Riwayat

Original Article

Implementation of Obligation to Give Parking Tickets in Parking Regulation in Surabaya City

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Abstract:

Indonesia's increasing population, supported by rapid growth of motorized vehicles, poses serious challenges related to traffic congestion and environmental impacts. Geographical factors and economic growth reinforce this trend, especially in large cities such as Surabaya. However, slow road infrastructure development causes severe congestion. This study aims to describe the implementation of the obligation to provide parking tickets in accordance with Surabaya City Regional Regulation number 3 of 2018 in Surabaya City. This study uses a descriptive qualitative method using Jan Merse's theory and indicators. Data were collected through interviews, observations, and documentation. The results show that the information conveyed by the government and related agencies is quite good through social and print media. However, improvements are still needed in socialization and training to ensure good service to parking service users. In addition, the implementation of the contents of the Regional Regulation policy has not been optimal, especially regarding supervision and proof. Public support for this policy is quite good, but a review of several articles is needed to improve its effectiveness. Coordination between the government, private sector, and the community is the key to the success of implementing this policy. This study concludes that despite progress, there is still room for improvement in the implementation of parking policies in Surabaya City.

Keywords: Policy implementation, parking tickets, Surabaya City Regional Regulation, traffic congestion, public support.

https://jurnal.usk.ac.id/riwayat

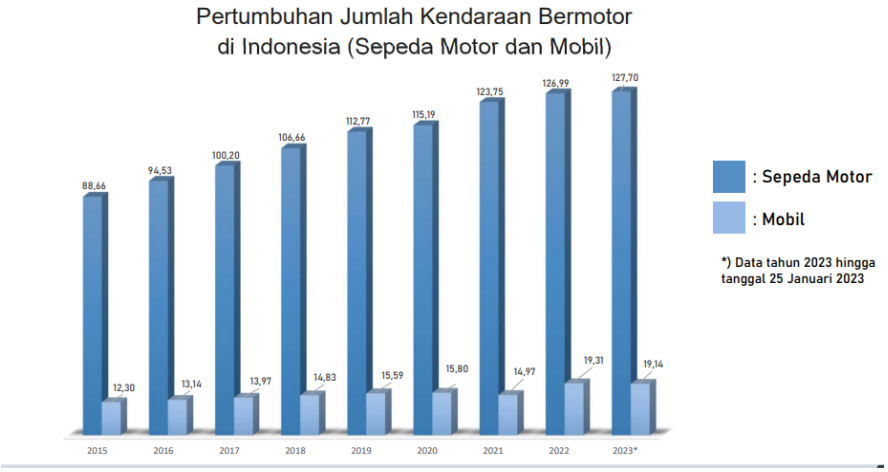
Received: June 3, 2024 – Revised: July 12, 2024- Accepted: Agustus 18, 2024 - Published online: Oktober 30, 2024

Introduction

Indonesia is the 4th most populous country in the world with a population increase of around 1.05% each year. According to the Central Statistics Agency, in 2022 the population of Indonesia will be 278.69 million people. Population growth is also automatically balanced by the increasing number of motorized vehicles in Indonesia. Data from the Central Statistics Agency notes that every year the average number of motorized vehicles increases by almost 5.9% where in 2020 the number of vehicles in Indonesia was around 136,137,451 to 141,992,573 in 2021 (https://jatim.bps.go.id/statictable/2021/09/07/2253.html) . This is not balanced with the construction of new roads which seems very slow, thus creating negative impacts such as very serious traffic jams and significant environmental effects.

The increase in motor vehicles is caused by several factors such as the geographical conditions of Indonesia and the increasing purchasing power of the Indonesian people. Significantly, the largest increase in motor vehicles is centered in large cities such as Jakarta, Surabaya, and Semarang.

