Dharmawangsa: International Journals of The Social Science, Education and Humanities ISSN: 2716-5132 (p) Vol. 7, No. 1, 2026 Page: 243-248

MANAGEMENT OF THE PALAMPITAN PUBLIC PASSENGER TRANSPORT TERMINAL AT THE TRANSPORT DEPARTMENT OF NORTH HULU SUNGAI REGENCY

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ABSTRACT

Management is a process of helping to formulate a policy and organizational goals or processes that provide oversight to something involved in the implementation and achievement of goals. Based on initial observations of the management of the Palampitan public passenger car terminal, there are problems, namely, the facilities at the terminal are not supported, the terminal yard is not clean enough, human resources are lacking, and the budget for managing the terminal is very minimal. Based on the above, this study aims to determine the management of the Palampitan public passenger car terminal, inhibiting factors and efforts made in improving the management of the Palampitan public passenger car terminal at the Department of Transportation of North Hulu Sungai Utara.

This study used a qualitative research method with a qualitative descriptive research type. Data collection techniques used are interviews, observation, and documentation. Sources of data were taken through the withdrawal of informants by purposive sampling of 10 people. After the data is collected, it is then analyzed using techniques including data reduction, data presentation and verification or drawing conclusions.

The results of the study show that the management of thePalampitan public passenger car terminal cannot be said to be good. Indicators that are not good can be seen from indicators of program accuracy, maintenance of public facilities and supporting facilities, officers working according to their duties, officers working according to their responsibilities, working with discipline, efficient implementation, monitoring of terminal orderliness, and the monitoring system at the terminal. In addition, the driving factor for the management of the Palampitan public passenger car terminal is data accuracy and non-overlapping. The inhibiting factors are the lack of human resources, the lack of budget for the terminal, the inadequate facilities and the lack of supervision. Efforts have been made to improve terminal maintenance which has not been maximized and to increase the budget to maximize terminal facilities.

In order to optimize the management of the terminal, it is expected that the head of the Department of Transportation should provide guidance to subordinates so that they can work more responsibly, be disciplined and pay more attention to the Palampitan public passenger car terminal. The head of the transportation and terminal section needs to carry out monitoring, evaluation and reporting of activities to ensure that the implementation of activities at the terminal stays on track according to program planning. For the driver to pay more attention to his service, especially in terms of bringing city transportation and pay attention to the safety of passengers.

Keywords: The Palampitan Public Passenger Transport Terminal, The Transport Department

I. INTRODUCTION

Population growth, urban development, and increasing economic needs are among the triggers for rapid urbanization, which directly impacts the increasing demand for transportation services. Given the crucial role of transportation in people's lives, it is appropriate that transportation facilities, such as public transportation, be provided with attention to quality and quantity. To achieve order and regularity, management, guidance, supervision, and provision of transportation facilities such as traffic signs, transportation terminals, and the transportation fleet itself are necessary. Proper terminal management can encourage more people to use public transportation, reducing the use of private transportation for both passengers and goods, and creating a centralized gathering place for users of these modes of transportation. Terminal management, in terms of public service, and poorly managed facilities such as driver rest areas, prayer rooms, and parking for transportation, are lacking. These issues indicate that deficiencies in terminal management, both in terms of service and comfort, require improvements. Furthermore, these issues indicate that terminal management is perceived as suboptimal, leading to suboptimal performance by terminal employees. From the description above, the author observes several phenomena that support this research, including the following:

1. The Palampitan public passenger car terminal's facilities are inadequate, such as parking for public vehicles while waiting for departure, a luggage storage area, requiring passengers to leave their belongings at the terminal's kiosk, and an information and complaint room, thus discouraging passengers from visiting the Palampitan Terminal.
2. The terminal grounds are less than clean due to the lack of cleaners, which also makes passengers uncomfortable.

