

The Social Impacts of Public Transportation in Surabaya

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ABSTRACT

This research aims to describe the social impacts of public transportation in the city of Surabaya. The type of research used is descriptive research with a qualitative approach. Research informants consisted of the Surabaya City Transportation Agency (Dishub), the Organization of National Motorized Transportation Companies on the Highway (Organda). Data collection techniques used in the form of observation, interviews, and documentation. Data analysis is done by collecting data, reducing data, presenting data, and drawing conclusions. The results showed that the implementation of public transportation in Surabaya City was transparent, several types of transportation were accountable, public transportation was sustainable transportation, the community participated in its management, the benefits were felt by passengers, it was effective and efficient in government development, interdependence, and did empowerment of resources. While the driving factors are economically, operationally and psychologically. Barriers to busy hours are hard to come by and schedules are not appropriate, routes and schedules are fixed, comfort is lacking, and some transportation is difficult to use for disabled people, the elderly, toddlers, and passengers who carry large or large items. The social impacts felt by the people of Surabaya are positive, such as tying social welfare, increasing social communication to the community, reducing consumptive culture towards personal transportation. While the negative social impact is the emergence of social conflict.

Keywords: social impact, organization, public transportation

1. Introduction

The phenomenon of a large city Indonesia become increasingly complex issues along with the high rate of urbanization studying abroad. It is difficult to avoid since urban areas are already regarded as a provider of a wide range of employment and public facilities. Thus, many villagers migrate to cities that cause new problems one of which is traffic problems such as congestion. Alleviate congestion can't be avoided in line with population growth, rising employment and rising income levels.

To overcome it is recommended to reduce the use of private transport and switch to using public transport. Public transportation is the implementation that includes

some form of transportation, each consisting of a vehicle or mode of transportation, road network, the route / routes, terminals / stops / stations, and passengers. Overall the transport element is organized and operated to provide effective and efficient services to facilitate movement of passengers traveling various places of origin to various points of interest in smooth, safe, safe, inexpensive, and convenient,

In an effort to ensure the realization of a safe, comfortable, smooth, and inexpensive movement system, public transportation has an institutional set up. Institutional organization of public transport to overshadow some of which include individuals, groups, institutions, and government agencies and private sector who are involved directly or indirectly. Organizing institutions play an important role in determining system activities through well-scale policy area, regional, and sectoral. In its implementation, public transportation also has supporting and inhibiting factors as well as the social impacts caused by both positive and negative impacts on the implementation and the community.

Based on the above, then the problem can be formulated as follows. (1) How does the organization of public transport in the city of Surabaya? (2) What are the factors driving and inhibiting public transportation in Surabaya? (3) What is the social impact of public transportation in the city of Surabaya? So, based on background research and the formulation of the problem at hand, the purpose of this study is as follows. (1) To find out how the organization of public transportation in the city of Surabaya. (2) To determine the organization of supporting and inhibiting factors. (3) To determine the social impact of public transportation in the city of Surabaya.

The results of this research theoretically expected to provide additional knowledge related to social impact assessment study of public transportation. Besides, it is practically expected to provide input and be able to know the information obtained from the results of the social impact of public transportation in the city of Surabaya.

Transport is defined as an act or activity or move cargo transport (goods and people) from one place to another, or from the point of origin to point of destination. Public transportation is a systematically arranged operation, which includes several forms of transportation, each of which consists of vehicles or modes of transportation, road networks, terminals or stops or stations, and passengers. The transportation element is organized and operated to provide public transport services effectively and

Proceedings of **The 2nd International Conference on Strategic Mental Revolution (ICoSMR)**, Cikarang City, Indonesia January 20th, 2020. Theme: Corporate Social and Financial Responsibility efficiently to support the movement of passengers traveling various places of origin to various points of interest in smooth, safe, safe, inexpensive, and convenient.

