

## The Performance of the Bandung City Transportation Department in Overcoming Wild Parking Through Crane Information Systems

M. Riza Hamsyari<sup>1</sup>, Nia Karniawati<sup>2</sup>

Universitas Komputer Indonesia, Indonesia

[hamsyarimobile@gmail.com](mailto:hamsyarimobile@gmail.com)<sup>1</sup>, [nia.karniawati@email.unikom.ac.id](mailto:nia.karniawati@email.unikom.ac.id)<sup>2</sup>

Correspondence author Email: [hamsyarimobile@gmail.com](mailto:hamsyarimobile@gmail.com)

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### Abstract

Technology that is currently advancing at a rapid rate is unavoidable in daily life because technological progress will continue to coincide with scientific progress. To construct a government system, society's needs must be met in full. Society is essential to the development of a nation. The purpose of this study is to determine how the performance of an agency is overcoming problems that frequently arise in society, such as prohibited parking. The innovation of SIMDEK is the solution to all superfluous parking activities. This research employs a descriptive method, a qualitative method, and a qualitative approach, and its analysis of the results is based on a review of the relevant literature. Consequently, the authors of this study examine performance indicators, including input, process, output, results, benefits, and impact. The transportation agency's top priority in eradicating all violations is this issue. Based on the findings of this study, the efficacy of the transportation service in addressing illegal parking using the crane system has been extremely efficient since 2021. Nonetheless, in terms of supporting facilities for the illegal parking program through the SIMDEK application, this policy eliminates illegal parking by towing vehicles with a hydraulic vehicle. Since there is only one vehicle on the tow truck, the performance of the transport department is severely constrained. Therefore, it can be concluded that the performance of the transportation service through the crane information system (SIMDEK) has a significant effect on illegal parking violations and makes online reporting simpler for citizens.

**Keywords:** Service Performance; Illegal Parking; SIMDEK Application

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## 1. Introduction

Indonesian is one of the countries with a population of 273.53 million people, being one of the countries with the fastest growing population in the world, population growth like this will have a huge impact on the state of Indonesian. On the one hand, Indonesian is a legal country that has various regulations, one of which is in the field of parking. Population development has affected developments in other fields, such as developments in science and technology which until now we feel the development is so rapid and has a real impact on people's lives, especially the people of Indonesia.

Technological growth in the era of globalization continues to be more sophisticated. Not only gave birth to global information age but also information and telecommunications media that knows neither time nor place. The emergence of electronic devices that are as sophisticated as citizens 'lives and make it easier for employees to access data or process information by using applications that what to help, obtain, maintain, control, and process so that access to information is easier to use. Simultaneously with the very rapid growth of digital data, use of data technology by the government to share data and services for the community, one of the programs from the transportation agency is an innovation based on crane information system applications (SIMDEK). Application as a need for government and community needs to report parking violators in the City of Bandung.

The Crane Information System (SIMDEK) is an application that was created to make it easier for the Bandung City government to handle illegal parking, both two-wheeled and four-wheeled vehicles that perform inappropriate parking actions. In the Regional regulation of the City of Bandung Number 16 of 2012 in article 50 paragraph 1 points d, e and f states that, if the transfer of motorized vehicles using a crane cannot be carried out for technical reasons, as in article 49 paragraph (1) and paragraph (2), then the vehicle can be locked. So, in Regional Regulation Number 3 of 2020 regarding the second amendment to the Bandung City Regional Regulation Number 16 of 2012 concerning the implementation of transportation and fees in the transportation sector.

Vehicles parked illegally or parked in place where they shouldn't be subject to sanctions or fines. The sanctions are planned to be effective in early 2021, and at the end of 2020 the Bandung City Transportation service will socialize or road users that this crane sanction already exists in Regional Regulation Number 3 of 2020 Bandung City, as for the types of sanctions and fines for those who violate:

1. Unplug the valve
2. Wheel/Lock
3. Towing, if the vehicle is subject to towing sanctions, a price will be charged according to the type of vehicle, the cost of towing fines and the cost of staying in the vehicle.

In dealing with illegal parking by the government, in essence it is part of public policy so that it must have an impact that can be enjoyed. Illegal parking as a target group must really understand the program objectives and comply with existing regulations. The government, in this case the Department Transportation, needs a good strategy in dealing with illegal to create order and smooth traffic in the City of Bandung.

