

EFEKTIVITAS PELAKSANAAN PERIZINAN ANGKUTAN UMUM DI PROVINSI SUMATERA BARAT

SKRIPSI

*Diajukan Sebagai Syarat Untuk Mendapatkan Gelar Sarjana Administrasi Publik
pada Fakultas Ilmu Sosial dan Ilmu Politik Universitas Andalas*

OLEH:

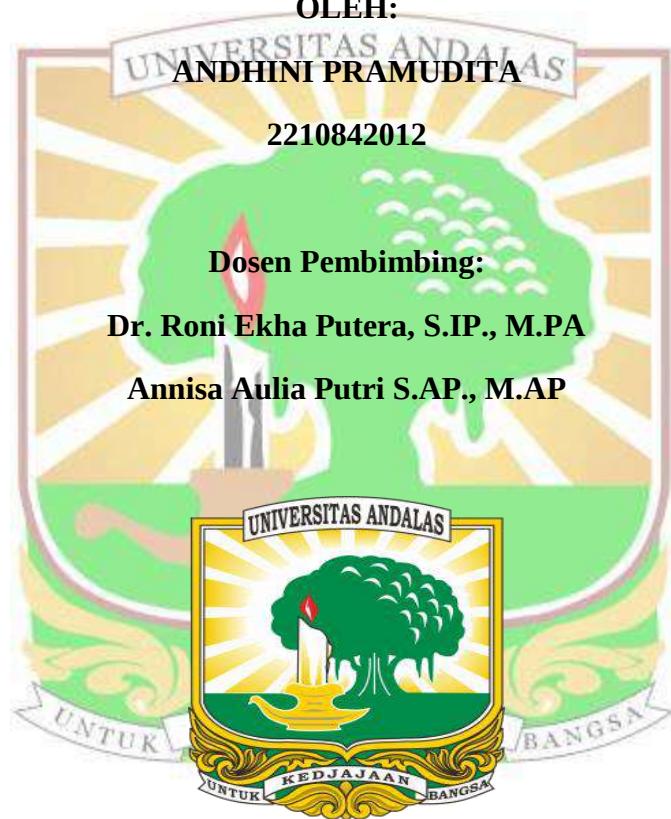
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ABSTRAK

Andhini Pramudita, NIM 2210842012, Efektivitas Pelaksanaan Perizinan Angkutan Umum di Provinsi Sumatera Barat, Departemen Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Andalas, Padang, 2026. Dibimbing oleh: Dr. Roni Ekha Putera, S.IP, M.PA dan Annisa Aulia Putri, S.AP, M.AP. Skripsi ini terdiri dari 200 halaman dengan referensi 16 buku teori, 6 buku metode, 1 skripsi, 16 jurnal, 8 peraturan perundang-undangan dan 9 website.

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis Efektivitas Pelaksanaan Perizinan Angkutan Umum di Provinsi Sumatera Barat. Pelaksanaan perizinan angkutan umum merupakan bagian penting dalam penyelenggaraan pelayanan publik di bidang transportasi guna menjamin keselamatan, ketertiban, dan kualitas pelayanan kepada masyarakat. Dalam upaya meningkatkan efektivitas pelayanan perizinan, Pemerintah Provinsi Sumatera Barat telah mengimplementasikan sistem perizinan secara elektronik melalui Online Single Submission Risk Based Approach (OSS-RBA) dan mengembangkan inovasi berupa Sistem Informasi Manajemen Perizinan Angkutan Umum (SIMPAU). Namun, dalam pelaksanaannya masih ditemukan berbagai permasalahan seperti rendahnya kepatuhan pelaku usaha dalam mengurus izin, tingginya jumlah angkutan umum ilegal, lemahnya pengawasan lapangan, keterbatasan sumber daya, serta meningkatnya kasus kecelakaan angkutan umum di Sumatera Barat. Kondisi tersebut mengindikasikan bahwa implementasi sistem digital belum sepenuhnya berkontribusi terhadap peningkatan efektivitas penyelenggaraan perizinan angkutan umum.

