

RESPONSIVENESS OF THE TRANSPORTATION AGENCY IN THE SERVICE OF PUBLIC STREET LIGHTING IN PEKANBARU CITY

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ABSTRACT

One of the road equipment that must be installed is public street lighting. In its implementation, lighting for public roads must be managed properly by those who have the authority to manage it. In this research, the Pekanbaru City Transportation Service is an agency that has duties and functions in providing Public Street Lighting (PJU) services in Pekanbaru City. In the implementation of this public street lighting service, several obstacles are often encountered for the Pekanbaru City Transportation Service. This study looks at the responsiveness of the Pekanbaru City Transportation Service in providing lighting services for public roads, as well as the variables that hinder the Pekanbaru City Transportation Service's ability to respond to issues regarding lighting for public roads in Pekanbaru City. The researcher saw the responsiveness of the Pekanbaru City Transportation Service with the Responsiveness indicator by Agus Dwiyanto. By using a qualitative research method approach and a descriptive approach to conduct research related to this situation. Research findings about the responsiveness of the Department of Transportation in public street lighting services in Pekanbaru City are still not optimal. Then there are several obstacles in the implementation of public street lighting services in Pekanbaru City

Keywords: Responsiveness, Public Service, Good Governance

ABSTRAK

Salah satu perlengkapan jalan yang harus dipasang adalah penerangan jalan umum. Dalam penyelenggaraannya, Penerangan untuk jalan umum wajib dikelola dengan baik oleh pihak yang memiliki kewenangan dalam mengelolanya. Dalam penelitian ini, Dinas Perhubungan Kota Pekanbaru menjadi instansi yang memiliki tugas dan fungsi dalam menyelenggarakan pelayanan Penerangan Jalan Umum (PJU) di Kota Pekanbaru. Dalam penyelenggaraan pelayanan penerangan jalan umum ini masih kerap ditemui beberapa kendala bagi Dinas Perhubungan Kota Pekanbaru. Penelitian ini melihat ketanggapan Dinas Perhubungan Kota Pekanbaru dalam memberikan pelayanan penerangan untuk jalan umum, serta variabel-variabel yang menghambat kemampuan Dinas Perhubungan Kota Pekanbaru dalam menanggapi persoalan mengenai penerangan untuk jalan umum di Kota Pekanbaru. Peneliti melihat responsivitas dari Dinas Perhubungan Kota Pekanbaru dengan indikator Responsivitas oleh Agus Dwiyanto. Dengan menggunakan pendekatan metode penelitian kualitatif dan pendekatan deskriptif melakukan penelitian terkait situasi ini. Temuan penelitian tentang ketanggapan Dinas Perhubungan dalam pelayanan penerangan jalan umum di Kota Pekanbaru masih belum optimal. Kemudian terdapat beberapa kendala dalam pelaksanaan pelayanan penerangan jalan umum di Kota Pekanbaru.

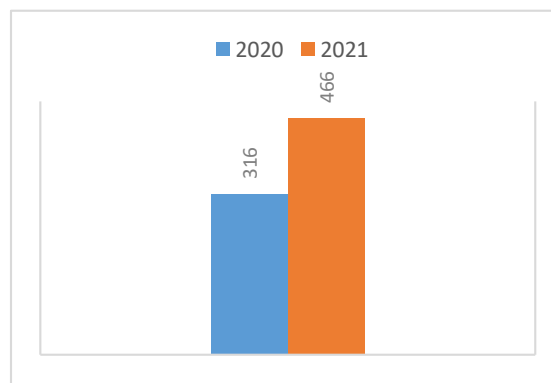
Keywords: Responsivitas, Pelayanan Publik, Good Governance

INTRODUCTIONS

The implementation of public services is an effort by citizens to meet the basic needs and civil rights of every citizen (Putra, 2016). The implementation of good public services is one of the responsibilities of the Government. In Law Number 25 of 2009 concerning Public Services Article 18 which confirms that quality services are the right of the community. The Pekanbaru City Government is one of the officials responsible for the implementation of public services in Pekanbaru City. Procurement of infrastructure in the field of transportation is one of the services that must be provided by the Pekanbaru City Government. One of the road infrastructures is Lighting on public streets. This lighting is a road infrastructure that must be equipped to realize smooth traffic, road order, security for road users, and safety when driving then becomes an ease for motorists (SNI 7391, 2008). Based on Law No. 22 of 2009 concerning Lalu Tintas and Road Transportation, it is stated that public street lighting equipment is a mandatory road equipment.