In organizing transportation based on the principle of organizing public transportation is regulated in Act Number 22 of 2009 concerning Road Traffic and Transport which describes several principles including: Transparent Principle, Accountable Principle, Sustainable Principle, Participatory Principle, Beneficial Principle, Principle of Efficient and Effective, Balanced Principle, Integrated Principle, and Independent Principle.

Factors supporting the organization of public transport are things that affect the community for more use of public transport, among others as follows: Economically, the operational level of traffic, and psychologically. Inhibiting factors are things that have little or even stop something becomes more than ever. The following factors inhibiting the implementation of public transport: At busy times difficult to obtain and do not meet the schedule, routes and fixed schedules, less comfort, and is hard to use.

The impact is a change that occurs as a result of an activity that is both negative and positive. While social impacts are social changes that occur in humans and communities caused by the implementation of policy activities, programs, or development projects. The scope of aspects of social impact as a consequence of development activities, especially in relation to the social impact study of Environmental Impact Assessment studies, as follows:

- a. Changes associated with population
- b. Changes related to the economic aspects
- c. Changes related to cultural aspects
- d. Changes related to natural resources
- e. Changes related to public facilities

2. Method

This research used a qualitative approach descriptive research. qualitative methods. Lexy J. Moleong (2016) defines descriptive qualitative research is research that aims to understand the phenomenon of what is experienced by research subjects, such as behavior, perception, motivation, action, etc., Holistically and by way of description in the form of words and language, the a specific context around the

Proceedings of **The 2nd International Conference on Strategic Mental Revolution (ICoSMR)**, Cikarang City, Indonesia January 20th, 2020. Theme: Corporate Social and Financial Responsibility globe and by using various natural methods. This type of research because the authors choose to present the data in a systematic, factual, and accurate information on the facts in the field, especially about its social effects for the organization of public transport in the city of Surabaya.

In in this study the source of informants Surabaya City Department of Transportation (Transportation Agency), the National Organization of Motor Transport Company of the Road (ORGANDA), and the Society of Surabaya. As for the focus of this research is the organization of public transport in the city of Surabaya, enabling and inhibiting factors of public transport in the city of Surabaya, and social impacts of public transportation in the city of Surabaya.

Data processing techniques in the form of sentences or statements which are interpreted to determine the meaning and to understand the relevance to the issues under investigation. Activities in data processing in this research, namely: first, data reduction activities, at this stage the researchers choose the main things from the data obtained from the field, summarize, focus on important things and look for themes and the pattern. This reduction process is carried out in stages, during and after data collection to reporting results Second, the presentation of data, after reducing the data, the next step is to display the data. In this activity, the authors reconstruct data based classification and each topic is then separated, then the same topic are stored in one place,

Third, the data to be grouped in two activities and then examined again carefully, see where the data is complete and incomplete data that still require additional data, and this activity is carried out during the activity. Fourth, after the data is considered sufficient and has reached the saturation point or have obtained conformity, the next activity is compiling a report by the end of making conclusions. Processing of data in qualitative research using inductive method. This research did not test the hypothesis (but the working hypothesis is only used as a guide), but rather a compilation of abstraction based on the collected data. Processing is carried out more intensively after all data obtained in the field are sufficient and considered sufficient, to be processed and compiled into research results to the final stage, namely the conclusion of the research.

3. Result and Discussion

1) Implementation of Public Transportation in Surabaya

Surabaya city congestion occurs because the movement is quite high, both in human and goods movement. Therefore, the necessary organization of public transportation that can support the activities of both the human and the movement of the object. Public transport in the city of Surabaya include “bus Suroboyo” transportation, border freight transport (bus), versatile freight transport, transport Microbus, taxi transport, and railway transportation of the computer. The organizers are divided into several organizers such as “bus suroboyo” transportation carried out by the Surabaya City Government while for border transportation (city bus) transportation, multipurpose transportation, microbus transportation and taxi transportation are carried out by private companies and commuter trains conducted by State Railroad.

