

## Trans Metro Pasundan Services: Inter-Campus Transportation in the Public Sector Perspective

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### ABSTRACT

Based on data from LLDIKTI Region IV, which covers West Java and Banten, there are 124 universities, institutes, colleges, academies, and polytechnics in the greater Bandung area. In Bandung Regency, there are 7 universities. In West Bandung Regency, there are 6 universities. In Sumedang Regency there are 7 universities. In Bandung City, there are 96 universities. In the last city, Cimahi City, there are 8 universities. The data collection method used is document study, which means that the study focuses on analyzing or interpreting written material based on its context. The indicators used are service quality standards including Transparency, Accountability, Conditionality, Participation, Equality of Rights, and Balance of Rights and Responsibilities. The analysis results show that all service quality standards are maximized in the Trans Metro Pasundan service. This can be seen from the ease of access provided, the high level of participation, the existence of operating hours in accordance with conditionality, the equality of rights for both persons with disabilities and the elderly, and the balance of rights between service providers and service recipients. Suggestions for the future are that Trans Metro Pasundan must maintain services and remain consistent in serving the public.

**Keywords:** Service; Public Sector; Transportation; University.

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## INTRODUCTION

Transportation is a means of moving people or goods from one location to another with the aim of reaching various desired places or sending objects from one location to another (Warpani, 2002). Transportation is also defined as a need that cannot be separated from daily life. This is based on this transportation is a means that is used to provide ease of accessibility and mobility in all activities carried out by the community (Teodorović & Janić, 2017). Based on the grouping of the uses of this transportation, it is divided into two types, namely private transportation and public transportation. This public transportation is one of the types that is often used by the community together by paying a predetermined fare (Fadlil & Herdiana, 2023).

The presence of public transportation is always expected to reduce accidents on the highway and traffic congestion (Novianto, 2020). Congestion is a condition or situation in which traffic is hampered or stopped due to the large number of vehicles that exceed the capacity of the road itself (Sulistyono, 2022). Effective starting in 2020, the Ministry of Transportation has presented urban transportation services with the Buy The Service or BTS scheme. The government in this case provides subsidies for public transportation services. This BTS program is the first step from the government to reduce traffic congestion in urban areas in Indonesia (Badan Kebijakan Transportasi Kementerian Perhubungan RI, 2023). The provision of subsidies for public transportation in urban areas is expected to be interested from the community itself to switch from private vehicles to public transportation.

In 2022, transportation services with the BTS scheme have been present in 11 major cities in Indonesia and one of the cities is the city of Bandung. The public transportation service with the BTS scheme is named Trans Metro Pasundan or TMP. Trans Metro Pasundan started its service and has been operating since 2021 in December and was marked by an inauguration in the courtyard of the Bandung Struggle Monument (Darmaji, 2021). In the TMP service, of course, in the implementation of public transportation, of course, tariffs (except for special fares for students/students and the elderly) are applied to their passengers. For students and students can enjoy services for free starting July 1, 2023 (Saepulloh, 2023).

Tariff is the price of transportation services that must be paid by users through a bargaining mechanism or based on government regulations (Warpani, 2002). The determination of prices or tariffs on public transportation is carried out by the government by applying an upper limit or maximum tariff and a lower limit or minimum tariff based on the amount of vehicle operating costs so that it is hoped that the tariff charged to users will not



Baru Parahyangan-Alun Alun Kota Bandung, Baleendah- BEC (Bandung Electronic Center), Leuwipanjang-Dago (Fadlil & Herdiana, 2023).

Based on data from LLDIKTI Region IV (2019) which covers the West Java and Banten regions, universities in the Greater Bandung Area are 124 universities, institutes, high schools, academies, and polytechnics. In the Bandung Regency area, there are 7 universities. In West Bandung Regency, there are 6 universities. In Sumedang Regency, there are 7 universities. In the city of Bandung, there are 96 universities. In the last city, Cimahi City, there are 8 universities. The data above shows that Trans Metro Pasundan is a very close public transportation in serving passengers between campuses, especially on the UNPAD Dipatiukur – UNPAD Jatinangor (round-trip) route.