Table 1. Increase in Motor Vehicles in Surabaya from Year to Year



Source: Data from the National Police Statistics Center and Traffic Corps (2024)

As in the city of Surabaya which is the second largest metropolitan city in Indonesia, according to data from the Central Statistics Agency, it was recorded that from 2018 to 2022, it had an increase of 12%, while the increase in new road construction was very slow, only around 3%. In addition, because it is one of the largest economic cities, Surabaya has become a busy city and a destination for workers from several districts and cities around Surabaya, such as Sidoarjo Regency and Gresik Regency. This has resulted in Surabaya becoming one of the cities with the highest levels of congestion in Indonesia.

Congestion occurs due to an imbalance in the existing traffic network, the accumulation of several types of vehicles ranging from bicycles, motorbikes, cars, box cars, trucks, buses and other public transportation on a road which causes obstruction of the city's traffic network (Tenggara et al., 2021). In addition, congestion is a condition of traffic being blocked or stopped due to the large number of vehicles exceeding the capacity of the road. So it will use more space and reduce the flow of vehicles (Syahidan et al., 2016). One of the causes of traffic jams in

Surabaya City is the limited arrangement of parking areas. Parking areas in Surabaya City are still dominated by illegal parking organized by certain individuals in order to later the money from parking fees is not given to the Regional Government but is managed by themselves or certain groups.

Regional levies play in an important role in regional development, this is because regional levies are one of the sources of income for the regional government. One of these levies is parking levies. What is meant by parking levies themselves is payment for the provision of parking spaces owned and managed by the Regional Government. Parking levies as a source of Regional Original Income sourced from the community, the management of which is carried out by the Regional Revenue Service.

Surabaya City Regional Regulation Number 3 of 2018 concerning the Implementation of Parking in Surabaya (hereinafter referred to as Surabaya City Regional Regulation Number 3 of 2018) is a regulation that generally regulates parking in Surabaya City, starting from the arrangement of parking locations, parking tickets, and parking attendants. In Surabaya City itself, the arrangement of parking areas is divided into several types, such as Special Parking Areas, Parking Zone Areas, Parking on the Side of Public Roads (TJU), and Incidental Parking. Special Parking Areas provided by Surabaya City are facilities provided by the city government to allow the public to park safely and comfortably 24 hours a day, one of which is the Park and Ride special parking area (Pramana & Hardjati, 2023). In Surabaya City Regional Regulation number 3 of 2018 article 1 defines that the Zone Parking Area is a form of parking service that is determined with a certain parking rate for each zone and area that has been determined. Parking on the Edge of Public Roads or abbreviated as TJU is a parking service organized by the Regional Government which is located in the Road Owned Space and an object of Parking Service Retribution on the Edge of Public Roads (TJU). While Incidental parking where the parking lot is located on the edge of a public road organized by the Regional Government on an irregular or non-permanent basis due to an interest or crowd.

In official parking areas such as Parking Zone Areas, TJU Parking, and Identil Parking managed by the Surabaya City Transportation Agency, it is appropriate to use Parking Tickets issued by Parking Officers organized by people or agencies in accordance with the provisions of Surabaya City Regional Regulation Number 3 of 2018, while for Special Parking Areas such as Park and Ride, Parking Tickets are used from electronic parking devices that are directly connected to the Surabaya City Government.

The problem that arises related to the implementation of the obligation to provide Parking Tickets is that there are parking officers who have Parking Tickets and wear uniforms and identification cards in accordance with the provisions of Surabaya City Regional Regulation number 3 of 2018 who actually commit fraud such as collecting parking fees without providing Parking Tickets, which money will be owned by the parking officers themselves. Where the calculation of official parking fees from the local government is how many Parking Tickets are carried by the parking officers which will later be calculated according to existing policy regulations. The effects caused by this fraudulent act will have a negative effect on regional income such as less than optimal regional original income, and for parking consumers such as a lack of trust in official parking areas owned by the local

government because there is no accountability for parking officers if there are unwanted things.