Due to the curiosity and interest this topic has generated, the author intends to address it in a Thesis Proposal entitled "Management Of Palampitan Public Passenger Transport Car Terminal At The Department Of Transportation Of Hulu Sungai Utara District".

II. REVIEW LITERATURE

Management is a process that helps formulate policies and objectives and provides oversight for all aspects involved in the implementation and achievement of these objectives (Peter Salim and Yenny Salim, 2022:199).

According to Handayaningrat in Synthia (2022:199), management can also be defined as the implementation of an activity. Management can be defined as a process that begins with planning, organizing, directing, and supervising the efforts of organizational members and the use of other organizational resources to achieve predetermined goals.

George R. Terry in Synthia Sumartini Putri (2022:202) writes that there are four management functions known as POAC, namely:

1. Planning: The selection of facts and the attempt to relate them to one another, then making estimates and forecasts about conditions and formulating future actions that are likely to be necessary to achieve desired results.
2. Organizing is defined as the activity of implementing all activities that must be carried out within a work group and assigning specific authorities and responsibilities to create a unified effort in achieving predetermined goals.
3. Actuating is positioning all group members to work consciously to achieve a set goal in accordance with planning and organizational patterns.

4. Controlling is defined as the process of determining the achievement of goals, measuring and correcting implementation activities, and, if necessary, taking corrective action to ensure that implementation activities proceed according to plan.

III. RESEARCH METHODOLOGY

Research Approach

This research is a qualitative study aimed at describing and analyzing phenomena, events, social activities, attitudes, and thoughts of individuals and groups. This research accurately depicts the conditions or realities that occur in society. According to Sugiyono (2015:1), qualitative research is a research method used to examine natural objects. The researcher acts as the key instrument, data collection techniques are triangulated (combined), data analysis is inductive, and qualitative research results emphasize meaning and generalization.

Research Type

The approach used in this study is descriptive qualitative. Data collection can be conducted through interviews, observations, and document data. The qualitative method was chosen because the researcher aimed to describe, explain, and gather information on the analysis of land transportation terminal management in Hulu Sungai Utara Regency.

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IV. RESULT AND DISCUSSION

Management of the Palampitan Public Passenger Transport Terminal at the North Hulu Sungai Regency Transportation Agency

1. Planning

a) Program

Based on interviews and observations, the program at the Palampitan public passenger transport terminal shows that terminal maintenance is quite good, and that an additional program will be added in 2027, specifically terminal improvements. This research aligns with George R. Terry's theory in Synthia Sumartini Putri (2022:202) on terminal management.

b) Accuracy Program

Based on interviews and observations, the program accuracy at the Palampitan public passenger transport terminal is currently poor due to suboptimal terminal maintenance and the impact of technological advances, which currently hamper transportation. This is due to the large number of people who already own private vehicles. It is clear that there is a significant amount of waste at the Palampitan public passenger transport terminal, such as dry leaves and plastic waste, which contributes to the terminal's lack of passengers. The results of this study do not align with George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

c) Maintenance of Main and Supporting Facilities

Based on interviews and observations, the maintenance of main and supporting facilities at the Palampitan public passenger car terminal is currently inadequate due to the lack of dedicated passenger parking while waiting for departure and the lack of luggage storage, forcing passengers to leave their belongings at the kiosk at the terminal. The results of

this study do not align with George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding Terminal Management.

2. Organizing

a) Staff Work According to Their Duties

Based on interviews and observations, officers working according to their duties cannot be said to be working according to their duties because they rarely supervise the terminal. This research finding contradicts George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

b) Staff Work According to Their Responsibilities

Based on interviews and observations, officers on duty at the Palampitan public passenger car terminal have not been able to maximize their responsibilities due to limited funding and inadequate human resources. This research finding contradicts George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

3. Actuating

a) Working with Discipline

Based on interviews and observations, officers' discipline in managing the terminal is not optimal because they often leave earlier than the designated time. The results of this study do not align with George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

b) Efficient Implementation

Based on interviews and observations, efficient terminal implementation is still lacking due to a lack of human resources, resulting in inadequate terminal supervision. These results do not align with George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

