

MENINJAU JASA PELAYANAN PUBLIK DALAM ASPEK KESELAMATAN TRANSPORTASI: STUDI KASUS TRANS JOGJA

Fahmi Nur Rokhmadi*, Ardianto Budi Rahmawan**

INTISARI

Penelitian ini bertujuan untuk meninjau jasa pelayanan publik dalam aspek keselamatan transportasi dengan studi kasus pada layanan transportasi umum di DI Yogyakarta, yakni Trans Jogja. Penelitian ini juga menganalisis perihal proses pengawasan yang dilakukan oleh Dinas Perhubungan DI Yogyakarta kepada PT Anindya Mitra Internasional selaku Operator Trans Jogja.

Bentuk dari penelitian ini merupakan penelitian *sosio-legal* atau dapat disebut juga penelitian *yuridis-empiris* yang bersifat deskriptif. Data penelitian ini diperoleh dari studi kepustakaan, *review* terhadap peraturan yang berlaku, menyebarkan kuisioner kepada pengguna Trans Jogja, dan wawancara dengan 5 (lima) responden yakni, 1 (satu) orang Kepala Bidang Lalu Lintas Dinas Perhubungan DI Yogyakarta, 1 (satu) orang Kepala Bidang Angkutan Dinas Perhubungan DI Yogyakarta, 1 (satu) orang Manajer Unit Transportasi PT Anindya Mitra Internasional, 2 (dua) orang analis transportasi Dinas Perhubungan DI Yogyakarta, 1 (satu) orang anggota komunitas *Transport for Yogyakarta* dan survei dengan menyebarkan kuisioner kepada pengguna layanan Trans Jogja. Responden dipilih secara acak dengan total responden sebanyak 128 orang. Data yang diperoleh dalam penelitian ini dianalisis secara kuantitatif dan disajikan dengan deskriptif.

Hasil penelitian menunjukkan bahwa pertama, Dinas Perhubungan DI Yogyakarta telah melakukan pengawasan dalam aspek keselamatan transportasi kepada PT Anindya Mitra Internasional. Kedua, PT Anindya Mitra Internasional telah berupaya memenuhi aspek keselamatan sebagaimana tercantum dalam Lampiran Standar Pelayanan Minimal pada Peraturan Gubernur DI Yogyakarta Nomor 127 tahun 2021 tentang Penyelenggaraan Sistem Angkutan Perkotaan Bersubsidi Trans Jogja dengan Sistem *Buy The Service*.

Kata Kunci: Keselamatan Transportasi, Pelayanan Publik, Trans Jogja

*Sendangtirto, Berbah, Sleman, Daerah Istimewa Yogyakarta.

**Jl. Sosio Yustisia Bulaksumur, No.1, Karang Malang, Caturtunggal, Depok, Sleman, D. I. Yogyakarta.

REVIEWING PUBLIC SERVICE IN THE ASPECT OF SAFETY TRANSPORTATION: A CASE STUDY OF TRANS JOGJA

Fahmi Nur Rokhmadi*, Ardianto Budi Rahmawan**

ABSTRACT

This study aims to review public service in the aspect of transportation safety, with a case study on public transportation services in DI Yogyakarta, namely Trans Jogja. This study also analyzes the supervision process carried out by the DI Yogyakarta Transportation Agency on PT Anindya Mitra International as the Operator of Trans Jogja.

The form of this research is socio-legal or also known as juridical-empirical research which is descriptive in nature. The data for this study were obtained from literature review, review of applicable regulations, distributing questionnaires to Trans Jogja users, and interviews with 5 (five) respondents, namely 1 (one) Head of Traffic Division of the DI Yogyakarta Transportation Agency, 1 (one) Head of Transportation Division of the DI Yogyakarta Transportation Agency, 1 (one) Manager of the Transportation Unit of PT Anindya Mitra International, 2 (two) transportation analysts from the DI Yogyakarta Transportation Agency, 1 (one) member of Transport for Yogyakarta Community and a survey by distributing questionnaires to Trans Jogja service users. Respondents were selected randomly with a total of 128 people. The data obtained in this study were analyzed quantitatively and presented descriptively.

The results of this research show that first, the DI Yogyakarta Transportation Agency has conducted supervision in the aspect of transportation safety to PT Anindya Mitra International. Second, PT Anindya Mitra International has made efforts to fulfill safety aspects as stipulated in the Appendix of the Minimum Service Standards in the DI Yogyakarta Governor Regulation Number 127 of 2021 concerning the Implementation of the Subsidized Urban Transportation System Trans Jogja with the Buy The Service System.

Keywords: Transportation Safety, Public Service, Trans Jogja

*Sendangtirto, Berbah, Sleman, Daerah Istimewa Yogyakarta

**Jl. Sosio Yustisia Bulaksumur, No.1, Karang Malang, Caturtunggal, Depok, Sleman, D. I. Yogyakarta.