## **METHODS**

Basically, the method is the provision of knowledge or guidelines to scientists regarding procedures for studying, analyzing and understanding life in the surrounding environment. In the qualitative research methodology, there are at least several data collection methods or sources that can be used. According to James Mc. Milan and Sally Schumacer in *Research in Education; A Conceptual Introduction* (McMillan & Sally Schumacher, 2001) states that there are at least four strategies in data collection with multiple methods in qualitative research. The four strategies are participatory observation, in-depth interviews, study of documents and artifacts as well as complementary techniques. However, this research will focus on the study of documents.

The word document comes from the Latin word *docere*, which means to teach. The definition of documents according to Louis Gottschalk (Nasution, 2023) is often applied by experts in two senses, namely first, it is interpreted as a written source for historical information as opposed to oral testimony, written relics, artifacts. The second is intended for official letters and state letters such as laws, agreements, grants, concessions and others. In simple terms, document study is defined as analyzing documents made by the subject himself or by others (Nasution, 2023)

Document study is a study that focuses on the analysis or interpretation of written materials based on the context. These materials can be obtained from published records, newspapers, magazines, textbooks, diaries, articles, manuscripts and the like. In obtaining qualified credibility, document researchers must be confident that the manuscript is authentic (Abdussamad, 2021). In general, documents are also interpreted as the collection of

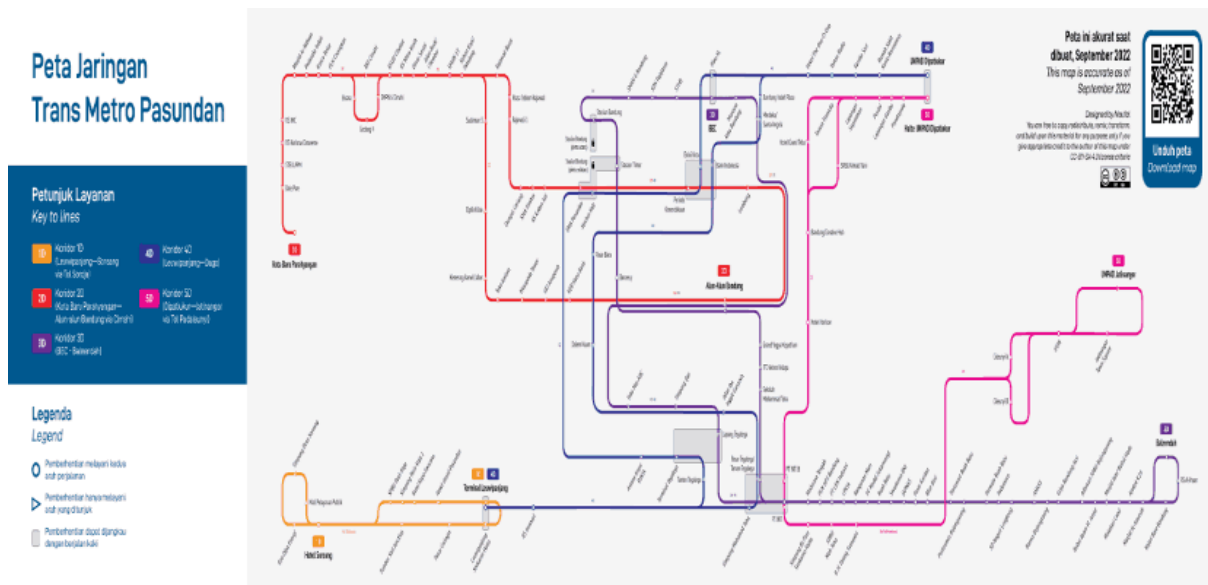
information both verbally, visually and in writing. The collection of information and data can be done through written relics such as archives, books, postulative opinions or laws and others related to research problems. The document here is intended to be in the form of writings, pictures or monumental works of someone (Fiantika et al., 2022).

