



**Public Transportation in South Tangerang City, Indonesia and Hat Yai City  
Municipality, Thailand: A Comparative Study**

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**A Thesis Submitted in Fulfillment of the Requirements for the Degree of**

**Master of Public Administration**

**Prince of Songkla University**

**2012**

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**Academic Year** 2012

### ABSTRACT

The objectives of this research are to compare the problems related to the services of *angkot*, *ojek*, *songthaew*, *tuk-tuk*, and motorcycle *rubjang* as local public transportations in South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand and to understand solutions that given by three stakeholders; government, private sectors, and civil society in improving the condition of those public transportation modes to provide good public service in public transportation sector.

In this research, three research methodologies are used; document analysis, observation, and interview. *First*, document analysis has been chosen by the researcher as one of secondary data collection methods to get the supporting theories from the previous similar researches. Sources used in document analysis are previous research results, legal document, and reference books. *The second* methodology used is observation by systematic noting and recording in research locations chosen for study. *The third* methodology is interview involving 112 interviewees from three stakeholders; government sectors, private sectors, and civil society. In analyzing the data, the researcher applied the flow of data analysis concept suggested by Michael

Huberman; *data collection, data reduction, data display, and conclusion*. The researcher applied data collection process by using document analysis, observation process, and interview process. In reducing the data, the researcher selected some data which has correlation with the research objectives. Furthermore, data will be displayed as the research results and on the last step researcher derived these results to answer the research questions as conclusions.

The research results show that the problems with the service of *angkot, ojek, songthaew, tuk-tuk, and motorcycle rubjang* as a local public transportation lie with the inappropriate habits of the driver, lack of supporting facilities, sexual harassment, lack of assertive regulation, physical condition of the vehicles, and political influence. There are macro and micro scale in implementing the solutions. Macro scale involves some actions which correlated with other sectors such as developmental planning, the consistency in implementing policies, and the socialization process. While in micro scale, it involves some problem solving which correlated directly to problems which faced both cities.

## ACKNOWLEDGEMENT

In the name of Allah, the Most Gracious and Merciful.

Alhamdulillahirobbil'alamin. First and the foremost, I would like to express my profound sense and praise to the "Almighty Allah" for giving belief, health, confidence, strength, and blessing for the writer to accomplish this thesis as a partial fulfillment of the requirement for the degree of Master in Public Administration, Prince of Songkla University, Thailand.

This thesis arose, in part, out of years of research that has been done since I came to Faculty of Management Sciences, Prince of Songkla University. By that time, I have worked with a great number of people, whose contribution in assorted ways to the research and the making of the thesis, deserved special mention. It is a pleasure to convey my gratitude to them all in my humble acknowledgment.

I would like to express my boundless gratitude, respect, and sincere thanks to my advisors; Associate Prof. Dr. Wichai Kanchanasuvarna, the Director of MPA Program, Public Administration Department, Faculty of Management Sciences, Prince of Songkla University for his affectionate encouragement, advices, guidances, and constructive criticism from the very early stage of my research till the final level which enabled me to develop an understanding of the research subjects. His generous contribution in my academic is deeply appreciated.

It is my profound privilege to express my gratitude and sincere thanks to my co-advisor, Assistant Prof. Dr. Kamol Songwathana, the Head of Public Administration Department, Faculty of Management Sciences, Prince of Songkla University for his sincere co-operation, kindness, scholastic guidance, suggestions and supports during my academic life in Prince of Songkla University.

I feel immense pleasure in expressing my sincere and deep sense of gratitude to Dr. Andy Fefta Wijaya, the Head of Double Degree Program of Public Administration Department, Faculty of Administrative Sciences, University of Brawijaya as my co-advisor and lecturer in public administration subject for sharing his knowledge about public administration subjects to me as his student and giving his invaluable support and advices as well.

I gratefully acknowledge Assistant Prof. Dr. Bussabong Chaijaroenwatana, Assistant Prof. Dr. Chulalak Patanasakpinyo, Assistant Prof. Dr. Suwit Chanpetch, Assistant Prof. Dr. Supote Kovitaya; who always give academic supports and guidances in conducting public transportation research. I have also benefited by advices and guidances from Mr. Wiwat Sutiwipakorn, M.Sc who kindly granted me his time for answering some of my questions and giving me reference books related to the public transportation in Hat Yai.

I convey special acknowledgement to Mr. Eddy Malonda (the Head of *Bappeda* South Tangerang City), Mrs. Sisuryani (the Head of Statistics and Reporting Evaluation Division of *Bappeda* South Tangerang City), Mrs. Era (the Head of Physical Division of *Bappeda* South Tangerang City), Mr. Tito Satrijo Widioetomo (Head of Transport Division of *Dihubkominfo* South Tangerang City), Mr. Wijaya Kusuma (Head of Traffic Division of *Dihubkominfo* South Tangerang City), Mr. Ferdaus (Head Section of Road and Air Transport of *Dihubkominfo* South Tangerang City), Mr. Budi Jatmiko (Head Section of Safety Guidance and Accident Analysis of *Dihubkominfo* South Tangerang City), Mr. Yusro Siregar (the Head of *Organda* South Tangerang City), Tangsel Post as a local mass media in South Tangerang City, Mr. Adulsak Mukem (Vice Mayor of Hat Yai City Municipality), Mr. Srirat

Triranyapetch (the Head of Traffic Engineering Division in Hat Yai Municipality Office) and the team, Mr. Rangsarit Vorasriha (Provincial Land Transportation Department in Songkhla Province), Police Lieutenant Colonel Surachet Suwannamas (the Head of Traffic division in Hat Yai Police Station), The Head of tuk-tuk's and songthaew's Sahakon, Thai PBS and Focus News as local mass media in Hat Yai City Municipality, and all local communities in both South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand for their informations which support my knowledge in getting general view about my research objectives in the research locations and for giving me permission to do the necessary research work by using departmental data.

Many thanks go, in particular, to Mrs. Ruangrung Cheewaratchanon, Mrs. Saijai Anusarn, Miss Wanida Chuakham, and all staffs in Public Administration Department, Faculty of Management Sciences, Prince of Songkla University and I would like to thank to Mrs. Dwi Wahyu, staff in Public Administration Department, Faculty of Administrative Sciences, University of Brawijaya, Mrs. Dewi and Mr. Wafri, staffs in the University of Brawijaya, and all staffs in both Prince of Songkla University and University of Brawijaya that I could not mention personally one by one for their indispensable help dealing with administration and bureaucratic matters so I could optimally conduct my research.

