

## EVALUATION OF LEBONG DISTRICT REGIONAL REGULATION NUMBER 12 OF 2011 CONCERNING TERMINAL LEVIES

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### ABSTRACT

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*Evaluation, Lebong Regency Regional Regulations, Terminal Retribution*

This research aims to evaluate Lebong Regency Regional Regulation Number 12 of 2011 concerning Terminal Retributions. The research results show that the implementation of Lebong Regency Regional Regulation Number 12 of 2011 concerning terminal fees has not run optimally. This can be seen from the lack of human resources and low competence in the field of transportation and terminals, lack of functioning of terminals, inadequate facilities and infrastructure, inadequate socialization of regional regulations, lack of firm control and enforcement carried out by the Transportation Service and UPT terminals to restore terminal functions are equipped with adequate facilities, and collaborate with the police in carrying out control and taking action against violations that occur.

### 1. INTRODUCTION

Regional levies in Indonesia began to be emphasized optimally since the reform era, at which time there was decentralization of government which was the result of the reform movement in 1998. Decentralization led to changes in the government system, where the delegation of authority was centralized and then became decentralized. By Law No. 23 of 2014 article 1 paragraph 6, the definition of Regional Autonomy is the right, authority, and obligation of autonomous regions to regulate and manage their own Government Affairs and the interests of local communities within the system of the Unitary State of the Republic of Indonesia. Regional levies are divided into three groups, namely general service levies, business service levies, and licensing levies. The classification of types of levies is intended to establish general policies regarding the principles and means of determining sector levies as determined in Article 21 of the regional tax law concerning principles and targets in setting tariffs. (Sunarto, 2023).

According to Law Number 28 of 2009 concerning Regional Taxes and Regional Levies, it is explained that what is called a regional levy is a regional levy as payment for certain services or permits that are specifically provided and/or granted by the regional government for the benefit of individuals or entities. (Indonesia, 2009)

The general problem faced by every region is economic problems because not all regions can manage their regions properly and correctly by the potential of their regions, both due to human resource factors and other factors that can hinder and influence the running of government and regional autonomy. Based on the various types of business service levies, terminal levies need to be studied and discussed in

more depth. The terminal sector business services levy is a form of levy that is quite problematic in Lebong Regency.

The results of initial observations by researchers in the field show that the implementation of Lebong Regency regional regulations Number 12 of 2011 concerning Terminal Retribution has not been optimized. This can be seen from the terminal management which is not functioning and the terminal area is inadequate and quiet, so with the current conditions, the potential for terminal sector business service fees cannot be optimized properly as income for the region, this is because they cannot be controlled. Public transportation such as travel that crosses the Lebong transportation terminal area. (Perda\_no\_12\_year\_2011.Pdf, n.d.)

Decree of the Minister of Transportation Number 35 of 2003 concerning the Implementation of Transport of People on Roads with Public Vehicles, Article 1 paragraph 21 explains that a terminal is road transportation infrastructure for loading and unloading people and/or goods as well as arranging the arrival and transportation of public vehicles, which is one of the form of transportation network node. (Ministry of Transportation, 2003)

### METHODS

The research method is a scientific way to obtain data for a specific purpose. (Sugiyono, 2013) In conducting this research, the researcher used a descriptive research method with a qualitative approach. Qualitative research is research that aims to understand the phenomena experienced by research subjects, holistically, using descriptions in the form of words and language, in a special natural context, and by utilizing various scientific methods. (Moleong, 2007)

Evaluation is aimed at looking at the causes of failure of a policy and to find out whether the policy that has been formulated and implemented can produce the desired impact. (Agustino, 2008) Evaluation is used to learn about the results obtained by a program to be linked to its implementation, control the behavior of people responsible for implementing the program, and influence the response of those outside the political environment. (Pasolong, 2010) . 6. Follow-up evaluation, related to the essence of evaluation, namely finding changes that occur in society as a result of the policy being evaluated. (Abidin, 2012)