**RESULTS AND DISCUSSION**

**Results**

The Trans Metro Pasundan service operates in the Bandung City area and its surroundings, serving five different corridors. There are two variations of nomenclature code formats used in each Trans Metro Pasundan corridor. In the first version, the Sahabat Bus application uses the code format K-(number)-BD, where the letter K symbolizes the abbreviation of corridor and BD symbolizes the abbreviation of the city of Bandung. The second version also uses the code (number) format -D on the bus departure schedule map in real time, with the letter after D indicating the TNKB RI registration number code for the Bandung area. The following is an overview of the Trans Metro Pasundan network map.

**Figure 2. Trans Metro Pasundan Network Map.**



Source: *Teman Bus and Bandung Transportation Discussion Forum (2022)*

The picture above is a complete map of the Trans Metro Pasundan bus transportation system in the Greater Bandung area. The map shows various routes and stops in the five Trans

Metro Pasundan corridors, which are arranged vertically in a vertical orientation. Therefore, it is important to note that the distance between the stops and the cardinal direction depicted on this map may not correspond to the actual reality, resulting in inconsistencies.

Based on research that has been conducted by Indrianawati, et al. in 2023 found that out of a total of 124 universities in the Greater Bandung area, a significant percentage, namely 25% (31 universities), are easily accessible from TMP stops within a radius of 400 meters. Expanding the radius to 800 meters, the number of accessible universities increased to 36% (45 universities). Among the accessible universities, the majority are spread throughout the city of Bandung. Specifically, within a radius of 400 meters, there are 27 universities out of a total of 96 universities, which covers 28%. By expanding the radius to 800 meters, the number of accessible universities increased to 39%, with 37 of the 96 universities easily accessible (Indrianawati et al., 2023)

For example, in Bandung Regency, there are no universities that are affordable with a TMP stop at a radius of 400 meters, but at a radius of 800 meters there are 2 universities that are affordable from the TMP stop, namely Bale Bandung University and Telkom University. Likewise in Sumedang Regency, the only universities that are affordable with TMP stops in a radius of 400 meters are the Institute of Domestic Government (IPDN) and the Indonesian Cooperative University. In a radius of 800 meters, universities that are affordable with TMP stops are increasing, namely Ma'some University and Bandung Institute of Technology-Jatinangor Campus. In contrast to West Bandung Regency, a radius of 400 meters and 800 meters can be reached by one university, namely Santo Borromeus University (Indrianawati et al., 2023). To easily understand it, here is a table below of the affordability of TMP bus stops:

**Table 1. List of Affordable Colleges from TMP Stops**

No	Region Name	Affordable Colleges from TMP Bus Stop	
		Radius 400 m	Radius 800 m
1	Kab. Bandung	-	1. Universitas Bale Bandung 2. Universitas Telkom
2.	Kab. Bandung Barat	1. Universitas Santo Borromeus	1. Universitas Santo Borromeus
3.	Kab. Sumedang	1. Institut Pemerintahan Dalam Negeri (IPDN Jatinangor) 2. Universitas Koperasi Indonesia	1. Institut Pemerintahan Dalam Negeri (IPDN Jatinangor) 2. Universitas Koperasi Indonesia 3. Universitas Ma'some

*Source: Processed from data from table 4 Indrianawati, et al (2023)*

After analyzing the extent to which the TMP bus stop service is in relation to its accessibility to the university area, it is found that certain universities are accessible through several TMP stops. On the other hand, there are also universities that are outside the reach of TMP bus stop services, both within a radius of 400 meters and 800 meters. Referring to the table above, there are not many campuses that are within the radius of the Pasundan Trans Metro bus stop, but as a suggestion, this bus stop should be at least within a radius of 400 meters.