I also benefited by outstanding works from my translators who helped me on this research. To BBA, Bachelor, and Master Students of Faculty of Management Sciences, Prince of Songkla University, Hat Yai, Thailand, who worked together with me in collecting data and translating the supporting documents; Miss Wanida Rakkangan, Miss Kanchanat Chongphakdi, Miss Naddawan

Chaichana, Miss Munirah Chetae, Miss Chattarin Sutapradith, Miss Monticha Bunyaso, Mr. Wichasak Seatiao, Miss Jitkanjana Chansin, Mr. Peerasuit Wattanapongpitak, Miss Rattiya Pudmak, Miss Thitika Seanachit, Miss Uthaiwan Pisansinp, Mr. Trin Promindra, and Miss Siriporn Sae-tang. I am heartily thankful to other translators from the different faculties for the work collaboration we had. Miss Tuanjit Sritongchuay (Ph.D student from Faculty of Sciences), Miss Rattikan Maprasit (Master student from Faculty of Environmental Management), Miss Orrawan Tiwthao and Miss Ketchulee Thungchoho (Master students from Faculty of Agro-Industry), and Miss Supreeya Wongbangchod (Bachelor student from Faculty of Medical Technology).

I would like to thank all faculty members of Public Administration and students in both Prince of Songkla University and University of Brawijaya for their kind co-operation during my study period. The sincere and friendly relation in working together as student are highly appreciated.

My parents deserve special mention for their inseparable support and prayers. My father, Mr. Tri Wahyu Widodo, in the first place is the person who put the fundament in my learning character ever since I was a child. My mother, Mrs. Ana Widodo, is the one who sincerely raised me with her caring and gently love. Furthermore, I gratefully thank Mr. Bonny Pradana for his valuable advices in personal life, in public transportation discussion, using his precious time to read this paper and give critical comments about it.

I would also acknowledge my Thai friends, Indonesian friends, and other international friends who study in Prince of Songkla University for supporting



me in conducting this research and giving me the valuable time for refreshing together.

I offer my regards and blessings to everybody who was important to the successful realization of this research, as well as expressing my apology that I could not mention personally one by one.

Finally, without the Scholarships from the Ministry of National Education and Culture Republic of Indonesia which collaborates with University of Brawijaya through Prof. Liliek Sulistyowati as Head of Double Degree Program this study could not have been succeeded. This financial supports are highly acknowledged.

Meita Triana Indah Puri

## CONTENTS

Abstract.....	iii
Acknowledgment.....	v
Table of Contents.....	x
List of Tables.....	xv
List of Figures.....	xvi
Abbreviations.....	xviii
Chapter 1. Introduction.....	1
1.1. Background.....	1
1.2. Conceptual Framework.....	11
1.3. Statement of Problems.....	16
1.4. Research Questions.....	17
1.5. Research Objectives.....	17
1.6. Research Significances and Benefits.....	18
1.7. Scope of the Research.....	19
1.8. Operational Definition.....	20
1.8.1. Comparative Study.....	20
1.8.1.1. Conditions.....	22
1.8.1.2. Implementation.....	22
1.8.1.3. Problems.....	24
1.8.2. Stakeholders.....	24
1.8.3. Public Transportation.....	26

## CONTENTS (continued)

Chapter 2. Literature Review.....	27
2.1. Comparative Study.....	27
2.1.1. The Logic of The Comparative Method.....	27
2.1.2. Comparative in Case Study Research.....	28
2.1.2.1. Designing case study.....	28
2.1.2.2. Conducting case study: collecting the evidence.....	31
2.2. Public Service.....	34
2.2.1. Public Service Concept.....	34
2.2.2. Improving Public Service.....	34
2.2.3. Public Service in Implementing Public Transportation.....	36
2.3. Stakeholder.....	39
2.3.1. Stakeholder Concept.....	39
2.3.2. Stakeholder in Local Governance Concept.....	41
2.3.3. Local Governance and Participation among Stakeholders.....	49
2.4. Public Transportation.....	51
2.4.1. Public Transportation Vehicles.....	53
2.4.1.1. Paratransit vehicles.....	53
2.4.1.2. Conventional taxis.....	58
2.4.1.3. Rail vehicles.....	58
2.4.1.4. Conventional buses.....	59
2.4.2. Ownership and Regulation of Public Transportation.....	62

## CONTENTS (continued)

2.4.3. Public Policy in Public Transportation.....	69
2.4.3.1. Public policy concept.....	69
2.4.3.2. Public transportation policy.....	70
2.5. Map of Study Area.....	77
2.5.1. General View of Thailand.....	77
2.5.2. General View of Hat Yai City Municipality.....	78
2.5.3. General View of Indonesia.....	79
2.5.4. General View of South Tangerang City.....	80
2.6. Previous Research.....	81
2.6.1. Previous Study on Paratransit in Developing Countries in Asia.....	81
2.6.2. Previous Study on the Crisis of Public Transportation.....	84
2.6.3. Previous Study on The Private Sector Participation in Transportation Sector.....	88
2.6.4. Previous Study on The Process of Managing Public Transport in Developing Countries From The Stakeholder Perspectives.....	90
2.6.5. Previous Study on Supply and Demand of Local Public Transportation.....	92
2.6.6. Previous Study on Governance and Participation.....	93
2.6.7. Previous Study on Quality of Public Transport Services in Urban Area of Oradea.....	98

## CONTENTS (continued)

Chapter 3. Research Methodology.....	100
3.1. Type of Research.....	100
3.2. Methods of Data Collection.....	102
3.3. Data Analysis.....	104
3.4. Type and Source of Data.....	106
3.5. Data Validity.....	107
Chapter 4. Results and discussion.....	108
4.1. Results.....	108
4.1.1. Condition of Public Transportation.....	108
4.1.2. The Implementation of Public Transportation.....	128
4.1.2.1. Performance.....	128
4.1.2.2. Cooperation among Stakeholders.....	148
4.1.2.3. Ownership.....	173
4.1.3. The Problems.....	178
4.2. Discussion.....	203
4.2.1. The Condition of Public Transportation.....	203
4.2.2. The Implementation of Public Transportation.....	210
4.2.3. The Problems.....	218
4.2.4. Problem Solutions by Stakeholders.....	222

**CONTENTS (continued)**

Chapter 5. Conclusion and Recommendations.....	229
5.1. Conclusion.....	229
5.2. Recommendations.....	234
5.2.1. Recommendations for Research Locations.....	234
5.2.2. Recommendations for Future Research.....	239
References.....	241
Appendices.....	248
Appendix A. Research Locations.....	248
Appendix B. Interviewees.....	259
Appendix C. The Questionnaire.....	266
Appendix D. Interview Guide for Government Sectors.....	271
Appendix E. Interview Guide for Private Sectors.....	277
Appendix F. Interview Guide for Civil Society.....	280
Appendix G. Documentation of the Condition of Local Public Transport.....	287
Appendix H. Photos of Data Collection Process.....	292
Vitae.....	308

# CHAPTER 1

## INTRODUCTION

### **1.1. Background**

Transportation plays an essential role for rural, semi-urban or urban areas in providing access for the community to meet the needs of goods and services and improve their socio-economic life. Furthermore, transportation has a role as a major component social systems, life, and living systems. With the means of transportation, economic activities of society especially in areas which have high economic potential will be more easily developed. Advances in transportation has made possible changes in the way of living and the way in which societies are organized therefore have a great influence in the development of civilizations. The need of transportation increases in line with the growth of urban area as well as growth of urban economy and capability of transportation to serve the needs of communities that is affected by population density. This population density is associated with urban development so the growth of a city needs to be balanced with the availability of public services in terms of transportation system.