Parking is one of the problems that is often encountered in terms of transportation, especially the cause of congestion which is rampant in many big cities that are developing, including the city of Bandung itself. Basically, there are two types of parking, namely on-street parking and off-street parking. On-street parking is a parking facility that uses the roadside, while off-street parking is a vehicle parking facility outside the public roadside made specifically to support activities which can be in the form of parking lots and /or Building parking. There are official and unofficial parking on the street. Legal on-street parking is a parking lot on the side of the road or in a space that belongs to the road that has been permitted by the government to be used as a parking facility and has been identified in advance by the competent authority to issue the permit. Parking on official roads also has a parking attendant who has a contractual agreement with the authorities to be able to manage parking facilities on the road. Meanwhile, illegal on-street parking is parking on a road or in a space that belongs to a road that is not permitted by the authorities, which includes illegal parking.

Illegal parking is a vehicle that is stopped or abandoned by the owner carelessly or in an unauthorized location. Illegal parking referred to in this study are vehicles parked on roads that are not permitted or in areas where parking is prohibited. The phenomenon of illegal parking is a social activity that can be easily encountered every day and this phenomenon is very disturbing to other motorists, with its existence, this is because the roads are narrowed due to being used as illegal parking lots. Problem This parking greatly affects the movement of vehicles. This can be seen from vehicles passing or passing through places with heavy vehicle activity that will encounter parking restrictions. Illegal parking on the road can cause a reduction in road capacity, due to reduced road width in traffic lanes.

## **2. Method**

This study uses an approach known as the qualitative approach. This research uses the qualitative descriptive approach. According to Sugiyono, qualitative research is research in which researchers are positioned as the main tools, and data collection techniques are implemented together (triangulation) and data analysis is inductive (Sugiyono. 2010:9). The reason for using this method is that this research wants to learn about phenomena that exist in natural conditions, not under controlled, laboratory, or experimental conditions.

## **3. Findings and Discussion**

The discussion is carried out referring to the results. Discussion of 5 (five) performance measurement indicators according to Dwiyanto (1995:9), namely productivity, service quality, responsiveness, responsibility, and accountability. The fifth indicator will be discussed sequentially as follows.

1. **Productivity** The concept of productivity does not only measure the level of efficiency, but also effectiveness. Productivity is generally understood as the ratio between input and output. At this level, the concept of productivity is felt to be too narrow, so the General Accounting Office (GAO) is trying to develop a broader measure of productivity by including how much public service has the expected results as one of the important performance indicators. One of the ways to increase productivity is through skills improvement. This is so that after completing the training a person is able to carry out the duties and work as well as possible. Judging from the results of research conducted at the Manado City Transportation Service, this is quite good. This can be seen from some of the employees at the Manado City Transportation Service who have a bachelor's degree and from the results of interviews with employees. master what is the duty and authority of each.
2. **Quality of Service**, quality is currently increasingly important in explaining the performance of public organizations. Many negative views about public organizations arise because of public dissatisfaction with the quality of service

received from public organizations. Thus, public satisfaction with services can be used as an indicator of the performance of public organizations, because access to information about service quality is relatively easy and in expensive. According to the author, the quality of service at the Department of Transportation is currently quite good, but with certain things that make the quality of service at the Department of Transportation often hampered due to irresponsible elements who often delay or make the quality of service at The Department of Transportation is not doing well. c. Responsiveness is the ability of an organization to recognize community needs, develop service agendas and priorities and develop public service programs according to community needs and aspirations. According to Agus Dwiyanto et al (2006:62). Responsiveness is the performance capability of the Department of Transportation employees in terms of handling and making plans for the future that have been considered and will already be carried out.

3. Responsibility explains whether the implementation of the activities of a public organization is carried out in accordance with the principles correct administration or in accordance with organizational policies (Levine, 1990). Therefore, responsibility may at one time collide with responsiveness. In accordance with the results of interviews that have been conducted regarding the performance of the Department of Transportation, it is quite good because all staff of the Department of Transportation understand their duties and functions in their fields, but in their performance in the administration section they still do not show good abilities or are not in accordance with administrative principles. good and right.
4. Accountability According to Mardiasmo (2004) Accountability is the obligation of the party holding the trust to provide accountability, present, report and disclose all activities and activities that are his responsibility to the party giving the trust who has the right and authority to ask for this accountability.

From the results found, the Department of Transportation, in this case, is the party holding the trust who must be responsible to the community as the giver of trust, because the Department of Transportation is an agency that entrusts the safety of driving to the community, the Department of Transportation is only there to organize and carry out prevention both before and after an incident occurs (Congestion).