### **Discussion**

The Public Sector includes a variety of entities that meet the needs and rights of the public or society by providing goods and services. Among these entities, the government, both at the central and regional levels (provinces, districts/cities), is often the focal point of analysis. The government is responsible for providing public services and providing public goods and services through its respective authority. For the purpose of this discussion, the focus is on local government. Regarding the provision of public goods by local governments, there are two important things that must be considered. First, each regional government led by a regional head has a fixed term of office of five years. Second, the provision of goods and services is carried out through careful planning and budgeting mechanisms (Hartati et al., 2022).

According to Hicks (Hughes, 1994), the public sector offers goods and services that are not determined by customer preferences, but rather by choices made by government agencies or elected officials. The public sector is a product of political decision-making that operates independently of market forces. Instead, Musgrave emphasized the need for the public sector (government) to address the potential inefficiencies and monopoly tendencies that may arise from excessive competition. This is the next important element that needs to be considered in order for contracts and exchanges to take place, security, guarantees, and law enforcement are needed (Firdausijah et al., 2023).

Public management, as defined by Shafritz and Russell, involves the commitment of individuals to effectively oversee an organization and allocate resources, including human and mechanical, efficiently, to achieve organizational goals. Yeremias T. Keban defines public management as the management of government agencies. Ott, Hyde, and Shafritz (1990) further elaborate that public management is concerned with the implementation of publicly

agreed policies in public organizations (Firdausijah et al., 2023; Ott et al., 1991; Yeremias, 2008).

According to Samuel E. Overman from the University of Colorado, Denver, United States (Yeremias, 2008), Public Management encompasses various aspects of organization and combines management functions such as planning, organizing, and controlling with elements such as human resources, finance, physical, informational, and political resources. Overman's perspective highlights the intersection between Public Management and Public Policy in the field of Public Administration. However, to distinguish between the two fields, it can be said that Public Policy symbolizes the brain and nervous system, while Public Management symbolizes the heart and circulatory system in the human body. Consequently, Public Management involves the mobilization of human and non-human resources in accordance with the direction of Public Policy. Public Management includes management functions and processes that can be applied both to the government sector so some people argue that this can also be referred to as Public Service Management.

Referring to KEPMENPAN 81/93, service is a form of service activity carried out by government agencies both at the center, regions, SOEs and BUMDs in the form of goods and services in order to meet the needs of the community (Setijaningrum, 2009). Meanwhile, public services are all service activities carried out by public service providers as an effort to meet the needs of service recipients and the implementation of the provisions of laws and regulations (KEPMENPAN No. 63/KEP/M.PAN/7/2003). According to (Rasyid, 1998), the government is essentially a servant of the community. Government is not held to serve itself but to serve the community and create conditions that allow each member of society to develop his or her abilities and creativity to achieve a common goal.

When talking about public services, of course, it is inseparable from the standards of public services themselves. Every public service implementation must have standards as a guarantee of certainty for the giver in the implementation of his duties and functions and for the recipients of the service. Service standards are measures that are standardized in the implementation of public services as guidelines that must be complied with and carried out by service providers (Gusti, 2014). Theoretically, the purpose of public service is basically to provide satisfaction to the community. To achieve satisfaction, excellent service quality is required which is reflected in (Gusti, 2014) : transparency, accountability, conditional, participation, equality of rights and balance of rights and obligations. The following is an explanation:

- 1) Transparent, services are open, easy and accessible to all parties who need them and are provided adequately and easily understood;
- 2) Accountability, services that can be accounted for in accordance with the provisions of laws and regulations;
- 3) Conditional, services that are in accordance with the conditions and abilities of service providers and recipients while adhering to the principles of efficiency and effectiveness;
- 4) Participatory, a service that encourages community participation in the implementation of public services by paying attention to the aspirations, needs and expectations of the community;
- 5) Equality of Rights, services that do not discriminate are seen from any aspect, whether religion, race, ethnicity, or group;
- 6) Balance of Rights and Obligations, services that consider the aspect of justice between public service providers and recipients.