According to Lam (Lam, 2008, p: 1-5) in the report of The 3<sup>rd</sup> Regional EST Forum in Asia, Singapore on March 17-19, 2008, there are several transportation issues faced by some Asia countries. The issues become their focus to concern in transportation problem solving such as Jakarta, Indonesia has concerned to provide public transportation to cover the mobility of people and reduce the number of private vehicle usage, Srilanka has a program to have expansion of public road networks and

has a transport demand management for traffic calming, improve alternate mode transportation measures for pedestrians, cyclists and transit users. Bangladesh, focuses on upgrading traffic legislation, creating a sustainable financial basis for transport sector financing (self financing, user pays principle), and improving massive public transport (include quality improvements). From those evidences, it is known that transportation is important to be concerned.

Transportation is one important element of developed and developing countries because there are activities of the population with a range of social and economic mobility which needed transportation system to cover their mobility. The pattern of this mobility can be seen at a certain time period such as during rush hour, at a time when people have some activities that require a trip by using modes of transportation. It afflicts all large cities in both developing and developed countries that produces broadly similar results such as congestion, parking difficulties, accidents, crowded public transport, environmental damage, and bad conditions for pedestrian.

Regarding with the transportation sector, the researcher focuses in the condition of public transportation. In most cities, public transportation plays roles in alleviating traffic congestion, parking difficulties and the environmental impacts of commuting by automobile. The reality of the existence of a group with low and high income community reinforces the need for public transportation in the sense that all people have an equal opportunity to be able to utilize and obtain transportation services. Cities that have characteristics and advantages of public transport should be developed and utilized to support the mobility of the local community.



In developed countries, people in urban areas have to rely on public transportation because it gives benefits. A well designed and utilized public transport system brings a range of economic, environmental and social benefits. These include a decrease in the costs associated with congestion as well as the economic benefits of improved job creation, competitiveness and liveability (TTF, 2007, p: 17). According to American Public Transportation Association (APTA, 2010, p: 2), public transportation is critical to American nation's transportation system and essential to the economic and social quality of life of their citizens. This can be attributed also to the demands for the government to give benefits for the overall population by providing affordable, safe, and convenient transportation alternatives that help alleviate congestion, conserve energy resources, and improve air quality. Furthermore, Americans understand the value of public transit so much that people are willing to tax themselves, if needed, to expand public transportation services (APTA, 2010, p: 2). Therefore, the insistence of public transportation improvement must be developed to improve the ability of public service in providing public transportation.

Compared to the developed countries, the condition of local public transportation in developing countries is different. According to Iles (Iles, 2005, p: 8), public transport services in developing countries are far from satisfactory. The root causes of the problem are complex and inter-related. For instance, there is a lack of maintenance of the vehicles; this in turn may be due to lack of funds, which itself attributable to the form of regulation arising from inappropriate political decisions. Concerning to the problem solving of public transportation problem is needed to provide adequate public transportations which is important as an embodiment of good

public service provision for the community.

Inadequate public transport services have a detrimental effect on the economy, and there would be far-reaching benefits if the demand for public transport could be satisfied in order to enable people to go about their business without unnecessary hindrance (Iles, 2005, p: 8). Iles explained that “improved public transport services, particularly in urban areas, would help to reduce the tendency for passengers to upgrade to private transport as soon as they can afford”. Public transportation should be able to compete with private vehicle in order to give security and safety guarantee. By concerning to the safety and security guarantee, it motivates people to choose public transportation in their daily activities and reduce the private vehicle usage to avoid traffic density.

In fact, public transportation cannot compete with private vehicles. From the real condition of public transportation in Indonesia, the researcher argues that there are several reasons why people prefer to use private vehicles than public transportation. *First* is safety. Most people of mid-to-high income are simply afraid to use public transport. The popular belief is that public transportations are unsafe. While this is not entirely true, it can't be denied that the number of crimes on public transport is quite high. *Second* is the unreliability of public transportation. Most public transport vehicles have a bad habit of stopping wherever they like. This unreliability is one reason why people are not interested to use public transport. With a private vehicle, someone could calculate the time to reach a place quite reliably if he can compensate for traffic jam by going early. When going with public transport, it is harder to compensate and calculate reliably. *Third* is a lifestyle. Going with private vehicle is part of the lifestyle. Some families have one car for each of the family

members and they have access to get bank loan for buying new vehicles. This is one of the hurdles to overcome. While improving public transportation can make people use public transport, the lifestyle cannot be changed. From those explanations, it can be seen that public transportation conditions are very complex because various social, economic and cultural aspects are involved in public transportation sector.

The condition of public transportation should be improved to motivate people using public transportation. The improvement of public transportation should be implemented in order to create good public service in public transportation sector. In Indonesia, the existence of Act No. 14 of 1992 on Traffic and Roads (<http://www.docstoc.com/docs/39914519/uu-14-1992>) is the operational basis for the government as a provider of public facilities in transportation sectors especially road transportation which has correlation with Act 25/2009. According to Act 25/2009, public service has become a legal product which gives a guarantee of legal certainty that governs the relationship between community and public service providers. Based on those acts, government as a provider of public facilities should be able to implement public transportation as a form of public service in road transportation sector. Implementing public transportation needs interaction among stakeholders who are involved. Stakeholders on this research are focused by looking at the local governance concept. Local Governance concept describes three actors in a collective action at the local level, namely, Government/State, Private Sector, and Civil Society (UNDP, 2000, p: 27). The synergy of those stakeholders is the way a society makes and implements decisions-achieving mutual understanding, agreement and action. Based on that concept, the collective action in implementing public transportation is focused on government, private sector, and civil society as stakeholders.

