INTISARI

Kemunculan taksi berbasis aplikasi (TBA) menciptakan kebaruan nyata ditengah belum maksimalnya layanan angkutan umum, namun menimbulkan kontroversi diberbagai negara termasuk Indonesia. Masyarakat merespon positif layanan ini. Namun kemudian muncul pro dan kontra, bahkan demo besar-besaran para pengemudi taksi konvensional dan angkutan umum lain yang merasa terusik dan dirugikan. Pemerintah Indonesia (Kemenhub) menerbitkan aturan tetapi dua kali dibatalkan oleh Makamah Agung. Sampai akhirnya diterbitkan Peraturan Menteri No. 108 tahun 2018 tetapi kontroversi antara pemerintah, perusahaan aplikasi, pengemudi/asosiasi pengemudi dan pelanggan masih belum selesai. Tujuan penelitian ini adalah menganalisis dan merekomendasikan tata kelola kebijakan TBA terkait dengan pemenuhan keselamatan kendaraan, keseimbangan suppy dan demand, hubungan kerja & komunikasi antara perusahaan aplikasi dengan pengemudi dan pedoman perhitungan tarif & pendapatan pengemudi serta merekomendasikan inovasi kebijakan dalam implementasi tata kelola kolaboratif TBA di Indonesia. Penelitian ini menggunakan *Soft Systems Methodology* (SSM) dan teori *Collaborative Governance* (CG sebagai teori utama, didukung dengan teori *New Public Governance* (NPG) dan teori Digital Governance sebagai pisau analisis. Hasilnya menunjukan bahwa masih terjadi ketimpangan informasi, sumberdaya dan pengetahuan antar pemangku kepentingan dalam kebijakan TBA di Indonesia. Penelitian ini mengusulkan model tata kelola kolaboratif kebijakan taksi berbasis aplikasi di Indonesia dan merekomendasikan redesain kebijakan tata kelola kolaborasi TBA dalam beberapa aspek kebijakan. Pembagian tugas dan tanggungjawab yang jelas antara pemerintah, perusahaan aplikasi, pengemudi dan pelanggan dalam tata kelola TBA perlu dilelaborasi untuk meminimalisasi ketimpangan sumber daya, pengetahuan dan informasi diantara mereka. Kajian lebih lanjut juga direkomendasikan.

Kata Kunci: *Taksi Berbasis Aplikasi, Tata Kelola Kolaborasi*, *Soft Systems Methodology, perusahaan aplikasi, pengemudi/asosiasi pengemudi, pemerintah*

ABSTRACT

The emergence of application-based taxis (ABT) create real innovation in the midst of less optimal of public transport services, but cause controversy in various countries including Indonesia. The public responded positively to this service. However, then there were pros and cons, even large-scale demonstrations by drivers of conventional taxies and other public transport who felt disturbed and disadvantaged. The Indonesian government (Transportation Ministry) issued regulations but were canceled twice by the Supreme Court. Until finally the Ministerial Regulation No. 108 of 2018 was issued but the controversy between the government, application companies, drivers/driver associations and customers has not yet been resolved. The objectives of this study are to analize governance of ABT in regard to safety requirement of vehicle, balance of supply and demand, working relationship and communication between company and driver, guidance for fare calculation and driver income as well as to recommend policy innovation on collaborative governance of ABT in Indonesia. This study employes Soft Systems Methodology (SSM) and Collaborative Governance (CG) theory as the main theory, supported by New Public Governance (NPG) theory and Digital Governance theory as analytical tools. The results show that there is still asymety of information, resources and knowledge between stakeholders in ABT policies in Indonesia. This study proposes a collaborative governance model for application-based taxi policies in Indonesia and recommends redesigning ABT collaborative governance policies in several aspects of the policy. A clear sharing of tasks and responsibilities between the government, application companies, drivers and customers in the governance of ABT needs to be elaborated to minimize asymety of resources, knowledge and information amongst them. Further studies are also recommended.

Key Words: Application based taxis, Collaborative Governance, Soft Systems Methodology, application company, drivers/drivers association, Government