### **3.1 Crane Information System (SIMDEK)**

SIMDEK is a report application in an effort to overcome problems that exist in the city of Bandung, namely problems in parking. There are so many people in Bandung who do not park in an orderly manner, park their vehicles on the roads haphazardly for two and four wheels. With the SIMDEK application, in the future the government will easily get reports from the public that there are illegal parking activities that are rife in the area of the city of Bandung. As for the performance of the Bandung city transportation Agency, it can be measured through indicators according to Mahsun which has 6 indicators, namely *input, process, output, outcomes, benefit, impact*. Can be explained as below:

1. Input (input) is everything that is needed so that the implementation of activities can run to produce output. To measure the amount of resources such as budget (funds), human resources, equipment, materials and other inputs, used to carry out activities. By reviewing the distribution of resources, an institution can analyze whether the allocation of resources is in accordance with the established strategic plan. This benchmark can also be used for comparison (benchmarking) with relevant institutions. This is inseparable from the collaboration between the community and the local government, especially at the transportation service, all input and reports received by the officers will be responded to immediately, because this is a necessity in order to create optimal responsive services.
2. Process (Process) in the process of an organization, formulates the size of activities, both in terms of speed, accuracy, and the level of accuracy of the implementation of these activities. The most dominant sign in a recess is the

level of efficiency and economy in implementing organizational activities. Efficiency means the number of results obtained by utilizing several inputs. While what is meant by economical is that an activity is carried out cheaper than the standard cost or time that has been determined for it.

In controlling vehicles that are often parked carelessly, the Department of Transportation chose a towing system as an effort to overcome this parking activity. The initial step in carrying out this towing system is that the community first downloads the tow information system application (SIMDEK) at the respective store. device. Various information features are available, such as towing, pick-up locations and fines for parking violations. After knowing the information about the vehicle, the user must make a payment to Bank BJB by saving proof of payment which will then be submitted to the officer, these conditions must be brought when they want to take the vehicle to the office.



Figure 1 . Procedure for picking up a vehicle

As for the towing fines, as stipulated in regulation number 03 of 2020, it is stated that the tariff for motorbikes is Rp. 245 thousand, cars are Rp. 525 thousand, and 6-wheeled cars are Rp. 1,050,000. The SIMDEK application is an application created to make it easier for the government, especially the

Bandung City Transportation Service, to overcome the same problem, namely illegal parking. In the regional regulation of the City of Bandung Number 3 of 2020 concerning the second amendment to the Regional Regulation of the City of Bandung Number 16 of 2012 concerning the implementation of transportation and fees in the transportation sector. Vehicles parked illegally or parked in places that are not permitted will be subject to sanctions or fines.

All this time, Asep explained, cranes were transported by carrying or hanging. In fact, the two types of towing are requests when the vehicle is broken down. However, for hydraulic automatic towing, this is coercive for vehicles already in illegal parking spots. Later if the vehicle is parked in an illegal situation without an owner, we will move it. However, if there is an owner, the police will deal with him directly in the form of a ticket.” As for the operation of this automatic hydraulic jack, Asip explained that the vehicle will be fixed to the tires so as not to damage the vehicle whether it is locked or whatever.

The car will not be damaged like the gears or the handbrake, because the system is done by installing the tires and then the car is lifted and carried.” Because of the limited budget. The results of this experiment, such as diesel filters, air filters, battery filters, and the length of time in crane operation, he said would be corrected to make it perfect.

3. Output (Output) is something that is expected to be directly searched for an activity that can be either physical or non-physical. Output benchmarks are used to set the output generated from an activity by comparing the output, agencies can analyze whether the activity has been carried out according to plan. Outputs serve as the basis for assessing the progress of an activity if the benchmarks are linked to well-defined and measurable activity objectives. Therefore, this output must be in accordance with the scope and nature of agency activities. For example, for research activities, performance indicators are related to patent lines and scientific publications. The purpose of making



this automatic hydraulic jack is to avoid complaints from people affected by the crane. Because, when there is a complaint, the transportation agency must replace the damage in terms of. "So if there's a towing vehicle it won't damage anything because we hang the tires instead of pulling them, hanging them or carrying them," he said. In making this Hydraulic Automatic Lift Trolley, Asep said the difficult hurdle was in terms of the system. The reason is the use of a power take off (PTO) system which is an additional gear to move gear or equipment to how the winch operates out of the engine.

4. Results (Outcomes) are anything that reflects the function of activity output in the medium term (direct effect). Outcome measures are often confused with output indicators. Outcomes or results are more important than just output. Even though the activity has been achieved well, it is not certain that the outcome of the activity has been achieved. Outcomes describe the level of achievement of higher results which may include the interests of many parties. With outcome indicators, the organization will be able to find out whether the results obtained in the form of output can indeed be used as they should and provide great benefits for the community at large.

5. Benefit is something related to the ultimate goal of implementing activities. Benefit indicators describe the benefits obtained from outcome indicators. These benefits will only appear after some time, especially in the medium and long term. Benefit indicators show what is expected to be completed and function optimally (at the right location and time).