In the implementation of public street lighting services, the Pekanbaru City Transportation Office is the official responsible for the implementation of excellent street lighting services. This is in accordance with Pekanbaru Perwako no. 19 of 2010 concerning the Implementation of the Installation of Public Street Lights in Pekanbaru City which was subsequently changed to Mayor Regulation No. 20 of 2017 concerning changes to the Office that deals with the Installation of Public Street Lighting Lamps in Pekanbaru City. In 2021, the number of public street lighting in Pekanbaru City is 45. 285 points spread across various locations in Pekanbaru City. From data during the 2004-2021 Fiscal Year, the Pekanbaru City Transportation Agency added 15,986 public street lighting. But of course, in the implementation of this public road management service, there are still various problems that lead to complaints and complaints originating from service users in this case are the people of Pekanbaru City.

Picture 1. Public Road Lighting Complaint Report 2020-2021



Sumber: Pekanbaru City Transportation Agency, 2021

The picture above shows an increase in complaints about the implementation of public street lighting services. Where in 2020 there were 316 complaints and in 2021 there were 466 complaints. The existence of complaints indicates that the service product is still not optimal (Dwiyanto, 2010). So that the complaint must be managed properly. Then it will have a relationship with the responsiveness of the authorities in solving community problems and then looking for the best solution to the problem (Setianingrum & Tsalatsa, 2016). This increase in complaints, of course, is very necessary for the role of the relevant agencies in this study by the Transportation Agency to answer and follow up on all complaints and reports that come in both from the people of Pekanbaru City and those from the results of daily surveys where this is carried out by the supervisor of the Pekanbaru City Transportation Office. The complaint came from the community who made a complaint to the Transportation Agency through the public street lighting call center that had been provided. This call center service specifically accepts complaints related to public street lighting problems. However, this public street lighting call center service that should be able to help the Transportation Agency in identifying problems in public road maintenance in Pekanbaru City is still said to be not massive. This can be seen from the socialization carried out only by spreading information about this call center by placing stickers on government offices and public places.

Furthermore, public street lighting in Pekanbaru City has conditions where some are still in accordance with optimal service standards with SNI. The use of gas-releasing lamps is not energy efficient and some have abdominal or non-metered status. This can be seen from the results of public street lighting verification carried out with PLN throughout the Pekanbaru City area in 2017, it is known that 77% of public street lighting in Pekanbaru City is still non-metered status and only 23% has been metered. General street lighting that has not been metered will have a negative impact on the electricity bill budget to PLN as the party that provides electricity. This shows that the implementation of public street lighting in Pekanbaru City has not been optimal. Not only that, there is a significant difference between the public street lighting data at the Transportation Agency and PLN UP3 Pekanbaru City. This indicates that the existing number of public street lighting has not been properly recorded due to differences in data between the City Government and PLN in the Pekanbaru City area. This condition will be detrimental to both parties.

In order to realize success in public road lighting services, a responsive government role is needed in handling it so that there is synchronization between activities and public service programs. This makes the Government required to be responsive in dealing with problems faced by the community related to public street lighting and provide solutions in the form of actions on

the problem. Dwiyanto (2006) said that one of the criteria to be able to assess the performance of the bureaucracy in public services is through responsiveness or responsiveness to a problem. Furthermore, whether or not the organization is able to compile an agenda and determine the main programs and know the needs of the community Karimah (2016). Some research related to responsiveness in public service. conducted by Afrizal & Erman (2018) who used four indicators in seeing the responsiveness of the Pekanbaru City Government in handling dengue fever. Related to this public street lighting service, if the government has a high level of responsiveness, it can therefore increase success in providing public services properly. Then through this study, the researcher wanted to see more about the responsiveness of the Pekanbaru City Transportation Agency in the implementation of public street lighting services. This research is expected to be an input for the Pekanbaru City Transportation Office as the officer responsible for the implementation of public road crossing services in Pekanbaru City.

Public Service

Law No. 25 of 2009 defines public services as a process in fulfilling service needs as per existing regulations for the entire community or citizens for administrative services, goods and services prepared by the organizers of these services. Then Taufigurokhman & Satispi (2018) explained that a series of forms of services, both public services and public goods, are obliged to be implemented by the government in BUMD, BUMN, Central, regional and others. In order to fulfill the needs of the recipient of services in accordance with applicable regulations. Quality in public services must be observed. The indicators in public services are accountability, responsibility and responsiveness (Dwiyanto, 2006).

