

The Role of The Aceh Utara Transportation Service in the Optimization of Road-Based Mass Transport Services

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Abstract

The Role of the Transportation Agency In optimizing road-based mass transportation services, there are many traffic violations regarding the minimum service standards of road-based mass transportation, the violations carried out by vehicle users are that so far many people use private vehicles or black plate vehicles as public transportation, many owners of these private vehicles do not have a business license from the North Aceh Regency Transportation Office. The purpose of this study is to describe the role of the transportation agency and the obstacles faced in efforts to optimize road-based mass transportation services. The method used is qualitative with observation, interviews and documentation. The results of the study show that the role of the North Aceh Regency Transportation Office has been maximized in carrying out services on mass transportation even though there are still violations committed by transportation with black plates. Meanwhile, the obstacles faced in terms of lack of knowledge of public transportation owners and lack of human resources at the Transportation Office are related to optimizing services in mass transportation in the North Aceh Regency area. Therefore, management improvements and human resource improvements are improved at the North Aceh Regency Transportation Office so that it can optimize road-based mass transportation services.

Keywords: *Department of Transportation. Optimization, Service, Mass Transportation, North Aceh.*

INTRODUCTION

The mode of transportation is currently growing rapidly and is in great demand by the public. Initially, public transportation only used motorized vehicles similar to mini buses, namely motorized vehicles with a capacity of 9 to 16 people with normal size and distance between seats, excluding seats. but rather vehicles that people use as private cars such as the Kijang Inova, AVP, Avanza, Xenia, Panther and other types of cars. However, not a few private vehicles that are used as public transportation are operated in North Aceh District which are not in accordance with established regulations. Some of these private cars do not have permits like public transportation. Public transportation is used as one of the facilities that is needed by most people to support the activities and mobility of society in general.

Public transportation is passenger transportation that is carried out with a rent or pay system. The main purpose of the existence of passenger public transport is to provide good and proper transportation services for the community. So this becomes a very important thing in the process of serving the community, especially in public transport services. The measure of good service is service that is safe, fast, cheap and comfortable. Passenger public transportation is usually mass in nature because transportation costs are charged to more people or passengers which causes the cost of each passenger to be kept as low as possible. In mass transit, it is necessary to have similarities among passengers, including the similarity of origin and destination. This similarity is achieved by collecting at the terminal and/or stopping points. Some government agencies or some operators in developing cities have the ability to carry out network planning systematically. A continuous network planning process with high professional standards is needed in big cities so that citizens' needs for public transport services can be met properly (Sulistyowati & Muazansyah, 2019) .

The problem regarding public transportation that occurs in the Aceh region, namely that many black-plated public transportation is currently increasingly prevalent in the Aceh region, this is because it is supported by high demand from the community itself, even though public transportation with black plates will be very prone to crime and violate the rules , since a long time ago these black plate cars have actually been booming, because black plated vehicles are available anytime and anywhere, they are also flexible in time because they are tied to routes even though they are prone to crime, so this is a concern of all parties including the Aceh government through the Transportation Service . So the mode of transportation becomes a very important thing both for humans and the transportation of goods. So this is also very important in the aspect of service that must be carried out by the Department of Transportation.

Transportation is the movement of goods and people from the place of origin (where the transportation activity begins) to the destination (where the transportation activity ends). Transportation is not a goal, but a means to an end that seeks to overcome distance and time gaps. Transportation services are one of the input factors for production, trade, agriculture and other economic activities. Humans really need transportation because to meet the very diverse needs of life which are generally related to the production of goods and services (Tumewu et al., 2021) .

The existence of black plate transportation is contrary to Law Number 22 of 2009 concerning Road Traffic and

Transportation, in that law, all public transportation including travel, is required to have a business license using yellow plates (Sjaifurrachman, 2014). In Article 1 number (21) of Law Number 22 of 2009 it states that "Public Transport Companies are legal entities that provide public transportation company services". This means that every public transportation has a license to provide public transportation services for the community which is strengthened by a legal entity, while black plate vehicles are private vehicles that do not have permits and legal entities to provide public transportation services. Then these rules become a reference or guide in studying public transportation modes.