In conducting this research, researchers used descriptive research methods with a qualitative approach. Qualitative research is research that aims to understand the phenomena experienced by research subjects, holistically, using descriptions in the form of words and language, in a special natural context and by utilizing various scientific methods. Qualitative research is also more interested in the dynamics of processes or events that are the background to the occurrence of a particular result. The main goal of qualitative research is to understand the meaning behind the facts. A deep understanding of an event or social phenomenon is the most important thing In a qualitative approach, the data produced is in the form of words, sentences, and images to explore how social reality occurs by describing phenomena that are appropriate to the problem and unit being studied. Using qualitative research methods that aim to describe existing problems related to the Evaluation of Lebong Regency Regional Regulation Number 12 of 2011 concerning Terminal Retribution. In collecting accurate data, the researcher selects informants using purposive techniques or is chosen deliberately, where the researcher has determined who will be interviewed with certain considerations. Where the researchers consider the informants to be the parties who best know the situation and conditions of the research object.

## 2. RESULTS AND DISCUSSION

Based on the results of field research regarding Lebong Regency Regional Regulation Number 12 of 2011 concerning Terminal Retributions. It has not yet run optimally. This can be seen from the results of the evaluation carried out in this research by looking at the aspects of input, process, outputs, and outcomes. Where from the results of observations, interviews, and documentation that have been carried out in this research, from the implementation of regional regulations regarding the collection of public transport fees at the Muara Aman Terminal, it can be seen that the implementation of this policy has not provided the expected results by those mandated in the Regency Regional Regulations. Lebong Number 12 of 2011 concerning Terminal Levy. This can be seen from the aspect of the terminal not being functional, there is no management of the existing terminal infrastructure, no efforts to regulate and take action against illegal parking to enter the terminal, and weak coordination between the Transportation Service and the relevant agencies located. In Muara Aman in Lebong Regency, so the implementation of the policy regarding the collection of terminal fees has not provided outputs (results) that are by the policy mechanism and objectives. Evaluation

results show that the implementation of the policy has not been in accordance with the policy objectives.



**Gambar 1 Dokumentasi dengan petugas Dinas Perhubungan**

The following is a presentation of the research results according to the research focus:

### 1. Input

Input (input) The input dimension is the input needed in implementing the policy. Aspects developed in the input dimension include human resources, infrastructure, and policy outreach.

#### a. Human Resources (HR)

The Human Resources (HR) aspect, in this case, is the employees or implementers who implement regional regulations, from the Department of Transportation, Terminals to officers in the field, with regard to the number of human resources currently available whether they are in accordance with needs and working according to their competence or not, as follows Information conveyed by Amerouche, ST during the interview:

*"If we talk about performance in accordance with the facts, it is not yet, and not yet optimal, out of 100%, perhaps only around 25% work in accordance with the facts/field. If you say mastery, we are required to master the task at work, and up to now, thank God, it has gone smoothly. Even though we don't work in our field or skill, the quantity for levy officers in the field is still lacking, especially at the Muara Aman Terminal.*

**(Source: Interview Results Wednesday, June 5 2024)**

From the results of the interview above, it can be seen that there are still many human resources working in the Department of Transportation who do not have competency in the field of transportation. The overlap in work is still too high and those who work in accordance with their field/competency are still low, and it is explained that levy collection officers are in the field, especially at the Muara Aman terminal. also still needs additions.

The following is the information conveyed by informant Amerouche, ST , to the researcher that the number of levy collection officers at the Muara Aman Terminal is still minimal. The following is the statement conveyed to the researcher during the interview:

"The number of transportation service personnel is 29 people, including the head of the transportation sector, and there are only 11 civil servants and the rest are THLT."

(Source: Interview Wednesday, June 5 2024)

**b. Infrastructure**

The supporting facilities and infrastructure aspect is an aspect that is needed in the levy collection process, in this case an adequate terminal and appropriate supporting facilities in it, whether they are available or not. These facilities are everything that is needed in the process of carrying out levy withdrawals. The following is the data from the researcher's interview with Yasir Arafat, S.IP :

*"If you look at the standards, perhaps when it was built it was already adequate as a terminal, the facilities were complete, but the management of the terminal was not optimal, and public transport also did not utilize the terminal optimally, which ultimately resulted in the facilities and infrastructure being neglected. Their function was not optimal. Many people are neglected by conditions like this, such as non-performance of levy collection activities, and so on."*