4. Controlling

a) Supervision of Terminal Order

Based on interviews and observations, supervision of orders at the terminal is still lacking due to a lack of human resources, resulting in inadequate supervision. These results do not align with George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

b) Terminal Supervision System

Based on interviews and observations, the terminal supervision system is still not running well due to a lack of human resources, resulting in a lack of officers supervising the terminal. The results of this study do not correspond to George R. Terry's theory in Synthia Sumartini Putri (2022:202) regarding terminal management.

Factors Hindering the Management of the Public Passenger Transport Terminal at the Hulu Sungai Utara Regency Transportation Agency

1. Suboptimal maintenance due to the inability to maintain cleanliness of the terminal yard.
2. The absence of dedicated restrooms at the terminal, forces passengers to use the prayer room restrooms.
3. The absence of public transportation parking, forces passengers to park their vehicles in any location.

4. The lack of luggage storage, forcing passengers to leave their belongings at stalls.
5. The checkpoint at the Palampitan public passenger transport terminal is often empty, resulting in unorganized waiting areas and the flow of public vehicles within the terminal.
6. Insufficient human resources, often resulting in inadequate tasks at the terminal.

Efforts to Improve Management of the Palampitan Public Passenger Transport Terminal by the North Hulu Sungai Regency Transportation Agency

1. Improving the accuracy of the terminal program; the Transportation Agency will plan to maintain the cleanliness of the terminal yard by adding additional cleaning staff.
2. Improving the maintenance of main and supporting facilities; the Transportation Agency will provide physical equipment to facilitate activities.
3. For personnel who do not comply with the terminal's regulations, the Transportation Agency will issue reprimands through advice, direction, or a warning letter.
4. Follow-up actions will be taken and diligent personnel will be rewarded.
5. Increasing the number of human resources at the terminal and rewarding diligent personnel appropriately, so that less disciplined personnel can improve their discipline.
6. Guidance will be provided to identify the best work practices, so that personnel can work efficiently. This can also be done through training or direct education.

V. CONCLUSION

The management of the Palampitan Public Passenger Transport Terminal at the North Hulu Sungai Regency Transportation Agency is still not running well, as can be seen from several management aspects: First, program accuracy is still inadequate due to suboptimal maintenance and a lack of cleanliness. Second, maintenance of main and supporting facilities is still inadequate due to the lack of dedicated restrooms at the terminal, no public vehicle parking, and no luggage storage. Third, officers are not working according to their duties, as posts at the Palampitan public passenger transport terminal are often empty. Fourth, officers are working according to their responsibilities due to a lack of human resources on duty at the Palampitan public passenger transport terminal. Fifth, they are working with discipline due to a lack of discipline, resulting in frequently empty posts. Sixth, efficient implementation is lacking because officers often leave early. Seventh, supervision of terminal orders is lacking due to a lack of human resources. And eighth, the terminal supervision system. Factors inhibiting the management of the Palampitan public passenger car terminal at the Hulu Sungai Utara Regency Transportation Agency include suboptimal maintenance, the lack of dedicated restrooms at the terminal, the lack of public vehicle parking, the lack of luggage storage, the terminal post being frequently empty, and a lack of human resources. Efforts to improve the management of the Palampitan public passenger car terminal at the Hulu Sungai Utara Regency Transportation Agency include plans to maintain the cleanliness of the terminal yard by adding more cleaning staff and providing physical equipment to facilitate activities. Staff who do not perform their duties properly will be reprimanded through advice, direction, or a warning letter. Follow-up actions will be taken and rewards will be given to diligent staff. Increasing the human resources at the terminal and rewarding diligent staff in a balanced manner will help those lacking discipline improve their performance. Guidance will be provided to identify the best work practices, enabling staff to work efficiently, through training or direct education.

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