Responsiveness

According to Pasolong (2013) responsiveness is often one of the indicators in seeing whether the government's practices are good or not. Creating conditions for good governance is the basic principle of the response (Santosa, 2008). Being able to respond and provide answers related to problems experienced by the community is an obligation of public institutions. Responsiveness is one of the indicators to see the ability of the organization to realize its mission and goals to the community. The definition of responsiveness is also expressed by Tangkilisan (2005) who said that responsiveness is how the speed of response of the apparatus in meeting the needs of the community as recipients of public services. The low responsiveness can be seen from the uncertainty that occurs in needs and services. The responsiveness of public services can be seen

firstly from the many public complaints against inappropriate services, and secondly from the government's attention to the problems faced by the community Dwiyanto (2003). Then there are several indicators in measuring the responsiveness of an organization that provides public services. In this service using the theory of responsiveness expressed by Dwiyanto (2006) in Seviana (2012), namely 1) whether there have been complaints for the past year; 2) The attitude of the authorities in responding to complaints from the community; 3) The use of complaints as a reference for improving the implementation of public services in the future; 4) The actions of the authorities in providing satisfaction to the public.

RESEARCH METHODS

This research uses qualitative research methods that are descriptive analysis (Creswell, 2016). The reason why researchers use this research method is because the method is in accordance with the formulation of the problem and can achieve the purpose of this study. In this case, the researcher wants to see and describe various phenomena related to the implementation of public street lighting services by the Pekanbaru City Transportation Agency without adding and subtracting what really happened. Furthermore, this research was carried out at the Pekanbaru City Transportation Office with the locus of Public Street Lighting. The data used in this study are primary and secondary data (Hasan, 2002). The reason why the researcher chose the research location is because the Pekanbaru City Transportation Office has a function, task and has responsibility and authority in the service of public street lighting in Pekanbaru City. Then the informants in this study were obtained using the purposive sampling method, namely service providers and the people of Pekanbaru City as users of service products. Furthermore, the data that has been obtained will be analyzed using interactive model analysis from Miles and Huberman (Yayat, 2017).

RESULTS AND DISCUSSION

Researchers look at the performance of public services provided by the Pekanbaru City Transportation Service in public street lighting services using responsiveness indicators. Previously it has been described and explained in the background about how the implementation of public street lighting services by the Pekanbaru City Transportation Service is still not optimal. In the effort to provide this service, there are also obstacles and obstacles that have an impact on the responsiveness of the agency. The indicators used are (1) Whether there have been complaints from the community over the past year, (2) Attitudes shown by officials in responding to complaints

from the community, (3) Use of Complaints as a reference for improving service delivery in the future, (4) Actions taken in providing public service satisfaction to the community

1) Whether or Not There Have Been Complaints Over the Past Year

The high level of public complaints against the government that provides public services shows how the level of quality of services provided and the form of supervision carried out by the community (Hafid Risalbi, Cikusin, & Hayat, 2021). Community complaints show that there is an awareness from the community to get their rights in obtaining good public services. However, these complaints must also be followed by the government's responsiveness in responding to them (Dwiyanto, 2006). This study looked at complaints about public street lighting in the past year. This aims to better know the various forms of problems experienced by the community so that service delivery officials can take steps in following up on these problems. Where in 2021 there is an increase in the airing of public street lighting as shown in Figure 1. a total of 466 complaints. The increase in complaints from the year during 2021 shows how the implementation of lighting services on the streets by the Pekanbaru City Transportation Agency has not been responsive. The problems reported by the community are dead lighting lights, loose cables, sparks and broken wires. One of these increases is due to poor natural conditions. The Pekanbaru City Transportation Agency receives every complaint submitted and accommodated. However, problems related to public street lighting are still encountered and increase from the previous year. This shows the lack of initiative of the Transportation Agency in seeing the real problem of public street lighting in Pekanbaru City.

2) The Attitude of Officials in Responding to Complaints from Service Users

Ziethaml, et al in Hardiansyah (2011) argue that the attitude of the authorities in responding to complaints from the community must be appropriate, fast and able to respond to all complaints from service provider officers. In this case, the Pekanbaru City Transportation Agency as a public street lighting service provider receives every complaint from the public. Complaints that have been received either from the community through the call center or from the supervisor who reports will be followed up based on the flow. The flow of the arrangement is as follows:

“People make complaints through WhatsApp. After that, then the public will be told to fill in the complaint format. After the community fills in the complaint format, we will recapture the complaint to the computer. The results of the recapture will then be given to the foreman. Then the foreman will give his duties to the technician. Where our technicians are divided into 3 rayons. Later when the work is completed, the complaint will be reported from the whatsapp group. After that, the brother recap again has finished his task, what hasn't been done yet. If for example, it is not, for example, like there is a

cable missing, the connector is damaged. Later, brother will recap again and submit it to the foreman again." (Interview, Kak Febri, January 31, 2022)

Based on the results of the interview above, it is known that the flow of complaints is initiated from the report and youth will be recapitulated. After that, it will be handed over to the foreman and will be forwarded to the technician after the shift. The Transportation Agency also has SOPs regarding service delivery. Several interviews with the public showed that the Transportation Agency had been quite quick in following up on complaints. However, there are still obstacles in communication with the community. The low responsiveness of public service providers is indicated by officials who have communication that has not been interactive between officials and service users. Therefore, the attitude shown is still not running optimally.

3) Use of Complaints as a Reference for Improvement of Service Delivery in the Future

Complaints in the implementation of public services can be used as an indicator in assessing the performance of the organization that provides these services. Responsiveness shows that service programs and activities are aligned with the needs and aspirations of the community, which shows that society is a priority of the government (Denhardt, 2002). The complaint can be used as a reference in the implementation of services in the future. The Pekanbaru City Transportation Agency has used complaints as a reference in improving the implementation of public street lighting services in the future. This is in accordance with the results of the following interview:

" Yes, definitely. The reports and complaints that come in, of course, we use as a reference for future services. For example, because the number of lights is quite large and quite spacious, because dishub is responsible for Pekanbaru City. We have a discourse to cooperate with third parties. So this is to be made easier also for public street lighting services to the community." (Interview, Mr. Junaidi, March 4, 2022)

Based on the results of the interview, it is known that the Pekanbaru City Transportation Office has tried to become a complaint as a reference for service improvement. Furthermore, the Transportation Agency has an application design that will facilitate the process of public street lighting services. The Pekanbaru City Transportation Agency must be able to provide a reliable filtering system to obtain accurate and responsive information so that the information can be used as a reference source for improving the quality of community services. It's just that the application still can't be realized. So it can be concluded that the use of airing as a reference for improvement is still not running optimally because some designs still have obstacles in realizing them.

4) Officers' Actions to Provide Service Satisfaction to the Community

The form of this action must correspond to what is needed by society. In accordance with Smith's (1985) opinion in Widodo (2001) that the government is able or not to provide demands

from the people is a form of responsiveness. In this public street lighting service, officials strive to provide excellent service to the people of Pekanbaru City. as for the forms of actions of the Pekanbaru City Transportation Agency to provide satisfaction with public street lighting services in Pekanbaru City in the form of:

- a. The use of shifts in public street lighting services, the Pekanbaru City Transportation Office has made various efforts in the implementation of public street lighting services, one of which is using day and night shifts. This is due to the lack of existing fleets. The following is the shift schedule from technicians and supervisors during the day and night at the Pekanbaru City Transportation Agency.
- b. The use of public street lighting Smart System and Meterization, This meterization is carried out annually. In addition, the Pekanbaru City Transportation Agency also rejuvenated public street lighting which previously used conventional public street lighting to become smart public street lighting as an alternative solution to save the use of electrical energy.
- c. Call Center Socialization, socialization about public street lighting services by distributing call center numbers using stickers affixed to government offices such as sub-district and sub-district offices. In addition, the dissemination of information carried out by the Pekanbaru City Transportation Agency is also through online media such as news articles and posts on social media owned by the KTSP Sector and the Pekanbaru City Transportation Agency. But despite various efforts in spreading the information. There are still people in Pekanbaru City who are not aware of the existence of this call center service.

Although various efforts have been made in providing a sense of satisfaction with public street lighting services. In its implementation, it is still not optimal. As in metering activities that have not run optimally due to several interruptions of electricity by PLN due to the provision of electricity by the Pekanbaru City Transportation Agency and socialization that is still not massive, it can be seen from the fact that there are still people who are confused about who to report problems with public street lighting to whom.

CONCLUSIONS

The responsiveness of the Pekanbaru City Transportation Agency in public street lighting services can be said to be not responsive enough as the theoretical indicators used as a benchmark for responsiveness, namely the theory of responsiveness according to Dwiyanto (2006). Then there are several factors that hinder the Pekanbaru City Transportation Office in responding to public street

lighting in Pekanbaru City, there are 3, namely the lack of facilities and infrastructure in the implementation of public street lighting services, minimal human resources and poor natural conditions of Pekanbaru City.

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