

# *Implementation of Regional Regulation No.11 of 2011 Concerning Business Service Retribution at the Transportation Department of Pandeglang Regency*

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**Abstract-** One source of local revenue is derived from regional retribution, so to maximize it, the Pandeglang District Government has issued Regional Regulation Number 11 of 2011 concerning Business Service Retribution. This business service levy is regional retribution which is a potential regional levy to finance the implementation of regional government. Regional levies are collected as payments for certain services. This study uses a qualitative research method with a descriptive approach that aims to find out how the implementation of regional regulations on service fees in Pandeglang district is implemented. The technique of data collection is done by interviewing informants who have been self-determined by the researcher using a purposive sampling model, then direct observation of researchers at the Department of Transportation of Pandeglang Regency to better know the real conditions in the field, as well as study documentation as a complement to the data secondary in this study. Policy implementation is a complex activity with so many factors that influence the success of a policy implementation. Implementation of Regional Regulation No. 11 of 2011 concerning Business Service Retribution by the Department of Transportation, Communication and Information in Pandeglang Regency is the process of realizing the Business Services program by the Department of Transportation of Pandeglang Regency so that it shows the results in the form of Regional Original Income (PAD). In addition, the implementation of these regional regulations also if implemented properly, will affect public satisfaction and increase local revenue through the regional tax levy sector. The results of the study show that this regional regulation has been implemented well but is still not optimal. This can be seen from the lack of maximum service fees and business services carried out by the Department of Transportation, and the potential for retribution that is considered very potential cannot be fully maximized by the Pandeglang district government.

## I. INTRODUCTION

In the context of administering the government, the territory of the Unitary State of the Republic of Indonesia is divided into provincial regions, which provincial regions consist of regency and city areas. With regional autonomy, each region has the right and obligation to regulate and manage its own government affairs to improve the efficiency and effectiveness of government administration and to bring

services to the community, including in carrying out their respective functions.

In an effort to support the implementation of national development, the government provides an opportunity to carry out regional autonomy by issuing Law Number 23 of 2014 concerning Regional Government and Law Number 33 of 2004 concerning Financial Balance between the Central Government and Regional Governments.

According to Law No. 23 of 2014 concerning Regional Government, regional autonomy is the authority of autonomous regions to regulate and manage the interests of local communities according to their own initiatives based on community aspirations in accordance with statutory regulations. Regional authority includes governmental authority, starting from the planning, financing, and implementation system.

The organizer of the regional government in carrying out its duties, authorities, obligations and responsibilities as well as with the power of the higher laws and regulations can stipulate regional policies formulated, among others, in Regional Regulations, Regional Head Regulations and other Regional provisions. As stated in Article. 136 Law No. 23 of 2014 concerning Regional Government.

In the framework of the implementation of regional autonomy, the real and responsible administration, delegation, and assignment of government affairs to the Regions must be followed by the regulation, distribution and fair use of national resources, including the distribution of authority in the management of state finances and financial balance between the central government and Regional Government.

One source of local revenue is derived from local user fees, the Pandeglang District Government has issued Regulation No. 11 of 2011 concerning Business Service Levies, where regional user fees are potential regional levies to finance the implementation of local governments. Local user fees are levied as payments for certain services.

The implementation of the policy carried out by the Communication and Information Office of the Regency of Pandeglang is related to the implementation, starting from the Terminal Fee and the Parking Area Fee. The steps taken in implementation by the Office of Transportation

Communication and Information are expected to improve the achievement of local revenue targets.

In the aspect of regional regulation supervision, it has given a significant amount of authority to Pandeglang District Head or appointed official (Department of Transportation, Communication and Information) to oversee the continuation of this regulation. Both to provide administrative and criminal sanctions.

In practice, the authority given to the regent or official appointed as the person in charge, as if blunt, not much can be seen the significance of the role of the regent or official appointed to oversee the implementation or violation of this regulation.

Regional Regulation No. 11 of 2011 concerning Business Service Levies as a legal basis has given the Regent the authority to supervise the implementation of user fees in Pandeglang Regency, but in practice this oversight function is also not running optimally

## II. RESEARCH METHODS

Traffic activities and road transportation in Pandeglang Regency each year show an increase, along with the times and technological developments. The handling of traffic and road transportation in Pandeglang Regency prior to 1984 is still within the scope of the Terminal and Sub-Terminal whose activities are branched at the Serang Regency Road Traffic and Road Transportation Office. With the increasing volume of traffic and road transportation in Pandeglang Regency and the need for coordinated handling, on September 17, 1984 the Pandeglang Regency Road Traffic and Road Transportation Branch was formed as an extension of the Traffic and Road Transport Office in West Java Province .

