

ABSTRAK

Salma Nurwardah : Peran Dinas Perhubungan Dalam Optimalisasi Fungsi Terminal Cicaheum Kota Bandung

Penelitian ini dilatarbelakangi oleh pentingnya peran sistem transportasi dalam kehidupan perkotaan, khususnya di Kota Bandung, yang merupakan salah satu kota besar di Indonesia dengan tingkat mobilitas masyarakat yang tinggi. Sistem transportasi yang efisien dan teratur sangat penting untuk mendukung aktivitas sehari-hari dan kemajuan ekonomi di wilayah tersebut. Dalam konteks ini, terminal menjadi bagian integral dari sistem transportasi, yang bertujuan untuk memfasilitasi kebutuhan transportasi masyarakat.

Namun, terdapat beberapa masalah yang dihadapi oleh Terminal Cicaheum, salah satu terminal penting di Kota Bandung yang dikelola oleh Dinas Perhubungan. Masalah-masalah tersebut antara lain rendahnya tingkat pemanfaatan terminal oleh masyarakat, kurang optimalnya pengelolaan terminal, fluktuasi jumlah penumpang yang tidak stabil, dan penurunan pendapatan retribusi terminal dari tahun ke tahun. Selain itu, juga terdapat kurangnya armada bis yang beroperasi, penggunaan terminal yang tidak sesuai dengan kapasitasnya, serta kurangnya pemeliharaan fasilitas terminal. Berdasarkan latar belakang dan masalah yang diidentifikasi, rumusan masalah penelitian mencakup peran Dinas Perhubungan dalam optimalisasi fungsi terminal Cicaheum, khususnya dalam peran organisasi sektor publik yakni sebagai *regulatory role*, *enabling role*, dan *direct provision of good and service*.

Metode penelitian yang digunakan adalah dengan pendekatan kualitatif yang bersifat deskriptif, bertujuan untuk memahami secara holistik peran Dinas Perhubungan dalam pengelolaan Terminal Cicaheum. Data dikumpulkan melalui teknik triangulasi dan dianalisis secara induktif. Hasil penelitian menunjukkan bahwa Dinas Perhubungan Kota Bandung telah memainkan peran penting dalam menetapkan aturan dan kebijakan, bekerja sama dengan pihak terkait untuk pengawasan, serta melakukan evaluasi dan peningkatan layanan secara rutin. Meskipun demikian, masih terdapat beberapa kendala dalam implementasi regulasi dan pemeliharaan infrastruktur terminal.

Kesimpulan dari penelitian ini menekankan pentingnya peran regulator Dinas Perhubungan dalam memastikan kelancaran dan keselamatan operasional terminal, serta peran pemberdayaan dan penyedia layanan dalam meningkatkan efisiensi dan kualitas layanan. Dinas Perhubungan telah berhasil mengoptimalkan fungsi terminal meskipun masih ada ruang untuk perbaikan lebih lanjut, terutama dalam peningkatan infrastruktur dan layanan. Saran untuk Dinas Perhubungan meliputi peningkatan infrastruktur, sosialisasi regulasi, pengawasan ketat, serta inovasi program. Bagi masyarakat, pentingnya partisipasi aktif dan kepatuhan terhadap regulasi. Untuk peneliti selanjutnya, disarankan fokus pada studi lebih mendalam dan perbandingan dengan terminal lain.

Kata Kunci: Dinas Perhubungan, Terminal Cicaheum, optimalisasi, fungsi terminal

ABSTRACT

Salma Nurwardah: *The Role of the Department of Transportation in Optimizing the Function of Cicaheum Terminal in Bandung City*

This research is motivated by the important role of the transportation system in urban life, especially in the city of Bandung, which is one of the big cities in Indonesia with a high level of community mobility. An efficient and orderly transportation system is very important to support daily activities and economic progress in the region. In this context, the terminal becomes an integral part of the transportation system, which aims to facilitate community transportation needs.

However, there are several problems faced by Cicaheum Terminal, one of the important terminals in Bandung City which is managed by the Transportation Service. These problems include low levels of terminal utilization by the public, less than optimal terminal management, unstable fluctuations in the number of passengers, and a decline in terminal levy revenues from year to year. Apart from that, there is also a lack of operating bus fleets, terminal use that is not in accordance with its capacity, and lack of maintenance of terminal facilities. Based on the background and problems identified, the research problem formulation includes the role of the Transportation Service in optimizing the function of the Cicaheum terminal, especially in the role of public sector organizations, namely as regulatory role, enabling role, and direct provision of good and service.

The research method used is a descriptive qualitative approach, aimed at holistically understanding the role of the Transportation Service in managing the Cicaheum Terminal. Data was collected through triangulation techniques and analyzed inductively. The research results show that the Bandung City Transportation Department has played an important role in establishing rules and policies, collaborating with related parties for supervision, and carrying out regular evaluations and service improvements. However, there are still several obstacles in implementing regulations and maintaining terminal infrastructure.

The conclusions of this research emphasize the important role of the Transportation Service regulator in ensuring the smooth and safe operation of terminals, as well as the role of empowerment and service providers in improving efficiency and service quality. The Transportation Department has succeeded in optimizing terminal functions although there is still room for further improvement, especially in improving infrastructure and services. Suggestions for the Transportation Department include improving infrastructure, socializing regulations, strict supervision, and program innovation. For society, the importance of active participation and compliance with regulations. For future researchers, it is recommended to focus on more in-depth studies and comparisons with other terminals.

Keywords: *Transportation Department, Cicaheum Terminal, optimization, terminal function*