Supervision is the last function of the management function after the functions of planning, organizing, compiling the workforce, and giving orders. Supervision is the process of planning an activity or work being done and giving orders so that it goes according to what was previously planned. The Department of Transportation has a supervisory function. This is in accordance with Law Number 22 of 2009 concerning Road Traffic and Transportation (PP LLAJ). Article 5 paragraph 2 explains that the guidance on road traffic and transportation as referred to in paragraph (1) in the regulation (Sihombing et al., 2021). The most important is the feasibility test of various types of transport. This is inseparable from the aspect of strict testing that must be carried out by the Department of Transportation specifically and thoroughly for the safety of users of these mass transit services.

Regarding public transportation with black plates is also a very phenomenal thing in Aceh. So far, private vehicles are in great demand by the public because of their better service compared to yellow plate public transport. Some of the advantages that black plate transportation usually provides are available anywhere and anytime, door to door service, flexible time, and cheaper fares. While the drawbacks are that black plate vehicles are not recorded in accident insurance in the event of a traffic accident, are not registered, and are prone to crime because it will be difficult to trace their whereabouts. In contrast to yellow plate vehicles, these vehicles are easy to track, there is a passenger manifest to find out the direction of the destination easily monitor the safety of passengers.

Black plated vehicles can charge lower rates because they don't have much to pay for. They don't pay for insurance, periodic physical checks, or other costs. In contrast to the yellow plate which is required to issue several cost items. So that at this time, the Aceh Transportation Agency in collaboration with the TNI, Polri, Jasa Raharja, and Organda will control black plate public transportation. Apart from that, the Aceh Transportation Agency is also trying to decide on people's requests by intensively conducting outreach to use yellow plate public vehicles. In order to realize order and regularity, it is necessary to have management, guidance, supervision and provision of means of transportation such as traffic signs, public transport terminals and the public transport fleet itself. For the smooth flow of passengers/goods in and out, it is necessary to have a place or terminal for the final stop of vehicles or public transport fleets so as not to disturb other road users (Fikhri, 2022).

North Aceh District is one of the large areas in Aceh Province, this makes the dense population in North Aceh District because of its position in the middle towards Medan-Banda Aceh. One of the terminals in North Aceh Regency is the terminal in Lhoksukon District, North Aceh Regency. This terminal is located on the outskirts of the Medan-Banda Aceh road which serves out-of-town transportation by bus, while for movement within the city and around North Aceh District using city transportation and village transportation. As for the number of public transportation in North Aceh District. The service standards above become a benchmark for the Department of Transportation in organizing public transportation in North Aceh District, so that good service is achieved for the people who use these services. Not only on the bus, but the condition of the bus stops in North Aceh District is also relatively few and improvements are being made, because some of the stops in North Aceh District are damaged and unsuitable for use. Choosing to wait for the bus on the side of the road or in shops located on the side of the road, this will be a concern in maintaining security to avoid accidents. The fulfillment of public satisfaction with public services from the Government is very important and more attention must be paid to achieve comfort and safety for passengers.

LITERATUR REVIEW

The aspect of implementation in government policy provides an overview of several things that need to be scientifically studied in this article starting with roles, policy implementation, and public transportation. So it takes the most important aspects in providing an analysis of scientific studies. This is also what must be done in relation to the study of optimal service standards in mass transportation in North Aceh district. So it starts in the aspect of policy implementation as an initial analytical framework in this scientific study.

a. Policy Implementation

Policy implementation becomes a space for scientific studies that provides a segmentation of mass transit services. Policy implementation is a stage of the policy process after the establishment of a law or can be interpreted as the implementation of laws in which various actors, procedures, organizations and techniques work together to implement a policy in an effort to achieve policy goals (S. Handayani et al., 2021). Of course a policy implementation can provide a hope to be achieved to realize the wishes of the community and the benefits can be felt. So it's not confusing when we can understand the implementation aspect of the policy that the government aims to feel the benefits of.