Seeing the transparency aspect of Trans Metro Pasundan services, referring to research data that has been conducted by (Indrianawati et al., 2023), services are open, easy and accessible to all parties who need them and are adequately provided, as seen from the number of universities that can reach TMP stops, where the majority of users are students. It was found that out of a total of 124 universities in the Greater Bandung area, a significant percentage of 25% (31 universities) are easily accessible from TMP stops within a radius of 400 meters. Expanding the radius to 800 meters, the number of accessible universities increased to 36% (45 universities).

Among the accessible universities, the majority are spread throughout the city of Bandung. Specifically, within a radius of 400 meters, there are 27 universities out of a total of 96 universities, which covers 28%. By expanding the radius to 800 meters, the number of accessible universities increased to 39%, with 37 out of 96 universities easily accessible (Indrianawati et al., 2023). Looking at the potential distance between the campus and the bus stop, it shows that the participatory level also has the potential to be high due to the significant percentage of easy access from the TMP bus stop.

Trans Metro Pasundan public transportation service itself is a form of service to the public by the government by involving the private sector. The private party in this case is a

subsidiary of the Blue Bird company itself, namely PT Big Bird Pusaka as an Operator that runs service operations which is also assisted by Perum DAMRI. In its operation, DAMRI and Big Bird are divided into their respective corridor operations. The following is a table showing each coordinator:

**Tabel 2. Corridor Trans Subway Rust**

Hallway	Route	(ROUND-TRIP)	Bus Stop	Operating Hours	Operator
1	Leuwi Panjang - Soreang Gading Tutuka (via Tol Soroja)	Pergi	Terminal Leuwi Panjang - Hotel Grand Pasundan - Bumi Kopo Kencana - Mall Festival Citylink - Simpang Pasirkoja - SPBU Pasirkoja - [Jalan Tol Soroja] - Hotel Soreang	04.40-19.30 WIB	Perum DAMRI
		Pulang	Mall Pelayanan Publik - Simpang Desa Soreang - Geo Dipa Energi - Hotel Soreang - [Jalan Tol Soroja] - Sumber Sari Junction - Pasar Caringin - Leuwi Panjang Soekarno Hatta - Terminal Leuwi Panjang		
2	Kota Baru Parahyangan (Padalarang) - Alun-alun Kota Bandung	Pergi	IKEA Kota Baru Parahyangan Padalarang - Parahyangan Timur - Parahyangan Timur 2 - Parahyangan Utara - Tatar Wangsakerta - Bale Pare - STEI LPPM - RS Karisma Cimareme - RS IMC - Masjid Ar-Ridwan - Padasuka Indah - Ranca Belut - PLN Cisangkan - BRI - RSUD Cibabat - Dinas Sosial - Jalan Budi - SMAN 13 - Paledang - Rajawali Barat - Plaza Telkom Rajawali -Rajawali 1 - Dungus Cariang - SMA Trinitas - RS Kebon Jati - SMA Pasundan - Perintis Kemerdekaan - Lembon - Alun Alun Bandung	05.00-20.00 WIB	PT Big Bird Pusaka
		Pulang	Alun Alun Bandung - KEB Hana Bank - GKI Anugerah - Mayapada Tower - Toko Ambon - Kemenag Kanwil Jabar - Optik Krida - Sudirman 3 - Kebon Kopi - SMAN 13 - Cilembar - RS Mitra Kasih -		

