

SERVICE DELIVERY ROUTE PERMITS IN TRANSPORTATION

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ABSTRACT

Regional autonomy policy making can improve public services in their respective areas. One of these improvements in public services in the field of transport, the Authority submitted to the local government in the framework of decentralization policy is the authority in the field of Communications, and one of the obligatory sub-division of land transportation in the district / city is a city transport route permits. Permits in his view is the spearhead of instrmen laws that apply in the case of concrete regulations diverse sectors of life. license serves as the spearhead of legal instruments as advisors, engineers and designers just and prosperous society, as well as to protect the public. In this study based on field observations discovery of phenomena as follows, lack of awareness of the owner of the vehicle / fleet to take care of route permits and cards supervisors in a timely manner in order to penertipan administration and function of route permits and cards supervisors is that the driver / drivers know the route that must be passed / distance, for supervision and pengenalian ongoing business activities in the field, law enforcement and public transport company stylists among sub-districts in the city by the Department of transportation in Dumai. To analyze the role of the Department of Transportation in the ministry Route Permit is used as a grand theory by Parasuraman which includes some of the indicators in the public service that is tangible, reability, responsiveness, assurance, empathy. This study used descriptive qualitative method. And data collection techniques through documentation, observation and interviews. Supporting factors and obstacles that affect the success rate Role of the Department of Transportation in the ministry Route Permit is leadership, and human resources. Leadership still has shortcomings as well as human resources yet have the appropriate quality of service management needs in the passenger terminal.

In some cases carried out by the Technical Implementation Unit is still nothing to be enhanced to provide optimum services and the achievement of targets in accordance with the previously planned, for there are some suggestions that can be considered and could be one solution to overcome the problems encountered, see one of the reasons the incompatibility of the target because there are some Transportation cities that are not roadworthy / damaged and the enactment of Government Regulation No. 74 of 2014 that the Department of Transportation of Dumai city should be more assertive by warning or sanction to the public transportation appropriate regional regulations in force, improve leadership to be more obey the procedure and does not tolerate deviations by members.

Keywords: Public Services