*First, the government sector*, it requires comprehensive policies from the government as policy maker in implementing public transportation. It means not only the implementation of public transportation but also needs other support policies to support public transportation operationalization. *Second*, the role of another stakeholder, *private sector*, is also very important to provide and control the operation of public transportation. Private sector has a contribution to improve public transportation as well. *Third, civil society*, in this case includes the mass media, the user of public transportation, and the user of private vehicles, which concern with public transportation issues have a role to create public opinion. For instance, they are actively contributing to publicize about public transportation condition and have role as a tool for the transfer of information, concept, and idea to public about the need of better public transportation.

Regarding with the public transportation in Indonesia, several arguments are given related with the providing public transportation. Ade Palguna, Executor Duties of Assistant Deputy for pollution control, Ministry of Environment, Indonesia mentioned that government should be able to provide adequate public transportation for reducing private vehicle usage regarding with traffic congestion and pollution reduction (Kominfo-Newsroom, 2010, p: 1). Another argument comes from Darmaningtyas (Darmaningtyas, 2011, p: 1), Vice Chairman of the Indonesian Transportation Society, explained that commitment from the government is the important things in providing public transportation. From those arguments, the researcher suggests that government as a policy maker should provide the high quality of public transportation and minimize the deficiency of public transportation. Budiono (Budiono, 2009, p: 2) based on several reports explained preference of using car

because public transport still could not compete with the attractiveness of private car or motorcycle, such as low flexibility, no direct access, longer travel time, and unsafe. Bad condition from public transportation influences the citizen in order to choose what transportation that they can use to support their activities. Therefore, most of people prefer to use their own private vehicles. It is important to provide public transportation in covering citizen's mobility and it needs commitment from the government in terms of giving public service in transportation sector so that we can avoid the traffic density because of the high mobility.

In Indonesia, traffic density is not only a problem for the capital city like Jakarta but also already includes other areas such as South Tangerang City. In this research, the researcher chooses South Tangerang City, Indonesia as the one of research locations because it is a new autonomous city. Becoming a new autonomous city, South Tangerang has a high economic growth from several sectors such as industrial sector, trading sector, and housing sector. The growth of those sectors is an attraction of South Tangerang City which can support the economic growth. This condition gives an impact to the mobility of people. The high mobility of people becomes characteristic South Tangerang City and influenced by its role in growing economic sector as a new autonomous city. Regarding with traffic density in South Tangerang City, heavy congestion happens daily at rush hour in the mornings when people get to office and in afternoons when people get out of office. The traffic congestion frequently happens because of the increasing of the transportation means and the undisciplined behavior from the drivers of *angkot* as a local public transportation in South Tangerang City. The existence of *angkot* in South Tangerang City is interesting to be discussed related to the performance as a local public

transportation.

Regarding with the performance of *angkot*, there are some unsatisfied conditions such as many drivers violate the traffic regulations, some *angkots* have old physical condition, and sexual harassment inside *angkot*. All those unsatisfied conditions show that *angkot* as a local public transportation in South Tangerang City needs to be improved in order to create good public service in public transportation sector for the passengers. Another problem which happens in South Tangerang City related to the provision of local public transportation is the existence of *ojek* as a motorcycle taxi driver in South Tangerang City. Everyone who has a motorcycle is free to use his motorcycle as *ojek*. There is no specific regulation for owners of motorcycles to use their motorcycles as public transportation. This condition will create difficulties to give safety and security guarantee for the passengers. Leake (O’Flaherty, 1987, p: 1 -187) explained his argument as follows:

“If public transport usage is to increase, then it must have some operational characteristics which give it advantages over the car in the particular situation in which it is to be introduced or improved. In brief, the desirable characteristics which should be improved in public transportation sector are convenience, modern image, good information, security and safety guarantee.

According to the explanation from Leake, it is important to provide *angkot* and *ojek* in South Tangerang City with the safety and security guarantee for the passengers. Another argument as a compulsion for the provision of public transportation with good feasibility is argued by Mr. Yusro Siregar, Chairman of Road Transport Organization. He said that it is important to reduce the private vehicle usage by improving the quality of public transportation means and infrastructure.

Based on several arguments which explained related to the provision of local public transportation, it is needed to understand the problems which faced in South Tangerang City to find the causes and get the solution to improve the provision of *angkot* and *ojek* as local public transportation. All those public transportation modes in South Tangerang City need to be managed and improved in order to provide feasible public transportations as a form of good public service in order to motivate people to use public transportation in their daily activities in avoiding traffic density.

In exploring the problems which faced in South Tangerang City related to the provision of local public transportation, the researcher will conduct a comparative study with Hat Yai City Municipality, Thailand because it has similarity with South Tangerang City in terms of characteristic as a place of industry, commerce, and residence area for the community. Growth in those sectors makes the implementation of public transportation necessary to support daily activities of local community in Hat Yai City Municipality. Talking about public transportation in Hat Yai City Municipality, there are several public transportation modes included in this research namely *songthaew*, *tuk-tuk*, and motorcycle *rubjang* (a form of motorcycle taxi).

The public transportation choices used as comparative objects have many similarities. First, *angkot*, *songthaew*, and *tuk-tuk* are operated with the same mechanism related to the control process. Second, *ojek* and motorcycle *rubjang* are operated by using motorcycle with similar operational process. All those public transportation are categorized as *paratransit* public transportation modes. All those factors are the reasons for the researcher in choosing the comparative objects to conduct comparative research in both South Tangerang City and Hat Yai City Municipality. Moreover, the similarity as ASEAN countries is also one of the reasons

for conducting comparative study.

Describing about *songthaew*, *tuk-tuk*, and motorcycle *rubjang*, those public transportations take place in Hat Yai City Municipality on many street corners, malls, markets, and other public areas. It is necessary for government in Hat Yai City Municipality to improve public transportation to make people switching to public transportation to avoid heavy traffic in the future because of the high usage due to increased mobility. Similar with *angkot* and *ojek*, public transportation modes in Hat Yai City Municipality which involved on this research are dominantly owned by private sector. Getting information from interview process which is conducted by the researcher, it is known that *songthaew* and *tuk-tuk* in Hat Yai City municipality is managed by its own “*sahakon*”: สหกรณ์ (association). The *sahakon* of *tuk-tuk* is based on vehicle color. *Sahakon* with red color is “*Rod Lek*”: รถเล็ก, dark-blue is “*Dearn Rod Lek Songkhla, Songkhla Hat Yai, Jum Kud*”: เดิน รถเล็กสงขลา, สงขลาหาดใหญ่, จำกั๊ด, and light-blue is “*Rod Lek Hat Yai*”. *Tuk-tuk* belongs to associations as a private sector. Thus, these associations should manage the operationalization of *tuk-tuk* in order to implement good public transportation. The last public transportation description is motorcycle *rubjang* which emerged in order to facilitate people to go within a short time. The drivers wear colorful vests and the fare should always be negotiated before passengers delivered to their destination. The performance of motorcycle *rubjang* as motorcycle taxi in Hat Yai City Municipality is different to motorcycle taxi in South Tangerang City.