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			RSUD Cibabat - SMPN 6 - Gedung 4 - Buana - PLN Cisangkan - Ranca Belut - Padasuka Indah - Masjid Ar-Ridwan - RS IMC - RS Karisma Cimareme - STEI LPPM - Bale Pare - Tatar Wangsakerta - Parahyangan Selatan - IKEA Kota Baru Parahyangan Padalarang		
<b>3</b>	Baleendah Pergi - Bandung Electronic Center (BEC)		Kantor PLN Baleendah - Masjid Al-Amanah - Masjid Jami' Baitul Huda - Bubur Ayam H. Amid - Borma Bojongsoang - SD Negeri Lengkong - Puskesmas Bojongsoang - Bluebird - Pasar Kordon - JAPNAS - PT Medal Sekarwangi - Bangunan Mart - LPKIA - PT LEN Industri - PLN UP3 Bandung - Mohammad Toha - Sekolah Ganesha - Taman Tegalega - Sekolah Mohammad Toha - ITC Kebon Kalapa - Grand Yogya Kapatihan - Alun-alun Bandung - Banceuy - Stasiun Timur - Stasiun Bandung - SMAN 6 Bandung - SDN Pajajaran - STHB (Sekolah Tinggi Hukum Bandung) - BEC (Bandung Electronic Center)	04.30-20.00 WIB	PT Big Bird Pusaka
		Pulang	BEC (Bandung Electronic Center) - Museum Kota Bandung - Merdeka - Alun-alun Bandung - Toko Mas ABC - Simpang Ijan - Lapangan Tegalega Bandung - PT Inti - Madurasa Tengah - PLN UP3 Bandung - PT LEN Industri - LPKIA - Bangunan Mart - Buah Batu - Swadarma BNI - Pasar Kordon - Bluebird - Puskesmas Kujangsari - Transmart Buah Batu - Permata Buah Batu -		

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			Podomoro - AHASS - Griya Bandung Asri - Alfamart SPBU Bojongsoang - Masjid Jami' Baitul Huda - Apotek K24 - KEJARI Bale Bandung - RS Al-Ihsan - Kantor PLN Baleendah		
4	Leuwi Panjang - Dipatiukur	Pergi	Terminal Leuwi Panjang - RS Imanuel (Jl. Peta) - Taman Tegalega - Terminal Tegalega (Jl. Astana Anyar) - eks RSKIA Bandung - St. Hall - Balai Kota - Hotel The 101 - Taman Radio - Kartika Sari - RS Santo Boromeus - UNPAD Dipatiukur		
		Pulang	UNPAD Dipatiukur - RS Santo Boromeus (Jl. Hasanudin) - Kartika Sari - Taman Radio - Hotel The 101 - Mall BIP - SMA Santa Angela - Bank Indonesia - Pasar Baru - Jl. Dalem Kaum - Jl. Ibu Inggit Ganarsih - Pasar Tegalega - RS Imanuel (Jl. Peta) - Terminal Leuwi Panjang	04.30-19.30 WIB	Perum DAMRI
5	Dipatiukur - Jatinangor (via Tol Moh. Toha)	Pergi	UNPAD Dipatiukur - Halte Panatayuda - Lapangan Gasibu - PUSDAI - Lapangan Supratman - Taman Pramuka - Hotel Grand Tebu - Bandung Creative Hub - Hotel Horison (Jl. Pelajar Pejuang 45) - PT INTI (Jl. Moh. Toha) - Simpang Bypass Soekarno Hatta - SPBU Moch. Toha - [Jalan Tol Padaleunyi] - Cileunyi - IPDN - UNPAD Jatinangor	04.30-19.30 WIB	Perum DAMRI
		Pulang	UNPAD Jatinangor - IPDN - Cileunyi - [Jalan Tol Padaleunyi] - Jl. H. Tatang Sumantri - Simpang Bypass Soekarno Hatta - PT INTI (Jl. BKR) - Hotel Horison (Jl. Pelajar Pejuang 45) - Bandung Creative Hub - SPBU Ahmad Yani - Lapangan Supratman -		

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PUSDAI - Lapangan Gasibu -  
Halte Panatayuda - UNPAD  
Dipatiukur

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*Source: Trans Metro Pasundan Wikipedia (2024)*

The text provides a comprehensive overview of the public sector, public services, and public management. It highlights the role of the government in providing essential goods and services to the public, and the importance of effective public management for achieving organizational goals. Talking about the issue of the conditional aspect of the Pasundan trans metro, it has focused on effective and efficient services. This can be seen in the various routes passed from various corridors and bus stops and service times that start from the community doing activities in the morning until the time when people want to return to the Pasundan trans metro is still operating. When the time is set, the bus will continue to run according to the specified route even though sometimes at certain times it is quiet with passengers.

