

## ABSTRAK

**Asri Christina Sidauruk.** Pengawasan Kendaraan Angkutan Umum Oleh Dinas Perhubungan Kota Pontianak. **Skripsi. Program Studi Ilmu Administrasi Publik. Fakultas Ilmu Sosial dan Ilmu Politik Universitas Tanjungpura. Pontianak. 2022.**

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis proses pengawasan yang dilakukan oleh Dinas Perhubungan Kota Pontianak. Penelitian ini didasarkan masih terdapat kekurangan dalam pengawasan kendaraan angkutan umum oleh Dinas Perhubungan Kota Pontianak. Penelitian ini dilakukan dengan menggunakan analisis data kualitatif. Observasi lapangan untuk menemukan permasalahan, melaksanakan penelitian lapangan dengan metode teknik pengumpulan data wawancara kepada subyek penelitian. Teori yang digunakan adalah teori proses pengawasan menurut Manullang (2015 : 184) yang *pertama* menetapkan alat pengukur (standar) Dinas Perhubungan Kota Pontianak telah melaksanakan proses pengawasan yang pertama yaitu menetapkan alat pengukur atau menetapkan standar. Dilihat dari adanya tujuan yang jelas dan telah dibuatnya SOP pengawasan lalu lintas yang menjadi acuan dan pedoman pelaksanaan pengawasan oleh Dinas Perhubungan Kota Pontianak, *kedua* mengadakan penilaian ( evaluasi) sudah cukup optimal, hal ini dapat dilihat dari pengamatan oleh Kepala Dinas Perhubungan Kota Pontianak yang melihat sejauh mana bawahannya melaksanakan tugas, dan *ketiga* mengadakan tindakan perbaikan (mengoreksi) tindakan koreksi yang diambil oleh pihak Dinas Perhubungan Kota Pontianak belum optimal, karena hingga saat ini masih ada pengemudi kendaraan angkutan umum yang tidak memahami secara benar maksud, tujuan dan sanksi yang akan diterima para pelanggar di jalan Kota Pontianak. Saran dalam penelitian ini Dinas Perhubungan Kota Pontianak lebih meneliti lagi dimana letak kekurangan dan kesalahan yang terjadi dalam pelaksanaan pengawasan yang dilakukan sebelumnya dan melakukan tindakan-tindakan perbaikan serta membuat program tambahan dan melakukan koordinasi pengawasan dengan instansi terkait yaitu Satlantas Polresta Kota Pontianak guna tercapainya tujuan menciptakan tertib lalu lintas di Kota Pontianak.

**Kata Kunci : Pengawasan, kendaraan, angkutan umum, dinas perhubungan.**

## ABSTRACT

**Asri Christina Sidauruk.** The Supervision of Public Transport Vehicles by the Transportation Department of Pontianak City. **Thesis. Public Administration Science Study Program of Social and Political Sciences Faculty of Universitas Tanjungpura. Pontianak. 2022.**

This study aimed to describe and analyze the process of supervision done by the Transportation Department of Pontianak City. This study was based on that there were still deficiencies in the supervision of public transport vehicles by the Transportation Department of Pontianak City. this study used qualitative analysis data. The techniques of data collection were conducting observations in the field to find problems and conducting field research using interview data of research subjects. This study also used Manullang's Supervision Process Theory (2015: 184). The results of this study showed that, firstly, the Transportation Department of Pontianak City had carried out the first supervision process, namely setting measuring devices or setting standards, judging from the existence of clear objectives and traffic control SOPs that had been made which became a reference and guideline for the implementation of supervision by the Transportation Department of Pontianak City. Secondly, conducting an evaluation was quite optimal which could be seen from the observation by the Head of the Transportation Department of Pontianak City who saw the extent to which his subordinates carry out their duties. Thirdly, the corrective actions taken by the Transportation Department of Pontianak City had not been optimal, because until the current there were still public transport vehicle drivers who did not correctly understand the intent, purpose, and sanctions that violators would receive on Pontianak City roads. Therefore, the researcher suggests that the Transportation Department of Pontianak City further examine where the deficiencies and errors that occurred in the implementation of the supervision conducted previously and carried out corrective actions as well as made additional programs and coordinated supervision with related agencies, namely the Police Traffic Unit of Pontianak City in order to achieve the goal of creating orderly traffic in Pontianak City.

**Keywords: Supervision, Vehicles, Public Transport, Transportation Department.**