A policy is a deliberate plan of action to guide decisions and achieve rational goals. Policy terminology can be applied to governments, organizations and groups in the private sector and individuals. Policies differ from regulations or laws may require or support certain behaviors. Meanwhile, policies only provide guidelines for action towards the things that are most likely to be done to achieve the expected results. A policy study usually refers to the process of making important decisions in an organization, including the identification of various alternatives and the selection of one of them based on the resulting impact. Policy can be understood as a political, management, financial and administrative mechanism to regulate efforts to achieve certain goals. To see the success of a (Suri & Komalasari, 2019)

The effect of policy implementation is also very strong if there is support from all interested elements including the government. Edwards III stated that the implementation process as: "...the state of policy making between the

establishment of a policy (such as the passage of a legislative act, the issuing of an executive order, the handing down of a judicial decision, or the promulgation of a regulatory rule) and the consequences of the policy for the people whom it affects." implementation is defined as a stage in the policy process, which is between the stages of policy formulation and the results or consequences posed by the policy (output, outcome) (Y. Handayani et al., 2022) .

b. Public policy

Public policy is an important theoretical framework in this scientific literacy because it is related to services that must be applied to every element of society. The process of policy analysis is a series of intellectual activities carried out in the process of activities that are political in nature. "This political activity is evident in a series of activities which include agenda setting, policy formulation, policy adoption, policy implementation, and policy evaluation. Meanwhile, the activities of problem formulation, forecasting, policy recommendations, monitoring, and policy evaluation are activities that are more intellectual in nature (Subarsono, 2015) . Policy can also be seen as a system. The system is a series of parts that are interconnected and dependent and arranged in certain rules to produce a single unit. According to Dunn, the policy system includes the reciprocal relationship of three elements, namely public policy, policy actors and the policy environment (Dwi, 2014) .

The influence of the policy is also able to change the perspective of society in general so that it must be understood by the government. Public policy as "the authoritative allocation of values for the whole society". This definition emphasizes that only those with authority in the political system (government) can legally do something for their people and the government's choice to do something or not do something is manifested in the form of allocating values. This is because the government is included in the "authorities in a political system", namely the rulers in the political system who are involved in the affairs of the political system on a daily basis and have responsibility for a particular problem where at one point they are asked to make decisions at a later date . accepted and binding on most members of society for a certain time (Agustino, 2017) .

c. Public service

Public service is the most important essence of literacy studies in providing services to the community in various aspects by the government. Talizidhuhu illustrates that conceptually talking about public services cannot be separated from management. Management must be enforced. Plans or regulations as management products, for example, must be obeyed by every person or community related to the plans or regulations in question. Every decision must be strong enough to bind everyone involved, expressly or by force (physical force). Every rule or decision is binding, and therefore one cannot act according to one's own will. Therefore management requires another factor, namely power (power). Because power is exerted from behind the desk (bureau), this power is also called bureaucracy (Simatupang, 2019) .

The problem of ineffective public services is triggered by various complex things, starting from the paternalistic culture of the bureaucracy, the work environment that is not conducive to changing times, the low reward system in the bureaucracy in Indonesia, the weak punishment mechanism for bureaucratic apparatus; the low ability of the bureaucracy to carry out discretionary actions, as well as the scarcity of commitment by regional leaders to create responsive, accountable and transparent public services (Dwimawanti, 2009) . Public service is serving as a whole the basic service aspects needed by the community to be fulfilled in accordance with the provisions (Hayat, 2017) .

Bharata gives an illustration that public services are activities or a series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers, where it is said that there are four elements in public service (Riani, 2021) , Public service is the provision of services by the government, private parties on behalf of the government, or private parties to the community, with or without payment to meet the needs or interests of the community (Dewi & Suparno, 2021) . So this public service provides a view of assistance for the community so that it can provide benefits in various dimensions of the community environment constructively in the aspect of morality .

RESEARCH METHODOLOGY

The use of methods in the study of scientific literacy is very important in being narrated and becomes a reference in scientific dialectics. This research method was carried out using a qualitative descriptive approach. Sugiyono (2016: 32), argues that qualitative research is a process of scientific research that is intended to understand human problems in a social context by creating an overall picture and presented complexes, reporting detailed views from sources of information, and carried out in natural settings. without any intervention from the researcher. Descriptive qualitative research aims to gain a deep understanding of human and social problems by interpreting the subject to derive meaning from the surrounding environment (Sugiyono, 2015) .

This scientific study was conducted at the North Aceh District Transportation Office. The reason the researchers conducted the research was because there were still found public buses that were no longer fit for use but were still operating, this was feared to have an impact on the security and peace of the people who used public buses, then the minimal number of bus stops found in North Aceh District, people chose to wait a lot for the bus on the side of the highway, and this will have an impact on the lack of security in order to avoid the possibility of an accident on the highway.