The benefits provided by the government through the Department of Transportation in overcoming parking have positive and negative influences, with the parking violation reporting application in the city of Bandung, people can easily report all violation activities such as illegal parking, by reporting through the application the community can report whereabouts anywhere, without having to come to the office to do a report. The transportation service

also easily looks for location points where parking violations occur and will be followed up according to applicable procedures.

6. Impact (effect) is the positive and negative effect generated. The penalties imposed, such as flat tires (valve removal), parking stickers for parking offenders, and wheel locking do not provide a deterrent effect for illegal parking offenders. So that with this SIMDEK it is easier for the government to beat and eliminate the perpetrators of illegal parking violations, by reporting the problems online.

The Head of the Transportation and Order Control Department (PDKT) of the Bandung City Transportation Service explained that SIMDEK is the implementation of the Bandung City Provincial Regulation No. 03 of 2020 regarding the second amendment to the Provincial Regulation No. 16 of 2012 on Transportation and Fee Management in the Transport Sector. This is due to enforcement efforts. Previous illegal parking infractions such as deflating tires (removing valves), attaching stickers to parking offenders, and locking wheels, did not have a deterrent effect on offenders. Therefore, the Bandung City Government through the Bandung City Transport Service has created an innovative program in the form of an application where the objective of this program is to tow vehicles that violate parking rules. In me it will create a deterrent effect on offenders because every vehicle towed will be subject to penalties in the form of payment of Rs. 245,000 for two-wheelers, and inpatient charges of IDR 136,000/day, IDR 525,000 for four-wheeler vehicles and IDR fee. 1,050,000 in hospitalization costs Rs. 424,000 / day. This penalty is considered a serious penalty issued by the transport service in the hope that the position of the violators will be a deterrent.



Figure 2 Fee towing fines

#### 4. Conclusion

An informative and interactive Government application, the existence of a crane information system is very helpful and beneficial for various parties such as local governments and the community who help each other for smooth operations. Through this SIMDEK, the performance of the transportation service must be carried out in an optimal and directed manner so that it can develop a government system in the field of technology properly.

1. In terms of productivity, the performance productivity of Bandung City Transportation Service is still not good and not ideal. Both in terms of the lack of a number of infrastructure facilities. In addition, Bandung CityTransport also needs facilities to support the agency's performance such as increasing the number of computers, maximizing Internet network systems, establishing filing rooms, database storage rooms, and so on.
2. Regarding service quality, the quality of service provided by the Bandung City Transportation Service is out of sync or out of sync with the results of community

responses that there are still many factors that still need to be improved - holes, holes, etc., sometimes service procedures are still not perfect, service time is still slow, the attitude of service providers is still indifferent and there is no box of criticism and suggestions to absorb criticism and suggestions to absorb criticism and suggestions to absorb these factors it is still clear that the quality of service at the Bandung City Transportation Service through the SIMDEK application cannot be said to be perfect and not yet according to the demands of society.

3. In terms of response, the Bandung City Transportation Service through the Simdic program is still in the development stage and continues to make efforts. Which of course cannot be said to be perfect, and it turns out that the results of the survey data from community participants stated that the response to transportation services in the city of Bandung was still not appropriate and there were still many demands or needs of the community. community that will be provided through the SIMDEK application.
4. In terms of responsibility, the responsibility of employees of the Bandung City Transportation Service is still low because many factors are the problem of the lack of responsibility for the performance of employees of the Bandung City Transportation Service. It is undeniable that overlapping tasks or shifting of responsibilities still occur, because THL assistance sometimes causes work to be transferred to THL, due to the large and unbalanced workload that causes this to happen.
5. In terms of accountability, the vision and mission of the Bandung City Transportation Service in general can be implemented because they have been contained in the installation plan and strategy. For example, the preparation of facilities and infrastructure to support the program, such as a crane trolley that has only been implemented by one unit, taking into account the number of parking violations, of course, with minimal facilities cannot overcome the existing problems.

Bandung City Transportation Service is more assertive in imposing sanctions for parking violations, the Bandung City Transportation Service wants no more sanctions for lifting the valve, the party should immediately tow vehicles violating parking so that the perpetrators are deterred. It is necessary to monitor the performance of the Bandung City Transportation service regarding reporting responses that must be responded to immediately so that public trust in the performance of the Transportation Service is good. For supervisory officers who go to the field who go to the field, the superiors need to ask for a response back and evidence from the field staff regarding the condition of the location. The Department of Transportation needs to review the programs that have been implemented, such as the effectiveness of the performance of the Department of Transportation that has been carried out in controlling roadside parking and forming better programs in controlling roadside parking.

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