

## ABSTRAK

### **MOCHAMMAD RIZAL ZULHAM (1188010126): EFEKTIVITAS PENGELOLAAN RETRIBUSI IZIN TRAYEK DI KOTA BANDUNG**

Penelitian ini dilakukan di Dinas Perhubungan Kota Bandung, penelitian ini bertujuan untuk mengetahui Efektivitas Pengelolaan Izin Trayek Angkutan Di Kota Bandung. Jenis penelitian yang digunakan adalah metode deskriptif dengan pengolahan data kualitatif, yaitu metode yang digunakan untuk membedah suatu fenomenal di lapangan serta membeberkan temuan di lapangan.

Berdasarkan hasil penelitian dari lima key informan diketahui bahwa Efektivitas Pengelolaan Retribusi Izin Trayek Angkutan di Kota Bandung sudah efektif. Hal ini dapat dilihat dari adanya transparansi dalam Pengelolaan Retribusi Izin Trayek Angkuta Di Kota Bandung yang dilakukan di Dinas Perhubungan Kota Bandung sudah tercapai dan terlaksana dengan baik, dalam artian semua prosedur dan persyaratan mudah dipahami oleh masyarakat dan semua biaya dijelaskan secara detail.

Partisipasi dalam Pengelolaan Retribusi Izin Trayek Angkutan sudah terlaksana dengan baik. Hal ini terlihat dari masyarakat yang menerima sosialisasi pengawasan yang dilakukan oleh Dinas Perhubungan. Kemudian Empati pegawai dalam pengurusan izin sudah berjalan dengan baik. Hal ini dapat dilihat dari kemampuan pengarahannya mulai dari memberi pelayanan yang ramah, tepat dan memberikan informasi tanpa ada perbedaan. Selanjutnya *Responsivess* pegawai dalam melakukan pengurusan izin trayek angkuta sudah berjalan dengan baik. Hal ini dapat dilihat dari keikhlasan serta keramahan pegawai dalam siap menanggapi keluhan masyarakat. Jadi pengurusan izin trayek angkutan di Dinas Perhubungan Kota Bandung terbilang dijalankan dengan efektif. Namun meski demikian masih terdapat hambatan seperti dalam pengurusan retribusi izin trayek angkutan ini masih belum penentuan target.

**Kata Kunci: Efektivitas, Pengelolaan Izin, Trayek**

## ABSTRACT

### **MOCHAMMAD RIZAL ZULHAM (1188010126): *EFFECTIVENESS OF MANAGEMENT LICENSE RETRIBUTIONS IN BANDUNG CITY***

*This research was conducted at the Department of Transportation of the City of Bandung, this study aims to determine the Effectiveness of Management of Transport Route Permits in the City of Bandung. The type of research used is descriptive method with qualitative data processing, namely the method used to dissect a phenomenal in the field and disclose findings in the field. Based on the results of research from five key informants, it is known that the Effectiveness of Management of Transportation Route Licensing Fees in the City of Bandung has been effective.*

*This can be seen from the transparency in the Management of Transportation Route Permit Fees in the City of Bandung which is carried out at the Bandung City Transportation Service has been achieved and implemented well, in the sense that all procedures and requirements are easily understood by the public and all costs are explained in detail. Participation in the Management of Transportation Route Licensing Fees has been carried out well.*

*This can be seen from the community who received the socialization of supervision carried out by the Department of Transportation. Then the employee's empathy in managing permits has gone well. This can be seen from the ability to direct from providing friendly, precise and providing information without any difference. Furthermore, the responsiveness of employees in managing transportation route permits has gone well. This can be seen from the sincerity and friendliness of employees in responding to public complaints. So the management of transportation route permits at the Bandung City Transportation Service is fairly effective. However, there are still obstacles, such as in the management of the retribution for the transportation route permit, the target has not yet been determined.*

***Keywords: Effectiveness, Permit Management, Route***