Qualitative research research subjects are known as informants. informants are "people who are used to provide information about the situation and conditions of the research background". The sampling technique is using the Purposive Sampling technique (Moleong, 2018) . Meanwhile, informants were also determined using the *purposive sampling aspect* , which is a sampling technique used by researchers if the researcher has certain considerations in sampling or sampling is based on a specific purpose. So that the informants interviewed were in accordance with the required information (Sugiyono, 2015) . The source of the data obtained has two elements, namely primary data that is directly found in the field while secondary data is supporting data obtained on the object in a documentary manner. Data collection

uses observation, interview, and documentation techniques so as to support data source activities. Furthermore, the data obtained is still abstract so that analysis is needed through the collection as a whole, carrying out, reducing, coding and verifying the data so that the resulting data becomes important and can answer the scientific studies carried out. These stages are used in this scientific study method.

RESULT AND DISCUSSION

Here The role of the Department of Transportation in optimizing road-based mass transit services is illustrated by the existence of problems related to the use of public transportation in North Aceh District, where a phenomenon is found that in modern times, many private vehicles are used as public transportation, even though the use of public transportation on the road is also have certain rules and must obey the laws that apply in Indonesia.

A. The Role of the Department of Transportation in Optimizing Mass Transportation Services

The Department of Transportation as the coordinator for sea and land and air transportation modes in North Aceh district must provide excellent service to the community. This can also be seen from the results of observations made showing that there are a lot of mass transit services for the community. On the road there is also often public transportation that is used starting from short or long-distance travel routes as well as between cities and provinces. So this is the basis for knowing more about the operation of these public transports. In this case an interview was conducted with the Head of the North Aceh District Transportation Office whose results of the interview were:

Public transport is required to have a permit from the North Aceh Transportation Service, and if in the North Aceh Regency area a black plate vehicle is found to be used as a public vehicle and does not have a business license from the Transportation Service, it means that the owner of the black plate vehicle has committed a violation and will be subject to administrative sanctions. " (Interview, May 15, 2023)

The statement above explains that every public transport on the route is required to have a permit from the Department of Transportation. Based on the Government Regulation of the Republic of Indonesia Number 74 of 2014 concerning Road Transportation, it states that "A route is a route for public motorized vehicles for the transportation of people by passenger car or bus car that has a fixed origin and destination, a fixed route, and a fixed and scheduled vehicle type or unscheduled". Public transport that commits administrative violations will be subject to sanctions in the form of administrative sanctions. Furthermore, the observation related to the sanctions given is that there are tickets carried out by the transportation agency for public transportation that does not comply with applicable regulations.

Furthermore, interviews were conducted with informants in the Department of Transportation in the section on public transport traffic who explained :

"So far, many black plate vehicles that do not have permission from the Department of Transportation carry out operations for transporting people, it is difficult to get valid information regarding illegal public vehicles or do not get permission from the Department of Transportation, this happens due to the dishonesty of vehicle owners and passengers, even though the information This needs to be known to avoid crimes that might occur as a result of using public transportation that does not have a business license" (Interview, 15 May 2023)

The results of the interviews illustrate that there are operations that violate the rules where many non-yellow plate vehicles operate. This of course violates the rules in force from the government. Information related to the use of black plated vehicles as public transportation has occurred a lot in North Aceh District, but the Department of Transportation and traffic officers in North Aceh District find it difficult to obtain valid information related to permits for the use of vehicles used as routes. Private vehicles are used as public transportation and transport people beyond capacity. In the Government Regulation of the Republic of Indonesia Number 74 of 2014 concerning Road Transportation paragraph 10 it has been stated that: Passenger Cars are Motorized Vehicles that transport people with a maximum of 8 (eight) seats, including drivers or those weighing not more than 3,500 (three thousand five) hundred) kilograms.

Based on the contents of the article above, it has been stated that a passenger car is a motorized vehicle for transporting people that has a maximum seating capacity of 8 people, but what is often found in the field of passenger cars often accommodates more than 8 people/people. As stated in Article 3a of the Regulation of the Minister of Transportation Number 27 of 2015 concerning Minimum Service Standards for Road-Based Mass Transportation that "Operators of Road-Based Mass Transportation who violate the provisions of the Minimum Service Standards for Road-Based Mass Transportation as referred to in Article 3 are subject to administrative sanctions". And for black plate vehicle owners who transport people beyond their capacity and collect fees on passengers will be subject to administrative sanctions as stated in Article 3a Paragraph 2 letter b of the Minister of Transportation Regulation Number 27 of 2015 concerning Minimum Service Standards for Road-Based Mass Transportation, namely sanctions " written warning." Then this can become an administrative sanction for public transport that violates it.