(Source: Interview Results Wednesday, June 5 2024)

From the results of the interview with the transportation service employees above, it can be seen that currently the Muara Aman Terminal is not functioning as it should and there is no management of the terminal environment, and levy collection is also not running at the terminal, then he also added: *"If we look at the current condition, it is very worrying. I have also proposed several times to the department to repair infrastructure and restore the function of the Muara Aman Terminal, but nothing has been realized."*

(Source Interview Results Wednesday, June 5 2024)

This shows that the current condition and function of the Muara Aman Terminal is inadequate as a terminal, because there has been no restoration of the terminal's function so that the terminal's supporting facilities and infrastructure have changed function, and up to now no improvements have been made by either the Government or the Transportation Service at the Terminal. Safe Estuary. Agung Kencono Putro, S.Tr, Tra also conveyed a similar thing to researchers during an interview who said that the facilities and infrastructure at the Muara Aman Terminal were minimal and inadequate. The following is his statement:

*"Terminal facilities and infrastructure are inadequate and the terminal is not functional"*

(Source: Interview Results Wednesday, June 5 2024)

Then the manager of the parking location at the Muara Aman Tarmizi terminal also stated the same thing to the researcher during the interview, the following is his statement:

*"It's not adequate. Well, the most infrastructure needed is a waiting room, a withdrawal counter according to the transport route, so cars will enter*

*the terminal regularly according to their respective routes. If now the terminal is used as a parking lot, there are no more counters and facilities," "A lot of travel now goes to the private sector, not to the transportation department."*

(Source: Interview Results Wednesday, June 5 2024)

Then he added that there was no management carried out by the transportation service because the terminal was not functioning and the only withdrawals that were not made were withdrawals from the parking lot. The following statement was what he explained:

*"So far, because the terminal is not functioning, there is no maintenance, there are no activities at the terminal, the terminal withdrawal at Muara Aman is not functioning."*

(Source: Interview Results Wednesday, June 5 2024)

The researcher also conducted a further interview process regarding the condition of the Muara Aman Terminal facilities and infrastructure with the community around the terminal and he also provided the same statement regarding the current management, condition and function of the Muara Aman Terminal.

The following is a statement from Reki Putra during an interview with researchers:

*"Right now the terminal is in Muara Aman, but it's not functioning, because the question is whether or not there is a desire from both the Regent and the Transportation Agency itself to make the terminal functional, which in the end the terminal has changed its function to become a market for now."*

(Source: Interview Results Wednesday, June 5 2024)

**c. Socialization**

The Socialization aspect is the process of conveying information to policy targets regarding Regional Regulations that regulate the collection of public transport levies for passengers, what about the explanation of the contents of these regulations, are they clear enough and understood by all relevant parties to be implemented, the following is a joint interview

Yasir Arafat, S.IP regarding the elaboration of Regional Regulations is as follows:

*"It has been explained but the implementation is not optimal"*

(Source: Interview Results Wednesday, June 5 2024)

**2. Process**

The process is how a policy is realized in the form of direct service to the policy object. In assessing the policy implementation process, researchers developed it into several aspects, namely clarity of the withdrawal mechanism, service, certainty, orderliness, and effectiveness of implementing the Regional Regulation. The following are the results of interviews between researchers and informants regarding the assessment of process dimensions.

**a. Clarity of Mechanism**

The process of implementing the levy withdrawal policy requires clear mechanisms

and regulations in the levy withdrawal process, whether these regulations and mechanisms are clear and implemented or not by officers in the field, the following are the results of an interview with Yasir Arafat, S.IP, namely as follows:

*"In my opinion, the regional regulation regarding terminal fees is clear enough, so every person who parks at the terminal is charged a terminal fee, but if we go back to the regional regulation, the terminal fee will not be achieved, because they do not have the awareness to enter the terminal and there are still many who parking on the edge of the highway and not parking inside the terminal. So we are forced to go down the field even though we violate the rules, because we make withdrawals in the field, not at the terminal. However, we are back to the government's demands, because somehow there must be income that is absorbed "Even though we are traveling on the road, the important thing is that we don't go outside the predetermined rate, even if it's not the maximum."*