In organizing public transportation based on the principle as a basis or foundation in organizing public transportation, it is regulated in Law Number 22 Year 2009 concerning Traffic and Road Transportation, which presents the subject of research as to the principle that the organizers of road and traffic transport can be guided by these principles including:

a. Principle of Transparency

The principle of transparency is the openness of the organization of traffic and road transport to the general public in obtaining correct information, clear and honest. For the principle of transparency in the organization of public transport information in the city of Surabaya as routes, schedules, retribution once the use is already open, correct, clear and honest. And to the information obtained by the driver or the employees of public transport as well as information such as these have been installed outside or inside the body of the public transport.

b. Principle Accountable

The principle of accountability is the operation of the traffic and road transport that can be accounted for. Accountable for the implementation of some of the principles of public transportation in the city of Surabaya as “bus suroboyo”, taxis, and trains computer can be justified. Public transportation can be justified because the facilities are complete, feasible fleet in operation, the driver has been careful in riding transportation. But not all of which meet the principle of accountability is still some transportation like microbus,

transportation multipurpose and city bus less accountable because there are fleets are unfit for use or already parents still operated and the driver was still inconsiderate.

c. Sustainable Principles

Principle of sustainability is the general plan of development, as well as the development of the network traffic and road transport. On an ongoing basis by the organizers of transportation by “bus suroboyo”. Surabaya Transportation Department already plans to increase the fleet and the organization of public transport. As for the transport organized by private entrepreneurs planning to renew the fleet are unfit for use with transport for a new one. So, with the general development plan on the transport will make people put on public transport compared to private transport.

d. The principle of participatory

Participatory principle is the role of the community in the use of traffic and road transportation. In the participatory principle in the delivery of public transportation “bus suroboyo” has a fairly high participation from the community. Inversely proportional to the participation of private transport that every year has decreased because of the increasing number of online transportation competition, the use of private transport and government-owned public transport.

e. The principle Helpful

Helpful principle is the operation of the traffic and road transport that can provide added value as much as possible in order to realize the welfare of society. The principle is useful in organizing all public transportation in the city of Surabaya can facilitate the community and goods from one place to another.

f. The principle of Efficient and Effective

The principle of efficient and effective services in the implementation of the traffic and road transport carried out by each manager in the levels of government are efficient and effective. In organizing public transportation in fostering conducted by the government in organizing public transportation of

the Surabaya City Transportation Office as well as conducting transportation by the private sector, it is also considered to have been effective and efficient.

g. Principle of Balance

The principle of balanced is organizing the traffic should be conducted on the basis of a balance between infrastructure. The implementation of public transportation has been balanced because for supporting infrastructures of public transportation facilities such as bus stops and station waiting points are scattered in several points in the city of Surabaya. Not only that infrastructure such as pedestrian access has been found almost all the way the city of Surabaya.

h. The principle of Integrated

The integrated principle is the organization of traffic services and road transport which is carried out by prioritizing harmony and interdependence of authority and responsibilities between agencies. In carrying out the transportation “bus suroboyo” has prioritized harmony and dependence and responsibility with the agency with the Surabaya City Government as the organizer of the “bus suroboyo” public transportation and the Surabaya City Green Open Service as an office that is authorized to manage plastic bottles and cups. And for transportation carried out by the private sector is the same as “bus suroboyo” which prioritizes harmony and dependence and responsibility with agencies with the City Government of Surabaya as general coach while for the Department of Transportation as technical coach.

i. The principle of Independent

For the principle of independent organizers of public transportation in the city of Surabaya has sought to organize traffic and road transportation through the development and empowerment of national resources.

2) Factors driving and inhibiting public transportation in Surabaya.

a. The driving factors for public transportation in Surabaya

The driving factors are things that affect something supporting a organizing. Likewise, the same factors that support the implementation of public transportation are things that affect the community to better use public transportation, including:

1. Economically

To economically time their journey by public transport to the destination will be faster, thus labor productivity remains high. As for the long-distance public transport costs lower than in private vehicles, especially private cars.