Therefore, if we look at the description above, it shows that the implementation of the obligation to provide parking tickets in the Surabaya City Regional Regulation number 3 of 2018 in Surabaya City has not been implemented optimally. Therefore, efforts are needed from the implementers to implement the program optimally. This is necessary because the implementation of the obligation to provide Parking Tickets will be able to maximize Regional Original Income from parking levy collection and increase public trust in the Official Parking Area. Therefore, this study aims to describe the Implementation of the Obligation to Provide Parking Tickets in the Surabaya City Regional Regulation number 3 of 2018 in Surabaya City.

Methods

The method used in this study uses descriptive qualitative which aims to analyze and describe the implementation of parking tickets in the Surabaya city parking regulations through Jan Merse's theory as quoted by (Ratu et al., 2021) with 4 indicators, namely: Information, Policy content, and Potential distribution. The data sources used are secondary and primary data sources with primary data collection techniques related to the research title, while the secondary data used are obtained through documentation, reports, and other archives related to the research through the help of print media, internet media and field notes.

In data collection techniques, researchers conducted interviews with the relevant informants, observations and documentation (Anggara, 2015). Next, for data analysis techniques, we use a model developed by Miles & Hurberman (2014) where the analysis is carried out through several stages, including: Data Collection, Data Condensation, Data Presentation, and Conclusion Drawing with data validity tests from Miles Huberman which use credibility, transferability, defensible, and corroboratibility tests.

Results

Information

Information is an important suggestion in unifying the vision and mission of a policy that is implemented. Information will also run effectively if the community and local government work together and are transparent. The shortcomings in the content of the policy that is implemented, where in the distribution of information to the community they will get an inaccurate picture (Khoirunisa et al., 2021). In information there are several variables in communication according to Jan Merse as quoted by (Pramana & Hardjati, 2023) among other things, it is carried out in an accurate, timely and relevant manner in the Implementation of the Obligation to Issue Parking Tickets in the Regional Parking Regulations in the City of Surabaya.

The first variable is accurate. In this case, communication carried out by several parties responsible for parking affairs in the City of Surabaya, namely the Surabaya City Transportation Agency and the Surabaya City Government must be carried out accurately regarding the Implementation of the Obligation to Provide Parking Tickets in the Regional Parking Regulations in the City of Surabaya. Communication carried out by the Surabaya City Government regarding information provided to the

public is carried out in several ways, such as through loudspeakers at several red lights at several points on major roads in the Surabaya area, through newspapers or print media, namely through broadcasts on local television shows, and social media by inviting several local influencers to socialize this matter. Meanwhile, communication carried out by the Transportation Agency to the people of Surabaya City is by conducting socialization through the official social media of the Surabaya City Transportation Agency itself such as: Instagram, Twitter and TikTok. Not only that, the Surabaya City Transportation Agency also uses print media to convey information.

In addition, socialization related to the Implementation of the Obligation to Provide Parking Tickets in the Surabaya City Parking Regional Regulation was also carried out directly by deploying several personnel from the Transportation Agency in several parking zone areas to directly explain to the public about the obligation to provide parking tickets in organizing parking in Surabaya City. The placement of the Transportation Agency also aims to supervise the parking officers on duty so that they can carry out their duties and obligations in accordance with applicable provisions. The Surabaya City Transportation Agency also conducts regular training and evaluations of official parking officers in accordance with the provisions stated in Surabaya City Regional Regulation Number 3 of 2018 so that the people of Surabaya City can use paid parking facilities. Not only that, the Surabaya City Transportation Agency also routinely conducts raids on official parking officers in several official parking areas to prevent any members of the public from collecting parking fees in official areas or regions but are not official parking officers.

The second variable is related to timeliness, in delivering information related to incidental parking which generally occurs when the Surabaya City Government uses or holds events that close roads such as festivals that close roads in several areas of Tunjungan. So the Surabaya City Government will provide information related to official incidental parking places through Instagram social media such as the @Dishubsurabaya and @Surabaya accounts as official accounts belonging to the Surabaya City Transportation Agency and the Surabaya City Government which are generally shared several days before the event. This greatly helps the public in receiving information on time.