The use of transportation cannot be separated from the activities carried out by the community, therefore transportation has an important meaning in activities. However, even though its role is quite important for community activities, it cannot be denied that the transportation services provided today are still not satisfactory for the users themselves. Judging from the phenomena that have occurred so far in the North Aceh district, currently many public vehicles that are no longer suitable for use are still used for public transportation, so that many people currently prefer to use or rent private cars as public transportation. This choice is not without reason, apart from the lack of facilities provided by public transportation, the lack of public transportation services provided is also the reason many people currently prefer to use private vehicles when going out of town. From the results of observations, further observations were carried out with the Head of the North Aceh Regency Transportation Service

"The rise of private vehicles as public transportation is not a recent phenomenon, especially so far private car rental businesses have been loved by many rental business owners, as a result of the large number of rental businesses also being one of the reasons why people prefer to use private vehicles if the public wants to going out of town with family or groups,

this is what causes the use of public transportation in North Aceh District to be lower, but sometimes private cars used by the community or groups are not rented cars and do not have complete road permits, these mistakes have often occurred so far, so that the Department of Transportation is currently anticipating violations committed by the public, as implementing legal rules, such as the rules contained in the Regulation of the Minister of Transportation of the Republic of Indonesia Number 27 of 2015 concerning Minimum Service Standards for Road-Based Mass Transportation” (Interview, 16 May 2023)

the phenomenon of people currently preferring private vehicles over public transport vehicles is not a new thing that has happened in North Aceh District. There are many reasons why people use private vehicles as public transportation when going out of town with their families or groups. But the problem is, many people who use private vehicles are not taken from rental cars, but cars borrowed from relatives which do not have a road permit. This can be illustrated in the documentation found and shown in the following figure;

Figure 1
Provision of Administrative Sanctions for owners of Mass Transportation



Activities of the Department of Transportation to issue ticket letters to road transport violators. The forms of violations committed are vehicle users carrying group transportation that exceeds capacity and does not have a road permit. It is undeniable that in the implementation of a policy there will be one of the many parties involved who have their own agenda in implementing the policy, to minimize this, communication regarding the goals and objectives of the policy itself must be informed to the target group. and the communication stage carried out by the North Aceh District Transportation Service is to conduct outreach to the community.

It is important that there is a managerial aspect of resources at the Department of Transportation in North Aceh District. The Land Transportation Service has sufficient human resources to carry out operations in the transportation sector. As stated in North Aceh District Qanun Number 13 of 2005 concerning the Organizational Structure of the North Aceh District Transportation Service that "The Land Transportation Sector has the task of assisting the Head of Service in carrying out some of the Service's duties in the field of Land Transportation which include compiling, establishing network systems and land transportation nodes by taking into account integration between/intra modes of transportation, planning, development, maintenance of land transportation networks and nodes, control and supervision of land transportation node networks . This, as for Service Human Resources in the Land Transportation Sector section, can be seen in the following table.

Table 4.1
Human Resources in the Land Transportation Section
North Aceh District Department of Transportation

No	Nama Pegawai	Jabatan
1	Sofyan	Kepala Bagian Perhubungan Darat
2	Murtala	Seksi Manajemen dan Lalu Lintas dan Prasarana
3	Imran Setiawan	
4	Amirullah	
5	Badrud Yaman	
6	Dian Noval	
7	Juspikal	Seksi Angkutan dan Keselamatan
8	Romi	
9	Wahyudi	
10	Fauzi	
11	Rizky Syahputra	

Sumber: Dinas Perhubungan Kabupaten Aceh Utara, 2023

Officer in charge of land transportation. The presence of employees or staff as human resources who are executors at the North Aceh District Transportation Service is one of the factors that supports the implementation of the Regulation of the Minister of Transportation of the Republic of Indonesia Number 27 of 2015. So the work and performance of employees also cooperate by conducting joint raids with elements of the TNI and the Police.