Based on the general view of public transportation in South Tangerang City and Hat Yai City Municipality, the researcher will compare the public transportation



in terms of condition, implementation, and problems. Those factors will be compared by explaining the condition related to the good public service concept in public transportation sector and local governance concept. The researcher argues that public transportation provision as the one of public service in transportation sector is the basic things that needs to be conducted to motivate people to switch from their private vehicle into public transportation. It needs a consistency from the actors who are involved in providing public transportation. The implementation of public transportation will not be accomplished without extensive and continuous coordination among stakeholders.

Comparing the public transportation in both South Tangerang City and Hat Yai City Municipality, it will be used as the evaluation factors in solving the problems which faced in both research locations in order to create good public service in public transportation sector. Moreover, the positive factors in one location will be a model for another location in improving the public transportation condition. The comparative study on this research will explore some perspective from the actors in local governance concept regarding with the public transportation provision in both research locations.

## **1.2. Conceptual Framework**

The conceptual framework on this research is arranged to describe the general plot or outline ways of thinking in doing research and illustrated in chart or a scheme. Conceptual framework in this research explained as following:

The researcher focuses on the public service in transportation sector. In Indonesia, the existence of Act No. 14 of 1992 on Traffic and Roads

(<http://www.docstoc.com/docs/39914519/uu-14-1992>) and the Act No. 25 of 2009 on public service (<http://www.docstoc.com/docs/19915612/uu-25-2009>) has a correlation. Act. 14/1992 on Road Traffic and Transportation is the operational basis for the government as a provider of public facilities in transportation sectors especially land transportation. In other words, Act 14/1992 as the legal basis of management of land transport system related with the citizen as a user of transportation services. Public service in public transportation sector is realized by implementing public transportation. There is a fundamental basic that the implementation of public transportation involves several actors. In this research, researcher involves three stakeholders, namely, government, private, and civil society. The researcher chooses those stakeholders by looking at the local governance concept.

Local Governance concept involves three actors in a collective action at the local level, namely, Government/State, Private Sector, and Civil Society (UNDP, 2000, p: 27). The interaction among stakeholders in local governance concept is important for implementing public transportation in local area. In this research, the researcher will conduct comparative study related with the implementation of public transportation between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand in terms of condition, implementation, and problems. In analyzing condition, the researcher will explain about issues regarding with the existence of public transportation and challenges for public transportation in local area. The implementation of public transportation will be explained in the context of *operationalization, cooperation among stakeholders, and ownership*.

*First*, the comparison of performance of public transportation in both South Tangerang City and Hat Yai City Municipality will show the differences of public

transportation in both areas. It is important to know the differences of public transportation performance. By knowing the differences, we can understand the strength and weakness of the public transportation operationalization in research location.

*Second*, the cooperation among stakeholder will be explained in this research as well. Regarding with the cooperation among stakeholders in providing public transportation in local area, the researcher takes government, private sectors, and civil society as stakeholders in this research. According to Bifulco (Bifulco, 2008, p: 216), the dynamics of local governance by relaying them to four main questions, *who* participates in *what*, *where*, and *how*. In providing public transportation, it is not only the responsibility of government but also needs cooperation with other stakeholders such as private sector and civil society. Private sectors are involved in many forms of cooperation such as the ownership in public transportation sector. All those forms of the private sectors involvement are needed to improve the condition of public transportation in local area. Furthermore, the involvement of civil society is important in the existence of public transportation. For instance, the mass media, the user of public transportation, and the user of private vehicle sector should be able to communicate about the condition of public transportation to make government concern with the public transportation situation and its problem. This research will compare the cooperation among stakeholders in the implementation of public transportation in terms of *who* participates in *what*, *where*, and *how*.

*Third* is the ownership of public transportation. According to Iles (Iles, 2005, p: 130), there are many kinds of the public transportation ownership. Different type of ownership will give different mechanism of providing public transportation

which takes effect on the public transportation condition. In this research, the researcher will compare the ownership of public transportation between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand.

Discussing about the implementation of public transportation, some problems are faced by both developed and developing countries. For instance, Puri (Puri, 2003, p: 71) mentioned that India has long suffered from transport bottlenecks, mainly because of budgetary constraints and managerial inefficiencies. To overcome this handicap, conscious efforts are being made to improve transport infrastructure in the country. Puri (2003, p: 71) explained that the importance of private sector participation in bridging the resource gap and improving the operational and managerial efficiency has been recognized. In this research, the researcher will explain such problems which are faced by two research locations, South Tangerang City and Hat Yai City Municipality. The problem which is explored by the researcher related with the implementation of public transportation in terms of performance, cooperation among stakeholders, and ownership. Schemes or conceptual framework in this research depicted in Figure 1.1.