And the last variable is the relevant variable. Where what is meant by relevant is the existence of a relationship with the delivery of information carried out by the policy implementer to the policy target in the Implementation of the Obligation to Provide Parking Tickets in the Regional Parking Regulation in the City of Surabaya. Of course, parking officers need socialization and training on the procedures for serving the use of parking services in providing parking tickets from the Surabaya City Government and the Surabaya City Transportation Agency in order to provide good service and of course this provides comfort for users of official parking areas. In some of the explanations above, if associated with the theory put forward by Jan Merse in (Pramana & Hardjati, 2023) which states that the information is beneficial for users in using parking services

Public Contens

Public policy is an effort to overcome public problems, thus the policy that is implemented must have clear and firm policy contents that contain political content that accommodates all interests. Policy implementation will fail if the policy content

or its objectives or there is inaccuracy or there is also a lack of internal or external clarity or within the policy itself. This indicates a very important deficiency concerning resources in the policy (Khoirunisa et al., 2021).

The implementation of the obligation to provide parking tickets in the official Parking Area owned by the Surabaya City Government refers to Regional Regulation Number 3 of 2018. Article 19 of Regional Regulation Number 3 of 2018 explains the duties and obligations of Parking Officers in organizing parking areas, one of which is in letter h, namely providing official and valid parking tickets, proof of payment, or receipts to parking service users and writing down the vehicle number that is parked for each parking.

Parking Officers who commit acts that are contrary to Article 19 of Regional Regulation Number 3 of 2018 will be subject to sanctions in the form of Administrative Sanctions in the form of verbal warnings, written warnings and dismissal as Parking Officers, this is regulated in Article 34 of Regional Regulation Number 3 of 2018. However, in its implementation, the application of the contents of this policy is hampered by supervision and evidence to determine whether the Parking Officer has made a mistake as referred to in Article 34 of Regional Regulation Number 3 of 2018. The inability to implement the contents of the policy of Article 34 of Regional Regulation Number 3 of 2018 is caused by several factors such as the use of Parking Officers which is not comparable to the number of vehicles that must be recorded and given parking tickets and the size of the parking area in each Parking Area that must be guarded, so that the existence of Human error or the opportunity to deliberately not provide Parking Tickets becomes a problem that must be faced.

In addition, regarding parking insurance for parking service users so that the public feels safer and more comfortable if their vehicle is lost or damaged and is about to be parked in the official parking area owned by the Surabaya City Government. This is stated in article 14 point f of Regional Regulation Number 3 of 2018. Regarding insurance for damage or loss of vehicles, if the parking service user has an official Parking Ticket in accordance with the provisions of Regional Regulation Number 3 of 2018, if there is damage or loss, they will get insurance, while if they do not have an official Parking Ticket, there is still no vehicle insurance if there is a vehicle that is damaged or lost.

In the explanation above regarding the contents of the policy referring to Regional Regulation Number 3 of 2018, if it is associated with Jan Merse's theory which states that the contents of the policy will affect its implementation, then the contents of the policy in Regional Regulation Number 3 of 2018 have not been implemented properly due to the lack of regulations related to supervision and proof in the implementation of Article 34 of Regional Regulation Number 3 of 2018.

Public Support

Community support that needs to be understood in this case is support in the form of physical and non-physical. If in the implementation of the policy implementation there is a lack of support for the policy, the policy will be very difficult to implement. Jan Merse himself emphasized that the policy will be sustainable if there is high participation in the community in various stages including planning, implementation and evaluation reporting on each policy that is carried out (Khoirunisa et al., 2021).

Public support or public participation in the parking ticket policy is quite good, as can be seen from the public response in the implementation of parking in the City of Surabaya, who took the initiative to ask for parking tickets from parking officers and refused to park in the official parking area belonging to the Surabaya City Government.