The issuance of Law No. 22/1999 concerning Regional Government brought changes to the authority of the Regency / City to be able to manage the traffic and road transportation sectors within the Regency / City area. The Dinas branch changed its status to become the Traffic and Road Transportation Office of Pandeglang Regency which is under the Pandeglang Regency Government. The issuance of Government Regulation Number 25 of 2000 concerning Government Authority and Provincial Authority as an Autonomous Region, the authority of Regency / City Governments has also increased in the field of transportation management. So the Pandeglang Regency Road Traffic and Transport Agency, which initially only handled the field of traffic and road transport (land transportation), increasingly handled the field of sea and air transportation.

To adjust to the existing authority, based on Regional Regulations of Pandeglang Regency No. 31 of 2000 the Traffic and Road Transportation Service was changed to the Transportation Agency of Pandeglang Regency and finally through the Regional Regulation of Pandeglang Regency it was changed back to the Transportation Agency.

This research is a qualitative descriptive study, where this research seeks to reveal a fact or reality of certain social

phenomena as they are and provide an objective picture of the situation or problem that may be faced.

In this study using direct data sources from informants through interviews and observations, the informants are those who know the information needed in this study, namely employees of the Department of Transportation, Communication and Information, Pandeglang Regency. While observations were made by observing at the UPT Terminal and the Office of Transportation, Communication and Information Services of Pandeglang Regency. And by collecting supporting data such as documents in the form of books and manuals. To obtain data for research purposes as well as the existence of representative results, it is necessary to informers who understand and are related to the problem being investigated.

The data analysis technique used in this study is based on the concept of Milles & Huberman (1992: 20), an interactive model that classifies data analysis in three steps, namely data reduction, data presentation, and drawing conclusions.

## III. RESULT AND DISCUSSION

In discussing Implementation, it can be seen that Implementation is a part of public policy which is one of the activities of an institution's activities.

Policy implementation is a complex activity with so many factors that influence the success of a policy implementation. Policies are actions in any form taken by the government (at all levels) in addressing problems that occur in the context or environment of the political system. Understood this way, policy behavior will also include failure to act unintentionally, and a deliberate decision not to do anything, such as certain actions taken (whether consciously or not), to create obstacles (certain constraints) so that the public or society cannot respond critically to government policies.

Thus the implementation must be carried out both at the top (administrative) level and at the implementation (operational) level. Administrative implementation is carried out within the framework of organizational goals and policies, regarding attitudes, behavior, and ways of thinking, while operational implementation is carried out on activities or ways of working.

### 1. Communication

Communication relates to how policies are communicated to organizations and the public, the availability of resources, the attitudes and responsiveness of the parties involved and how the organizational structure of policy implementation. The communication in question is a policy tool to convey instructions and directions (information) from the source of the policy maker to those who are given the authority and responsibility to carry out the policy. For this reason it is necessary to understand the direction of policy delivery by conducting good communication, so that the effectiveness of implementation will be done.

Distribution of good communication in Business Services Levies is very important to provide information on how to pay and withdraw fees properly and in accordance with applicable

regulations. Many of these decisions are found that are ignored, or there is a misunderstanding of the decisions issued.

the smoothness and delivery of information (socialization) provided in the form of distribution of copies of Regional Regulations (Perda) to the community must be levied, as well as conducting direct counseling in collaboration with the District Government, with reference to this it should be able to make the public aware of the existence of the Perda. Thus the community is expected to implement the Regional Regulation No. 11 of 2011 that has been set, because basically everything is for the convenience of the interests of the Pandeglang community itself.

In terms of clarity, most of them have known of Perda No. 11/2011 but do not or do not know the contents of the Perda, so they also more often ignore what is their duty. The unclear role of communication with the community conveyed by the Plantation Office regarding the implementation of the policy will encourage the occurrence of wrong integration and may even conflict with the meaning of the message and the mass media.

Communication is an application of Implementation, because implementation will run smoothly if the communication between policy targets goes well. The smooth delivery / delivery of information also depends on the smoothness, clarity, and consistency of information and direction given to each implementer. Every submission to carry out consistent policy implementation orders will encourage implementers to take very loose actions in interpreting and implementing policies.