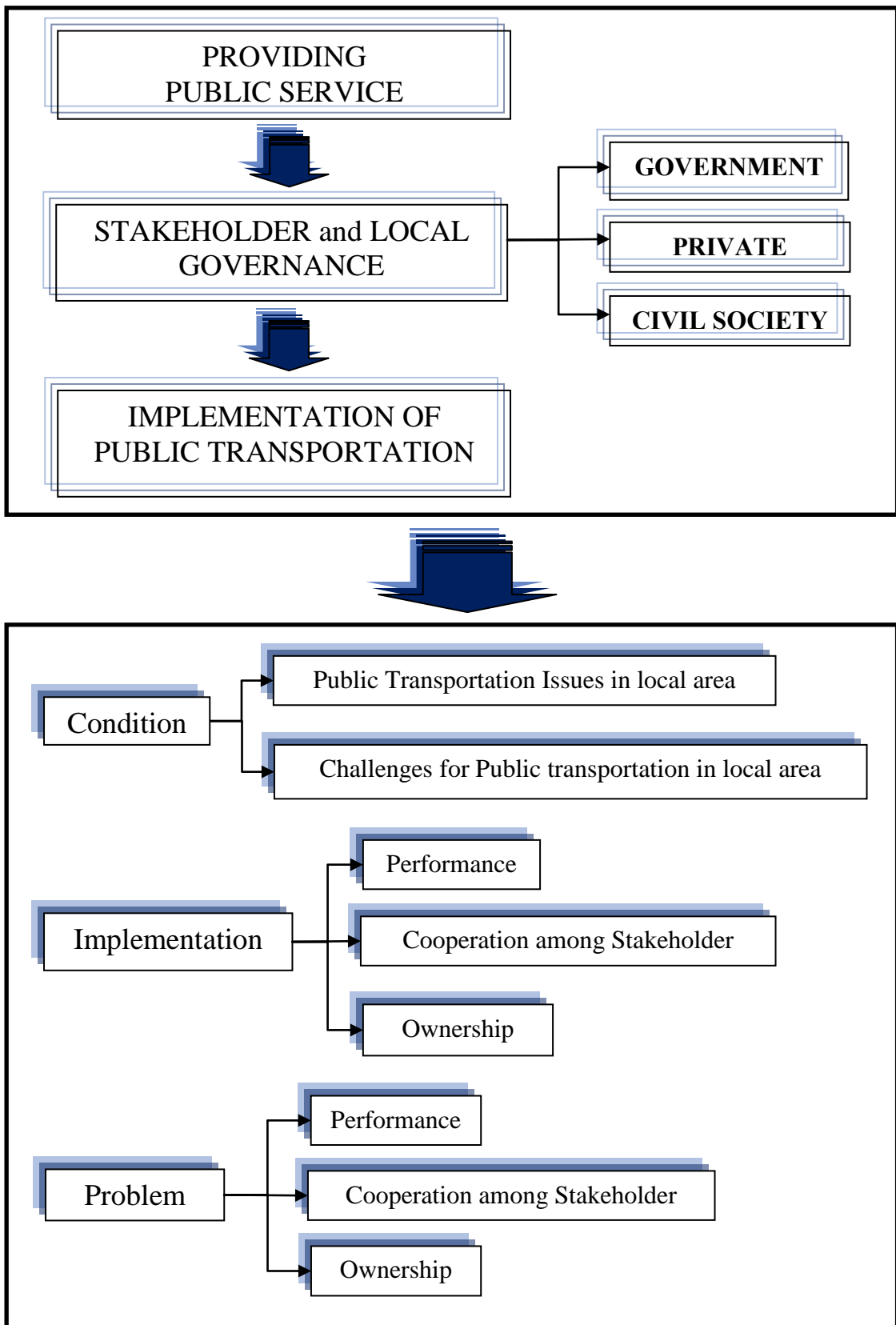


Figure 1.1. Conceptual Framework

### **1.3. Statement of Problems**

The needs of transportation increase in line with the growth of urban area as well as growth of urban economy. Transportation capability to serve the needs of communities is affected by population density. This population density is related with urban development so that growth of a city needs to be balanced with the availability of transportation modes. The population density has a correlation with the high mobility because it is related with the increasing of mobility by transportation means which are operated especially the operationalization of private vehicles such as private car and motorcycle. Implementing public transportation with good control and adequate facilities is one of the alternatives that should be done in both developed and developing countries in order to cover the mobility by attracting people to switch from private vehicles into public transportation. It is important to implement and manage public transportation for giving good public service in transportation sector.

#### **1.4. Research Questions**

Based on the research problem, the researcher will compare the implementation of public transportation between South Tangerang City, Indonesia and Hat Yai City-Municipality, Thailand. The researcher identifies research question which drives the study as follows:

1. What the differences of public transportation between South Tangerang City and Hat Yai City Municipality in terms of conditions, implementation, and problems?
2. What solutions that given by three stakeholders (government, private sectors, and civil society) on public transportation problem in South Tangerang City and Hat Yai City Municipality?

#### **1.5. Research Objectives**

Research objectives in this research will answer research questions which have been arranged.

1. To compare public transportation between South Tangerang City and Hat Yai City Municipality in terms of condition, implementation, and problems.
2. To understand solutions that given by three stakeholders (government, private sectors, and civil society) on public transportation problem in South Tangerang City and Hat Yai City Municipality?

## **1.6. Research Significances and Benefits**

### **1. Research Significance**

The result of this research will compare the differences of public transportation between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand in terms of condition, implementation, and problem. By looking at the differences in both research locations, we expect that the comparative on this research will be a comparative study in improving the public transportation in local area.

### **2. Research Benefits**

Provide understanding of implementation of public transportation in South Tangerang City and Hat Yai City Municipality in terms of good public service in transportation sector.

- a. Provide understanding of implementation of public transportation in South Tangerang City and Hat Yai City Municipality.
- b. As an evaluation study for stakeholders in South Tangerang City and Hat Yai City Municipality in implementing public transportation.
- c. Provide alternatives for South Tangerang City and Hat Yai City Municipality in improving public transportation.



### 1.7. Scope of the Research

The discussion in this research needs to be restrictions on the problem. The scope of research is to compare public transportation services between South Tangerang City and Hat Yai City Municipality in terms of conditions, implementation, and problems which are depicted in the Table 1.1.

Table 1.1 Scope of the Research

Research Objectives	Scope of the Research
<p><b>1. To compare public transportation between South Tangerang City and Hat Yai City Municipality in terms of condition, implementation, and problems.</b></p>	<p><b>A. Conditions</b></p> <ol style="list-style-type: none"> <li>1. Public transportation issues in local area.</li> <li>2. Challenges for public transportation in local area.               <ol style="list-style-type: none"> <li>a) Dominant use of the private vehicles.</li> <li>b) The existence of public policy in transportation sector.</li> </ol> </li> </ol> <p><b>B. Implementation</b></p> <ol style="list-style-type: none"> <li>1. Performance.               <ol style="list-style-type: none"> <li>a) Public Transportation Modes in local Area.</li> <li>b) Availability.</li> <li>c) Monitoring.</li> <li>d) Safety and security.</li> <li>e) Transport capacity.</li> </ol> </li> <li>2. Cooperation among stakeholders; <i>who</i> participate in <i>what</i>, <i>where</i>, and <i>how</i>.               <ol style="list-style-type: none"> <li>a) Government.</li> <li>b) Private Sector.</li> <li>c) Civil Society.</li> </ol> </li> <li>3. Ownership.</li> </ol>

Table 1.1. Scope of the Research (continued)

Research Objectives	Scope of the Research
	<p><b>C. Problems</b></p> <ol style="list-style-type: none"> <li>1. Performance.               <ol style="list-style-type: none"> <li>a) Public Transportation Modes in local Area.</li> <li>b) Availability.</li> <li>c) Monitoring.</li> <li>d) Safety and security.</li> <li>e) Transport capacity</li> </ol> </li> <li>2. Cooperation among stakeholders; <i>who</i> participate in <i>what</i>, <i>where</i>, and <i>how</i>.               <ol style="list-style-type: none"> <li>a) Government.</li> <li>b) Private Sector.</li> <li>c) Civil Society.</li> </ol> </li> <li>3. Ownership</li> </ol>

## 1.8. Operational Definition

An operational definition, when applied to data collection, is a clear, concise detailed definition related with the scope of research. The need for operational definitions is fundamental when collecting all types of data. Operational definitions in this research are arranged to assist the researcher in data collection process.

