to the society. Example, stuck, fire burning or another accident. However, researcher found there a lot of public transportation is operated. It means government only receive money without doing proper transportation checking.

I Nyoman Sumayardi (2010:46) stated participation is someone contribution or group society in a process of development in ways of thinking, time, professionalism, material and action but also used and enjoy development result.

#### **4.3. Payment Retribution Phase**

According to the result of this research related to the right and public obligation of who came to have public transportation permission is not depend to their background. In ways of serving the people according to operational procedure. There is queue system to the people who come earlier will have the first priority. There is no short cut to have a permission because it's provided by application. There is corruption is ways of entrusted. It means the money are not used to be. It can cause someone to be corrupted.

#### **4.4. Permission Production Process Phase**

According to the research result employment service permission is good. Related to facilities of operational permission management is available according to customer need.

#### **4.5. Sign Phase**

Hadi (2006:150), accountability of decision maker of public and private organization but also people have responsibility to the public related belonging needs. Accountability is head department's responsibility. Responsibility of work and operational permission of public transportation. According to previous research permission for public transportation is available but sadly not used to be. A lot of driver found difficulty in ways of permission management which need 3 days but spent one week to wait for the sign head department who work outside.

According to the researcher, SOP is signed by head department it meant have consistent to sign.

## **V. CONCLUSION**

Based on research result it can be concluded public transportation permission management in Tomohon city as follows: 1) Mechanism of operational permission of public transportation is available for all, 2) Drivers' minim understanding to continue permission without doing proper transportation checking. 3) Government do not separate public service according to their background. 4) Employer and facilities are available for people's need. 5) Operational Procedure permission of public transportation are available but not used to be.

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