In the clarity of information there is usually a tendency to obscure the goals of information by policy makers on their own behalf by interpreting information based on individual understanding. The way to anticipate these actions is to make the procedure through a clear statement of the requirements, objectives, eliminating the choice of multiple interpretations, carrying out the procedure carefully and reporting mechanisms in detail.

## 2. Resources

Resources are one of the important factors in policy implementation, because no matter how well the policy or program is formulated (has fulfilled clear instructions, is consistent in the delivery of orders and information directives) without the support of adequate resources, then the policy will have difficulty in implementing it. Resources are positioned as inputs in the organization as a system that has economic and technological implications. Economically, resources are related to direct costs or sacrifices incurred by organizations that reflect the value or potential use in their transformation into output. While technologically, resources are related to the transformation ability of the organization. Failures that often occur in policy implementation, one of which is caused by staff / employees who are inadequate, insufficient, or incompetent in their fields. Increasing the number of staff and implementors alone is not enough to solve the problem of implementing the policy, but it requires a sufficient staff with

the necessary expertise and capabilities (competent and capable) in implementing the policy.

Apart from the ability of staff, the number of staff also becomes an obstacle in the implementation of Regional Regulation No. 11 of 2011 concerning Business Service Levies. With the number of existing staff, the Department of transportation, communication and informatics is not able to carry out the implementation of this regulation by itself because of the Area.

In implementing policies, information has two forms: first, information relating to how to implement the policy. Second, information about the compliance data from the implementers of the rules and regulations that have been set.

while in the case of Authority which constitutes authority or legitimacy for the implementers in implementing politically determined policies. When authority is not available, the power of implementors in the public eye is not legitimized, so that it can thwart the implementation of public policy. But in other contexts, when formal authority is available, errors often occur in seeing the effectiveness of authority. On the one hand, the effectiveness of authority is needed in policy implementation; but on the other hand, effectiveness will diminish when the authority is distorted by the executor for the sake of his own or his group's interests.

To expedite the implementation of the policy requires supporting facilities such as employee benefits and provide compensation in the form of facilities and infrastructure to facilitate the implementation of this policy. Physical facilities are an important factor in policy implementation. The implementer may have sufficient, capable and competent staff, but without supporting facilities (facilities and infrastructure) the implementation of the policy will not succeed.

## 3. Disposition / Attitude of Implementers

Tendencies or dispositions are among the factors that have important consequences for effective policy implementation ". If the implementers have a positive tendency or attitude or support for the implementation of the policy, there is a high possibility that the policy implementation will be carried out in accordance with the initial decision. And vice versa, if the implementers are negative or reject the implementation of the policy due to conflicts of interest, the implementation of the policy will face serious obstacles.

## 4. Bureaucratic Structure

Bureaucracy is one of the institutions that most often even becomes the executor of activities. The existence of bureaucracy is not only in the structure of government, but also in private organizations, educational institutions and so on. Even in certain cases the bureaucracy is created only to carry out a particular policy.

Implementation of Regional Regulation No. 11 of 2011 concerning Business Service Levies in Pandeglang Regency is an adjustment to the plans and policies and provisions. From the point of time of manufacture, the report can be incidental meaning it can be made at any time according to need or it can also be made periodically, meaning that it is based on

predetermined times such as Daily, Weekly, Annual Monthly and so on.

Implementation of Perda No. 11 of 2011 concerning Business Service levies by the Department of Transportation, Communication and Information in Pandeglang Regency is the process of realizing the Business Services program by the Department of Transportation of Pandeglang Regency so that it shows the results in the form of Local Revenue (PAD).

The amount of the Original Local Revenue, especially Business Services levies in Pandeglang Regency depends on the Targets that have been mutually agreed between the two Parties.

#### IV. CONCLUSION

1. Implementation of Regional Regulation Number 11 of 2011 concerning Business Service Levies in Pandeglang Regency has not been effective yet Communication between the Government and the community is not optimal, this is because the supervision and counseling section has not provided direct education to the community which causes the community to not understand the Regional Regulation Number 11 of 2011 concerning business services levies in Pandeglang Regency.

2. Resources in its implementation can not be said to be effective, this is due to the lack of employees who will be deployed directly to the Field to review the implementation of user fees.

3. Disposition in implementation can be said to be good, this is because the Head of Transportation Business Division has understood these responsibilities and provides motivation to employees through the provision of economic incentives / benefits, and clear directions on the implementation of activities.

4. The Bureaucracy Structure in Implementation is sufficiently running properly because the superiors have

divided the duties and authority of the Employees in accordance with the duties and capabilities of their work.

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