### 1.8.1. Comparative study

According to Regin (1987, p: 4), it is common to define a comparative study research as a research that uses comparable data from at least two societies. Based on that understanding, comparative study in this research is a comparison between two cities in different countries, namely, South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand. The comparison will be conducted in form of case study.

As a research strategy, the case study is used in many situations to contribute to our knowledge of individual, group, organizational, social, political, and related

phenomena (Yin, 2003, p: 1). According to those understanding, comparative study in this research will compare the phenomena of the existence of public transportation in South Tangerang City, Indonesia and Hat Yai, Thailand as a case study which includes condition, implementation, and problem. Factors which are compared in this research are depicted in Table 1.2.

Table 1.2. Comparative Study

<b>Research Locations</b>	<b>No.</b>	<b>Comparison</b>
<b>South Tangerang City, Indonesia</b>	<b>1.</b>	<b>Conditions</b> a. Public transportation issues in local area. b. Challenges for public transportation in local area.
	<b>2.</b>	<b>Implementation</b> a. Performance. b. Cooperation among stakeholders. c. Ownership.
	<b>3.</b>	<b>Problems</b> a. Performance. b. Cooperation among stakeholders. c. Ownership.
<b>Hat Yai City Municipality, Thailand</b>		

### **1.8.1.1. Conditions**

Conditions of public transportation in this research related with the condition in local area in terms of the operationalization of public transportation. Conditions will involve some issues which are faced in local area and challenges for public transportation.

a. Public transportation issues in local area.

Public transportation issues are issues which related with the existence of public transportation in local areas. In this research, public transportation issues are issues that faced in research locations related with the existence of public transportation.

b. Challenges for public transportation in local area.

Challenges for public transportation in this research will explain about how public transportation can be provided with feasible facilities based on the needs of local community. All challenges for public transportation are faced to compete with private vehicle in giving feasible condition to attract people in choosing public transportation for their daily activities.

### **1.8.1.2. Implementation**

Van Meter and Van Horn define the implementation as “those actions by public or private individuals (or groups) that are directed at the achievement of objectives set forth in prior policy decision (Hill, 1997, p: 129). Based on that understanding, researcher defines implementation in this research as actions by stakeholders (government, private sector, and civil society) in order to provide public transportation which related with policies in local area. In this research,

implementation of public transportation can be seen from its performance, how the cooperation among stakeholders in implementing public transportation, and the ownership of public transportation.

a. Performance.

Performance in this research is factors which emerge by the availability of public transportation. Performance of public transportation is influenced by policies which are decided by stakeholders in providing public transportation. Regarding with the performance of public transportation, researcher will discuss about public transportation modes in local area, availability, monitoring, safety and security.

b. Cooperation among stakeholders.

In implementing public transportation, it needs efforts from stakeholders. These efforts need a synergy among stakeholders to cover the provision of public transportation. Cooperation among stakeholders in this research is cooperation among government, civil society, and private sectors in providing public transportation. Cooperation among stakeholders is based on their authorities as their role.

c. Ownership.

In implementing public transportation, government involves private sectors in terms of public transportation ownership. Government has purposes why private sectors are involved in the ownership of public transportation. The public transportation ownership is based on the policy which decided in local area. In this research, researcher will show the differences of public transportation ownership in research locations.

### **1.8.1.3. Problems**

In this research, problems which explained are related with the implementation of public transportation in research locations that are focused on the performance of public transportation, cooperation among stakeholders, and public transportation ownership.

### **1.8.2. Stakeholders**

According to Freeman (Fontaine et al, 2006, p: 3), the traditional definition of a stakeholder is “any group or individual who can affect or is affected by the achievement of the organization’s objectives”. Many stakeholders are mentioned by Friedman (Fontaine et al., 2006, p: 7).

Based on stakeholders concept which explained by Friedman, the researcher will choose government, private sector, and civil society as stakeholders on this research.

Stakeholders which are chosen by researcher are based on the local governance concept. According to UNDP (2000, p: 27), local governance may be seen as a system that is in place or to be achieved. It is the result of interactions, relationships and networks between the different sectors (government, private sector and civil society) and involves decisions, negotiation, and different power relations between stakeholders to determine *who* gets *what*, *where* and *how*. By those understanding, the stakeholders that will be explained in this research are government, private sector and civil society. Those stakeholders are categorized in Table 1.3.

Table 1.3. List of Stakeholders

Actors	Research Location	
	South Tangerang City, Indonesia	Hat Yai City Municipality, Thailand
<b>Government</b>	<p>1. Regional development planning board (<i>Badan Perencanaan Pembangunan Daerah/Bappeda</i>).</p> <p>a. Head of <i>Bappeda</i>; Mr.Eddy Malonda, Ir., ST., MT.</p> <p>b. Head of Sub-Division of Statistics and Reporting Evaluation Division; Mrs. Siti Suryani.</p> <p>c. Head of Physical Division; Mrs. Yulia Rahmawati, ST., MT., M.Sc.</p> <p>2. Office of Transportation, Communication, and Information (<i>Dishubkominfo</i>).</p> <p>a. Head of Transport Division; Mr.Tito Satrijo Widioetomo, SE.</p> <p>b. Head of Traffic Division, Mr.Wijaya Kusuma, SE, MM.</p> <p>c. Head Section of Road and Air Transport; Mr.Ferdaus, ST.</p> <p>d. Head Section of Safety Guidance and Accident Analysis; Mr.Budi Jatmiko, A.Md LLAJ.</p>	<p>1. Municipality Office.</p> <p>a. Vice Mayor; Mr.Adulsak Mukem</p> <p>b. The Head of Traffic Engineering Division, Mr. Srirat Triranyapetch.</p> <p>2. Provincial Land transportation department in Songkhla Province; Mr.Rangsarit Vorasriha.</p> <p>3. Head of Traffic division in Hat Yai Police Station, Police Lieutenant Colonel Surachet Suwannamas.</p>
<b>Private Sector</b>	Head of <i>Organda</i> (Organization of National Entrepreneur of Motorized Transport on The Road/ <i>Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan</i> ), Mr. M. Yusro Siregar, Drs.	Head of <i>Sahakon</i> for <i>Songthaew</i> and <i>Tuk-tuk</i> (Cooperatives)

Table 1.3. List of Stakeholders (continued)

Actors	Research Location	
	South Tangerang City, Indonesia	Hat Yai City Municipality, Thailand
<b>Civil Society</b>	<ol style="list-style-type: none"> <li>1. The users of public transportation.</li> <li>2. The users of private vehicles.</li> <li>3. Mass media in local area (Tangsel Pos).</li> <li>4. <i>Angkot</i> drivers.</li> <li>5. <i>Ojek</i> drivers.</li> </ol>	<ol style="list-style-type: none"> <li>1. The users of public transportation.</li> <li>2. The users of private vehicles.</li> <li>3. Mass media in local area (Focus News and Thai PBS).</li> <li>4. Non-Governmental Organization.</li> <li>5. <i>Songthaew</i> drivers</li> <li>6. <i>Tuk-tuk</i> drivers.</li> <li>7. Motorcycle <i>Rubjang</i> drivers.</li> </ol>

### 1.8.3. Public Transportation

Public transportations on this research are transportation means which shared for people by charging the amount of money. According to Morita (Morita, 2003, p: 8), explained in the Chapter 2, the researcher focuses on road public transportation. In this research, road public transportation which is focused by researcher is modes of road public transportation which operate in South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand as research locations. Road public transportation in this research mentioned in Table 1.4.