Penelitian ini menerapkan pendekatan kualitatif dengan metode deskriptif. Data penelitian diperoleh melalui wawancara, observasi, dan dokumentasi, sedangkan penentuan informan dilakukan menggunakan teknik purposive sampling. Keabsahan data diverifikasi melalui triangulasi sumber. Selanjutnya, analisis penelitian mengacu pada teori efektivitas organisasi yang dikemukakan oleh Kinicki dan Kreitner, yang mencakup empat dimensi, yaitu pencapaian tujuan, pemerolehan sumber daya, proses internal, serta kepuasan konstituen strategis.

Hasil penelitian menunjukkan bahwa pelaksanaan perizinan angkutan umum di Provinsi Sumatera Barat belum berjalan secara optimal. Pada dimensi pencapaian tujuan, masih ditemukan ketidaksesuaian waktu penerbitan perizinan dengan yang tertera di SOP dan penurunan jumlah pelaku usaha yang mengurus izin. Pada dimensi pemerolehan sumber daya, terdapat keterbatasan anggaran yang berdampak pada kurangnya pengawasan, serta kurangnya pelatihan bagi operator sistem SIMPAU. Pada dimensi proses internal, koordinasi antar bidang dan pengawasan lapangan belum berjalan maksimal meskipun telah didukung sistem digital OSS-RBA dan SIMPAU. Sementara itu, pada dimensi kepuasan konstituen strategis, masyarakat dan pelaku usaha telah merasakan kemudahan pelayanan dalam pengurusan izin angkutan, namun pengawasan dan kepatuhan terhadap regulasi perizinan angkutan umum belum berjalan dengan optimal.

Kata kunci: Efektivitas, Perizinan Angkutan Umum, OSS-RBA, SIMPAU, Pelayanan Publik, Sumatera Barat.

ABSTRACT

Andhini Pramudita, Student ID 2210842012, The Effectiveness of Public Transportation Licensing in West Sumatra Province, Department of Public Administration, Faculty of Social and Political Sciences, Andalas University, Padang, 2026. Supervised by: Dr. Roni Ekha Putera, S.IP, M.PA and Annisa Aulia Putri, S.AP, M.AP. This thesis consists of 200 pages with references to 16 theoretical books, 6 methodological books, 1 thesis, 16 journals, 8 laws and regulations, and 9 websites.

This study aims to describe and analyze the effectiveness of public transportation licensing in West Sumatra Province. The implementation of public transportation licensing is a crucial component of public service delivery in the transportation sector, designed to ensure safety, order, and the quality of services provided to the public. The West Sumatra Provincial Government has implemented an electronic-based licensing system through the Online Single Submission Risk-Based Approach (OSS-RBA) as well as the innovation of the Public Transportation Licensing Management Information System (SIMPAU) to improve the effectiveness of licensing services. However, various issues remain in its implementation, such as low compliance among business operators in obtaining permits, a high number of illegal public transportation vehicles, weak field supervision, limited resources, and an increase in public transportation accidents in West Sumatra. These conditions indicate that the implementation of digital systems has not yet fully succeeded in improving the effectiveness of public transportation licensing.

This study employs a qualitative approach using a descriptive method. Data collection techniques include interviews, observations, and documentation. Informants were selected through purposive sampling, and data validity was tested using source triangulation. This study was analyzed using Kinicki and Kreitner's organizational effectiveness theory, which consists of four dimensions: goal attainment, resource acquisition, internal processes, and strategic stakeholder satisfaction.

The research results indicate that the implementation of public transportation licensing in West Sumatra Province has not yet been optimal. In terms of goal achievement, there are still discrepancies between the actual time taken to issue licenses and the time specified in the SOP, as well as a decline in the number of business operators applying for licenses. In terms of resource allocation, budget constraints have led to insufficient oversight and a lack of training for SIMPAU system operators. In the internal process dimension, coordination between departments and field supervision have not been maximized despite support from the OSS-RBA and SIMPAU digital systems. Meanwhile, in the strategic stakeholder satisfaction dimension, the public and business operators have experienced ease of service in processing transportation permits; however, supervision and compliance with public transportation licensing regulations have not been fully optimized.

Keywords: Effectiveness, Public Transportation Licensing, OSS-RBA, SIMPAU, Public Services, West Sumatra.