B. Obstacles to the Department of Transportation in Optimizing Mass Transportation Services

Implementation of a policy is a complex matter, which involves many aspects that are interrelated with one another and can go according to plan or go the opposite of the original plan. Several aspects contained in the implementation process can also be one of the factors that cause failure in the implementation of the policy itself or can be referred to as inhibiting factors. The obstacles faced by the Department of Transportation in implementing the Regulation of the Minister of Transportation of the Republic of Indonesia Number 27 of 2015 concerning Minimum Service Standards for Road-Based Mass Transportation

The resulting observations show that the low level of public awareness on the roads can be seen from the increasing number of people using public transportation with private cars who do not have road permit documents from the Department of Transportation 93. Based on the following interviews conducted with Resort Police officers in North Aceh.

"So far, many people prefer to use private vehicles compared to public transport vehicles when traveling, in fact people are free to use any public transportation vehicle as long as they comply with the traffic laws that apply in Indonesia, but what is often found in the field, many public transports use public transportation. private or black plate cars do not have a road permit, then what is often done is to accommodate people in the car beyond its capacity, so it is necessary to give a deterrent effect to vehicle users by imposing administrative sanctions" (Interview, 22 May 2023)

Violations in the use of public transportation in North Aceh Regency are often found by officers, both officers from the Department of Transportation and officers from the Lhokseumawe City Police. Violations that are often found when officers from the Department of Transportation and North Aceh District Police carry out vehicle raids. This action is a preventive effort carried out by officers as an effort to carry out guarding, regulation, patrol and counseling activities regarding traffic knowledge as well as activities in law enforcement in the form of taking action against violations of the use of public transportation to foster a deterrent effect on traffic violations as shown in the following table. .

Table 4.2
Black Plate Car User Violation Data for 2018-2022

No	Tahun	Jenis Mobil	Jumlah Pelanggaran
1	2018	XENIA	89
		KIJANG	35
		PANTHER	40
		Jumlah	164
2	2019	AVANZA	35
		KIJANG INOVA	65
		AVP	70
		Jumlah	170
3	2020	KIJANG	78
		INOVA	105
		Jumlah	183
4	2021	AVANZA	155
		XENIA	63
		Jumlah	218
5	2022	AVANZA	125
		KIJANG	57
		XENIA	87
		Jumlah	269
TOTAL			1.004

Sumber: Dinas Perhubungan Kabupaten Aceh Utara, 2023

The data on black plate vehicle violations above shows that every year violations are increasing, even though the Department of Transportation, which is cooperating with police officers, has attempted to enforce the law against violations of the use of road transport. The violations that are often committed in the above data are accommodating people exceeding capacity or their private vehicles do not have a road permit. The lack of human resources for officers of the North Aceh District Transportation Service has until now been a separate obstacle for the organization. HR really supports the success rate of the activities of the Department of Transportation in North Aceh, if the human resources owned by the Department of Transportation are still very limited, then every activity in an effort to minimize acts of violating the use of public transportation in North Aceh District will not run optimally.

CONCLUSION

Finally, the role of the Department of Transportation in North Aceh District has been running in accordance with applicable regulations. The implementation of the Minister of Transportation of the Republic of Indonesia Number 27 of 2015 concerning Minimum Service Standards for Road-Based Mass Transportation conducted by the North Aceh Regency Transportation Service has been going well. Implementation carried out by the Department of Transportation by conducting the communication stage; have the resources to carry out their duties, have a very good disposition, and have a conducive bureaucratic structure when carrying out their duties. Officers from the Department of Transportation have attempted to carry out their performance in controlling the minimum service standards for road-based mass transit in

North Aceh District. The role of the Department of Transportation has been maximized even though violations still occur due to the minimal knowledge of public transport owners, especially cars with black plates. This is what makes violations occur frequently and administrative sanctions are taken

Obstacles faced by the Department of Transportation in implementing the Regulation of the Minister of Transportation of the Republic of Indonesia Number 27 of 2015 concerning Minimum Road-Based Mass Transport Service Standards are officers facing problems from the low level of public awareness related to safety in using public transportation; lack of Human Resources owned by the North Aceh District transportation service; as well as the lack of Financial Resources owned by the North Aceh District transportation service. These constraints have hampered the activities of the North Aceh District Transportation Service in implementing the Road-Based Mass Transport Minimum Service Standards. So it is necessary to have improvements made by the government through the Department of Transportation so that it runs optimally.

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