2. Operationally traffic

Operationally the use of public transportation can reduce the number of vehicles operating on the road. This will unravel traffic congestion and traffic smoothly. The use of public transportation will also make it easier for people because they do not need to find a parking space compared to using a private car that will have difficulty getting a parking space at their destination.

3. Psychologically

Psychologically, users of public transportation can reduce the pressure on the trip compared to the driver of a private car feel the tension during the trip facing traffic jams and chaos so that it will make private transportation users feel pressured on the trip. With the decrease in tension in driving will also decrease the number of accidents in traffic drivers. For users of public transport using the transport will be more relaxed and enjoy the view Salama trip.

b. Factors inhibiting the public transportation in Surabaya

Further inhibiting factors are things that have little or even stop something becomes more than ever. Here is actor inhibiting them to use the public transport:

1. At busy times difficult to obtain and do not meet the schedule

On busy times indeed for some public transportation such as “bus suroboyo”, microbus, and city bus hard relied upon because of the heavy traffic constraints for the fleet is not too much. As for the train departure schedule still has several times found to lack meet predetermined schedule. Thus, public transportation is still difficult to obtain during rush hour and public transportation that has a definite schedule still does not meet the specified schedule.

2. Routes and fixed schedules.

For some public transportation such as “bus suroboyo”, city bus, microbus, and train the computer itself has a fixed route and not too much so it's very difficult for a passenger to use the fleet. As for the train routes specified computer still does not change and these are offered only to reach the main road so as to get the passengers had to change the purpose of transport or on foot. For fixed commuter train schedules, passengers must adjust to a fixed schedule even though the distance from one hour to another is quite far.

3. Convenience less.

Lack of comfort in public transportation is still often found in transportation such as city buses, multipurpose transportation and microbus which provide less comfort in riding because of lack of facilities and fleets that are inadequate or old.

4. It is difficult to use.

For the disabled, the elderly, infants city bus public transportation, and microbus are difficult to use because it is less convenient. As for people who carry a lot of public transportation microbus difficult to use because of the fleet used small and many passengers boarded so many goods are difficult to transport.

c. The social impact of public transportation in Surabaya

In carrying out public transportation has an impact that will be caused both to passengers and the auctioneer. While the impact is a change that occurs as a result of an activity such as the construction of the negative and positive consequences on human life. According to Hadi's Amore (2005), formulated the scope of aspects of social impacts as a consequence of development activities, particularly in relation to social impact assessment of environmental impact studies are about as follows:

1. Changes associated with population

In organizing public transportation in the city of Surabaya cause changes related to population. For positive social impacts, namely the existence of public transportation in the city of Surabaya will support the

movement of people who support community productivity. With community productivity will increase the social welfare of each individual community in the city of Surabaya. While the social impacts that are negative with the productive population in the city of Surabaya will promote development that will promote the city. So that the advance of the city will lead to the movement of residents of other areas to the city which ultimately adds to the permanent population in the city. The higher population in the city will cause new problems in the city such as social inequality.

2. Changes related to economy

Changes related to economic aspects have a positive social impact and negative social impacts. Generated positive social impact that the presence of public transport is easier movement of people and goods to go somewhere, especially in the economic field as displacement of people to go and return to work. Not only that retribution is the use of public transport is affordable even for a public transport “bus suroboyo” not charged on each use. So, with a one-way inaccessibility retribution will increase the social welfare of public transport users. As for negative social impacts with affordability of transfers for the movement of people and goods, competition will emerge, especially in the economic field which will cause social problems such as social conflict. And another negative impact is the presence of the government making breakthroughs in public transportation namely “bus suroboyo” to make transportation organized by the private sector reduce the decline in income. Thus, a decline in the income of private public transport will lead to social conflicts in the administration of government transportation and the administration of private transportation.