In addition, so that the community continues to use parking ticket facilities, it cannot be separated from the services provided in the field, in terms of parking officers must provide excellent service to the community using the service. In the service provided by parking officers to parking service users, it has been carried out well and has implemented the existing SOP.

Allocation of Potential

In the distribution of potential, it is essentially related to performance and intense coordination between the government, private sector and society. This coordination has the aim of being a meeting point for the success of the implementation of the policy being carried out because each policy implementer has different interests (Khoirunisa et al., 2021).

In this case, the part of the implementation of Parking in the City of Surabaya in the policy of mandatory provision of Parking Tickets in official parking areas in the City of Surabaya is the Surabaya City Government, the Surabaya City Transportation Agency, and Parking Officers who can be private entities. In which each party has its own authority and duties in the assignment. Such as the procurement of parking tickets organized by the Surabaya City Government is carried out by the Surabaya City Transportation Agency and must be distributed in accordance with the provisions of Article 15 of Regional Regulation Number 3 of 2018. Where the tariff from parking revenue will be allocated to the Surabaya City Government by 70% and 30% will be allocated to the Surabaya Transportation Agency for the procurement of parking tickets.

Meanwhile, Parking Officers will have their own honorarium and social security which are specifically regulated in the Mayor's Regulation, this is regulated in Article 17 of Regional Regulation Number 3 of 2018. In addition, Article 18 of Regional Regulation Number 3 of 2018 regulates the obligation to conduct evaluations, coaching and training for parking officers regarding parking service procedures, traffic safety and security, use of information and other aspects in parking are the responsibility of the Surabaya City Government.

Coordination is necessary because each participant has different interests and backgrounds, so that the coordination process becomes a central point, a meeting point for the success of policy implementation according to Jan Merse in (Pramana & Hardjati, 2023). When associated with the explanation above, it can be said that the distribution of potential related to the implementation of the obligation to provide parking tickets is appropriate or fulfilled.

Conclusion

Based on the results of the study above regarding the Implementation of the Obligation to Provide Parking Tickets in the Regional Parking Regulation in the City of Surabaya, it can be concluded that it has been running quite well. However, there are several obstacles that have not been met, this can be seen from several indicators such as information provided by the Surabaya City Government and the

Surabaya City Transportation Agency has conveyed it through several social media platforms and print media so that it can be conveyed to the public regarding parking tickets. In addition, the potential distribution indicator has also been said to be quite good because it is in accordance with the provisions of Article 15 of Regional Regulation Number 3 of 2018, where the tariff from parking revenue will be allocated to the Surabaya City Government by 70% and 30% will be allocated to the Surabaya Transportation Agency for the procurement of parking tickets. So that the distribution of potential for this is in accordance with their respective authorities and duties. The next is to get very good public support in responding to the policy regarding parking tickets.

The constraints that are considered less than good or there are constraints on this study, namely the indicators of the content of information policy on relevant variables and the content of the policy because it is necessary to improve socialization and training on procedures for serving the use of parking services in providing parking tickets from the Surabaya City Government and the Surabaya City Transportation Agency in order to provide good service in order to provide comfort in using official parking. In addition, the contents of the policy of Regional Regulation Number 3 of 2018 have not been implemented properly due to the lack of regulations related to supervision and proof in the application of Article 34 of Regional Regulation Number 3 of 2018. So it can be concluded that regarding the implementation theory put forward by Jan Merse, this study can be said to be quite good because it has met several existing indicators.

Suggestion

1. There are still many users and officers who do not understand about parking tickets, both zone areas, official parking and parking on public roads at several points in the city of Surabaya. Therefore, it is necessary to hold socialization, training and field evaluation on the procedures for serving the use of parking services in order to provide comfort to the public using official parking facilities.
2. It is necessary to conduct a review of Regional Regulation Number 3 of 2018 Article 34 as an evaluation measure in providing evidence and supervision in implementing the contents of the policy.

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