Fees Talking about the fees charged to passengers In the early stages of its operation, Trans Metro Pasundan provides free services to its passengers. However, passengers are still advised to bring a non-cash card, because payment is made by attaching an electronic money card to a card reader device on the bus (known as "tap on bus"). Starting October 31, 2022, in accordance with the Minister of Finance Regulation (PMK) number 138/PMK.02/2022, all services of the Sahabat Bus Kota program will be subject to tariffs. Travel fares within the Greater Bandung area are pegged at IDR 4,900 per trip. Based on the data above, it shows that the accountability of the Pasundan trans metro service that runs services and can be responsible in accordance with laws and regulations can be seen, and the existence of a regulation of the minister of finance is the basis for financing, especially in financing.

Trans Metro Pasundan payments can be made using non-cash methods such as electronic money cards, digital wallet applications, and banking applications that support QRIS payments. Starting July 1, 2023, passengers will be required to pay with an electronic money card to take advantage of integrated fares when moving or switching corridors without the need for additional payment. This level of integration remains valid for a duration of 90 minutes. However, there are bus fares specifically for students, students, the elderly and people with disabilities where this group is free with the note that they must register first to get the special fare. The data above shows the balance of rights and obligations between service recipients and service providers which focuses on the aspect of justice.

Looking at the data above, in general, operations based on corridors are still widely operated by Perum DAMRI itself where DAMRI operates in corridor 1, corridor 4 and corridor 5. Meanwhile, PT Big Bird Pusaka itself operates in corridor 2 and corridor 3 where this corridor is in the northwest of the city of Bandung itself. The fulfillment of community rights through transportation services, especially for students who want to travel, can be easily obtained. For students who want to go to college between universities in the city of Bandung itself to other areas such as Jatinangor, they can walk well and can adjust to the route and bus stops according to their respective corridors. Talking about equal rights where there should be no discrimination of race, ethnicity, religion and others in service, Trans Metro Pasundan has implemented it well. This is reflected in the payment where one of the bus passengers with disabilities gets special bus fares and special places that have been provided (Ramdhani & Arief, 2023).

## CONCLUSION

Transportation is a means of moving people or goods from one location to another with the aim of reaching various desired places or sending objects from one location to another. Based on data from LLDIKTI Region IV which covers the West Java and Banten regions, universities in the Greater Bandung Area are 124 universities, institutes, high schools, academies, and polytechnics. In the Bandung Regency area, there are 7 universities. In West Bandung Regency, there are 6 universities.

In Sumedang Regency, there are 7 universities. In the city of Bandung, there are 96 universities. In the last city, Cimahi City, there are 8 universities. In its implementation, Trans Metro Pasundan has a special line to meet the needs of students who want to travel from one campus to another, for example in corridor 5 which serves the UNPAD Dipatiukur-UNPAD Jatinangor route. The tariff set for the general public is Rp. 4,900 thousand rupiah and for students, students, the elderly and people with disabilities get a special rate.

The implementation of operations is still dominated by the government, in this case Perum DAMRI but still involves the private sector, namely PT Big Bird Pusaka as a party in the operation of other corridors. Referring to the service quality standards, Trans Metro Pasundan has implemented aspects of transparency, accountability, conditionality, equality of rights, participation, and balance of rights and obligations to the maximum so that it can be said that Trans Metro Pasundan services already have good quality.

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