3. Changes related to cultural aspects

Changes related to cultural aspects have a positive social impact that the presence of public transport This makes people more into account the time in order to destination on time. With people who cultivate using public transport compared to private transport would reduce transport problems such as congestion. The existence of public transportation can

also improve social communication on one passenger to another passenger and can reduce the consumptive culture of the community in buying private transportation.

4. Changes related to natural resources

Changes related to natural resources have positive impact because with the people of Surabaya using public transport would reduce air pollution that makes the social environment they would be much healthier. Along with their “bus suroboyo” able to reduce their plastic waste is not managed well or carelessly discarded so that the plastic garbage that littered the reduction will decline environmental problems such as flooding and will provide comfort to the community environment.

5. Changes related to public facilities

Changes related to public facilities have a positive social impact because of the presence of public transportation developing public facilities, too, the development of such stops, roads reserved for pedestrians, the point of crossing bridges built lifts and chair porters are scattered in several waypoints in Surabaya. Not only that, with easy access to human movement, public facilities such as shopping centers, government centers, hospitals, entertainment centers, several schools or universities will be built that will improve community welfare. As for the negative social impacts with developments in the city of Surabaya, development tends to be uncontrolled, causing limited green open space so that new environmental problems arise that make people uncomfortable.

With the positive social impact generated by their more public transportation so that the continuation of the organization of public transport is essential to maximize the expected goals because it can provide a transportation system that's effective and efficient. Urban public transport to be pursued effectively, capacity, quality, control every aspect of the center of activity in urban areas. Effectively means achieving goals that have been planned in advance.

4. Conclusion

Based on the above, the neighbor study conducted social impact assessments of public transportation in Surabaya can be concluded that:

a. The organization of public transport in the city of Surabaya is appropriate

Organizing public transportation in the city of Surabaya for transportation information is already open. For the implementation of several types of public transportation can already be accounted for but there are still some that cannot be accounted for. Whereas the planning and development of public transportation has been carried out by each organizer. In public transportation, the Surabaya city community has participated in the implementation of the transportation. Whereas the implementation of public transportation has benefits that can be felt by the transportation passengers. For coaching conducted by the government in the implementation of public transportation has been effective and efficient. Whereas for the implementation of public transportation, the organizer has done harmony and interdependence of authority and responsibility among the development agencies. Public transportation has also been carried out for the development and empowerment of resources.

b. Factors driving and inhibiting public transportation in Surabaya

The driving factors for public transportation are economically, operationally and psychologically. As for the inhibiting factors of public transportation during peak hours it is difficult to obtain and the schedule is not appropriate, the route and schedule of public transportation remain. Public transportation also does not provide comfort to passengers. And public transportation is difficult to use for people with disabilities, elderly people, toddlers, and passengers who carry large or large items.

c. The social impact of public transportation in Surabaya

The social impact of public transportation is a phenomenon caused by changes in a social environment. So that the social impact felt by the people of Surabaya due to public transportation, among others, is the existence of social changes related to population, economic aspects, cultural aspects, natural resources and public facilities. These social changes have a positive impact such as supporting community productivity so that it ties social welfare, society takes more time to arrive so as to reduce social conflict in the surrounding environment, improve

social communication in the community, reduce the consumptive culture of private transportation, and the development of public facilities which makes it easy for the community to improve welfare and reduce social conflict in their environment.

While the negative social impacts are intense competition in the economy resulting in social conflicts, social conflicts arising from the administration of public and private transportation due to decreased revenue by private operators, and easy access to public transportation will increase development in the city so that it will reduce green open spaces in the city of Surabaya.

5. Suggestion

Based on the above conclusions can be put forward suggestions as follows: For public transportation routes and its fleet has a bit to add routes and fleet. Necessity as well as training and strict punishment for public transport employees to provide services as closely as possible to the public. Public transport is not worth operates to be replaced by a more viable public transport operation. And the need for periodic checks by public transport operated by the city of Surabaya.

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