**(Source: Interview Results Wednesday, June 5 2024)**

**b. Service**

The service aspect in collecting levies is an important aspect in terms of retribution, because when levies continue to be withdrawn from policy targets, it is necessary to provide services in the form of good facilities as a return for levies being withdrawn, but what happens in the field is that there is no service provided to those who are the objects. terminal levy, the following is the statement made by Agung Kencono Putro, S. Tr.Tra. which explains that:

*"If it's transparent it's transparent, but our facilities aren't yet."*

**(Source: Interview Results Wednesday, June 5 2024)**

**c. Certainty**

Certainty is a supporting aspect in carrying out retribution withdrawals, certainty is related to the timing of levy withdrawals. The following are the results of interviews with researchers with Yasir Arafat, S.IP which are as follows

*"We make withdrawals every day, for me it starts at 06.00 in the morning until 18.00 in the afternoon."*

**(Source: Interview Results Wednesday, June 5 2024)**

**d. Order**

Controlling is an important aspect that must be carried out by the Transportation Service against illegal parkers who do not comply with regulations in order to optimize the existence and function of the terminal. The enforcement carried out can take the form of imposing sanctions. Information regarding the control process was obtained from Agung Kencono Putro, S. Tr.Tra, which is as follows:

*"According to the regulations, there are sanctions, carried out by the Transportation Department, but they are not implemented optimally."*

**(Source: Interview Results Wednesday, June 5 2024)**

**e. Effectiveness**

Effectiveness is one of the important aspects that must be looked at in implementing Regional Regulations, whether the Transportation Department and officers in the field have been effective or not in carrying out levy collection, the following is information from Agung Kencono Putro, S. Tr.Tra, namely as follows:

*"Well, if we're honest, I don't see it being effective, because when we make withdrawals in the field we can't directly control either our friends who are on duty in the field or the individuals themselves. Plus the infrastructure is not supportive."*

**(Source: Interview results Wednesday, June 5 2024)**

From the results of the interview above, it can be seen that the implementation of levy collection at the Muara Aman Terminal has not been effective, the same thing was also conveyed by Agung Kencono Putro, S. Tr.Tra who said that:

*"Not yet, because as long as terminal facilities are not provided, levy withdrawal will never be effective."*

**(Source: Interview Results Wednesday, 5 June 2024)**

The same thing was also emphasized by Reki Putra as a member of the community around the Lebong Regency terminal who stated that:

*"Not effective, as long as illegal parking has not been dealt with firmly."*

**(Source: Interview Results Wednesday, June 5 2024)**

**3. Outputs (results)**

Outputs are the result of implementing a policy, whether the implementation of the policy produces outputs/products that are in accordance with the policy objectives that have been set. There are several aspects in the output dimension, namely the suitability of implementation with policy objectives, the accuracy of the targets aimed at, the targets handled, and the groups involved in implementing the policy.

**a. Compliance of Implementation with Policy Goals Policy implementation**

Compliance with Implementation with Policy Objectives Implementation of policies should be in accordance with the objectives of making the policy, but what happened at the Muara Aman Terminal was that the implementation of the policy was not in accordance with the policy objectives regarding the collection of terminal fees due to various factors that hindered it, this is in accordance with what was conveyed by Yasir Arafat, S.IP which says that:

*"Not yet, because the infrastructure is not supportive enough, human resources are still lacking, supervision is still weak and the function of the terminal is only used as a parking area, because no matter what, carrying out withdrawals in the field will not be optimal due to the mushrooming of existing illegal parking lots," "And in the Regional Regulation it is also explained that we will carry out these withdrawals at the terminal. However, we are implementing the policy instructed by the leadership, because no matter what, the potential of the terminal levy sector must be absorbed for PAD."*

**(Source: Interview Results Wednesday, June 5 2024)**

**b. Target Accuracy**

The accuracy of the intended target is an important aspect in the implementation of levy withdrawals, whether so far levy withdrawals have been carried out on target, to find out the accuracy of targets in terms of terminal levy withdrawals, the following are the results of the researcher's interview with Amerouche, ST who say that:

*"At the Muara Aman terminal, I think almost everything has been handled."*

**(Source: Interview Results Wednesday, June 5 2024)**

**c. Goals Addressed**

The aspect of targets handled in policy implementation is related to optimizing transportation levy collection activities, whether all policy targets have been handled in the implementation process. To find out about the targets handled, the researcher conducted an interview with Agung Kencono Putro, S, Tr.Tra namely as follows:

*"Not yet, because at the moment with the lack of officers in the field, and quite a lot of illegal parking, we see that Transportation Service officers are not yet able to handle the problem of illegal parking fees."*

**(Source: Interview Results Wednesday, June 5 2024)**

**3. Outcomes (impact)**

Outcomes are whether a policy implementation has a real impact on the target group in accordance with the policy objectives. To determine the impact resulting from the implementation of levy collection at the Muara Aman Terminal, the researchers looked at the impact of whether there was a response or change to the policy target group, increased implementation of public transport levy collection, and receipt of transport levy revenue as well as other impacts from the policy implementation process.

**a. Target Group Changes**

The impact of change on the target group is an important aspect in the results of policy implementation, this is because it is related to the purpose of making the policy, whether the impact of the change is positive or negative. The impact of changes in the target group resulting from the implementation of regional

regulations can be seen from the results of interviews conducted by researchers with Yonas Apriliando is as follows:

*"So far, there have been many complaints, especially those asking about terminal facilities and road infrastructure which are already bad."*

**(Source: Interview Results Wednesday, June 5 2024)**

#### 4. CONCLUSIONS AND SUGGESTIONS

##### CONCLUSION

Based on the research results and findings in the field that have been explained previously, the final conclusion of the research regarding the Evaluation of Lebong Regency Regional Regulation Number 12 of 2011 concerning Terminal Fees can be said to be not optimal. This is because there are still many problems that occur in implementing the business services levy policy in the terminal levy sector, especially in collecting parking levies at the Muara Aman Terminal. The failure to implement these regional regulations was caused by several factors, namely:

- a. Human resources who manage terminals and officers who collect fees in the field are still very lacking, both in terms of number and competency of employees in the field of transportation and terminals.
- b. The terminal infrastructure is inadequate, levies are not collected optimally and there are still many illegal parking people around the terminal who are left alone and there is no terminal management so there is no terminal service.
- c. There is no socialization carried out to policy subjects regarding regional regulations, so that policy targets do not know the rights and obligations of paying levies.
- d. There is a discrepancy in the implementation of levy collection with regional mechanisms and regulations, with many illegal parking being carried out in the area near the terminal which is not being dealt with.
- e. there are illegal levies carried out by officials and thugs for illegal parking.
- f. there is no enforcement against illegal parking routes that operate.
- g. There is no effort from the relevant agencies to improve facilities and the levy collection implementation system.
- h. There is no effort by the Department of Transportation and the Regional Government to utilize and restore the function of the terminal as a mode of transportation.

##### SUGGESSTION

Based on the conclusions above, the researchers put forward several suggestions in the form of recommendations as follows:

1. Increase the number of UPT Terminal employees with competency in the terminal field at the Muara Aman Terminal and carry out training in the field of transportation and terminals.

2. With the Muara Aman Terminal, the government should be more assertive in implementing levy collection in order to optimize terminal levy revenue, and the public should be able to utilize the terminal's functions optimally.
3. Regional Government, Department of Transportation provides adequate facilities and infrastructure, carries out repairs to facilities that are no longer suitable, and provides a budget for terminal management.
4. Levy collection officers carry out regular outreach to parking managers regarding regional regulations and terminal levy collection mechanisms, so that they know the rights and obligations they must fulfill.
5. The Transportation Department carries out routine control against illegal parking individuals and traders who block public roads. to enter the terminal and pay the fee at the terminal.
6. The Transportation Service collaborates with the Police in taking action and cleaning up individuals who commit illegal levies that are carried out outside of legal policies and regulations.
7. The Regent of Lebong Regency works directly with the DPRD, the Department of Transportation, in carrying out an evaluation of the strategic arrangement of terminal provision and the control of public transport to absorb potential terminal sector levies, and further improve the DPRD's supervisory function on technical implementers in the

Implementation of Regional Regulations regarding terminal levy collection.

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