Table 1.4. List of Road Public Transportation Modes

Research Location	Land Public Transportation Modes
South Tangerang City, Indonesia	<i>Angkot</i> . <i>Ojek</i> (motorcycle taxi).
Hat Yai City Municipality, Thailand	<i>Tuk-tuk</i> . <i>Songthaew</i> . Motorcycle <i>rubjang</i> (motorcycle taxi).



## CHAPTER 2

### LITERATURE REVIEW

#### 2.1. Comparative Study

A comparative study is a broad term that includes both quantitative and qualitative comparison of social entities (Mills et al, 2006, p: 621). Thus, comparisons are also common across categories or social groups and social entities may be based on many lines, such as geographical or political ones in the form of cross-national or regional comparisons.

*“Thinking without comparison is unthinkable. And, in the absence of comparison, so is all scientific thought and scientific research”* (Regin, 1987, p: 1).

According to Regin, virtually all empirical social research involves comparison of some sort. Lieberman stated simply that social research *"in one form or other, is comparative research"* (Regin, 1987, p: 1).

Based on those understandings, comparison in this study is a social comparative study in the public transportation provision.

##### 2.1.1. The Logic of The Comparative Method

Regin (Regin, 1987, p: 14) explained and criticized the logic of comparative method as follows:

The comparative method uses all available and pertinent data concerning the preconditions of a specific outcome and, by examining the similarities and differences among relevant instances, elucidate its. Because the comparative method has this character, statistical criteria are less important to this approach. The comparative method forces the investigator to become familiar with the cases relevant to the analysis. To make meaningful comparisons of

cases as wholes, the investigator must examine each case directly and compare each case with all other relevant cases. In short, the comparative method is qualitatively different from the statistical method.

Moreover, Regin (Regin, 1987, p: 16) argued that “the comparative method is essentially a case-oriented strategy of comparative research. The focus is on comparing cases, and cases are examined as wholes—as combinations of characteristics. This orientation distinguishes it from mainstream statistical methodology”.

Based on those understanding, the researcher chooses public transportation as a case and will conduct a comparative research between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand.

### **2.1.2. Comparative in Case Study Research**

As a research strategy, the case study is used in many situations to contribute to our knowledge of individual, group, organizational, social, political, and related phenomena (Yin, 2003, p:1). According that understanding, the researcher will compare the phenomena of the public transportation existence in South Tangerang City, Indonesia and Hat Yai, Thailand as a case study

#### **2.1.2.1. Designing case study**

A research design is the logic that links the data to be collected and the conclusions to be drawn to the initial questions of study. Every empirical study has an implicit, if not explicit, research design. Articulating "theory" about what is

being studied helps to operationalize case study designs and make them more explicit.

For case studies, five components of a research design are especially important as following:

1. A study's questions.

The *form* of the question—in terms of "who," "what", "where," "how," and "why" provides an important clue regarding the most relevant research strategy to be used. The case study strategy is most likely to be appropriate for "how" and "why" questions, so your initial task is to clarify precisely the nature of your study questions in this regard (Yin, 2003, p: 22).

2. Its propositions, if any.

Each proposition directs attention to something that should be examined within the scope of study. For instance, assume that your research, on the topic of inter-organizational partnerships, began with the question *how* and *why* do organizations collaborate with one another to provide joint services (for example, a manufacturer and a retail store collaborating to sell certain computer products). These "how" and "why" questions, capturing what you are really interested in answering, led you to the case study as the appropriate strategy in the first place (Yin, 2003, p: 22).

3. Its unit(s) of analysis.

This third component is related to the fundamental problem of defining what the "case" is—a problem that has plagued many investigators at the outset of case studies. The "case" also can be some event or entity that is less well defined than a single individual (Yin, 2003,

p: 23). Case studies have been done about decisions, programs, the implementation process, and organizational change. As a general guide, tentative definition of the unit of analysis (and therefore of the case) is related to the way you have defined your initial research questions. In order to define a unit analysis, Yin (2003, p: 24) explained that try to explain to that person what questions you are trying to answer and why you have chosen a specific case or group of cases as a way of answering those questions. If the unit of analysis is a small group, for instance, the persons to be included within the group (the immediate topic of the case study) must be distinguished from those who are outside it (the context for the case study). Similarly, if the case is about local services in a specific geographic area, decisions need to be made about those services whose district boundaries do not coincide with the area. Finally, for almost any topic that might be chosen, specific time boundaries are needed to define the beginning and end of the case. All of these types of questions need to be considered and answered to define the unit of analysis and thereby to determine the limits of the data collection and analysis.

4. The logic linking the data to the propositions.

One promising approach for case studies is the idea of "pattern matching" described by Donald Campbell, whereby several pieces of information from the same case may be related to some theoretical proposition (Yin, 2003, p: 26).

5. The criteria for interpreting the findings.

Currently, there is no precise way of setting the criteria for interpreting these types of findings. One hopes that the different patterns are sufficiently contrasting that the findings can be interpreted in terms of comparing (Yin, 2003, p: 27).

### **2.1.2.2. Conducting case study: collecting the evidence**

The sources of evidence discussed here are the ones most commonly used in doing case studies, such as documentation, archival records, interviews, direct observations, participant-observation, and physical artifacts which are explained as following:

#### **1. Documentation**

Except for studies of preliterate societies, documentary information is likely to be relevant to every case study topic. This type of information can take many forms and should be the object of explicit data collection plans. For instance, consider the following variety of documents (Yin, 2003, p: 85-86):

- a. Letters, memoranda, and other communiqués.
- b. Agendas, announcements and minutes of meetings, and other written reports of events.
- c. Administrative documents such as proposals, progress reports, and other internal records.
- d. Formal studies or evaluations of the same "site" under study.
- e. Newspaper clippings and other articles appearing in the mass media or in community newsletters.

#### **2. Archival Records**

For many case studies, archival records, which often taking the form of computer files and records, also may be relevant.

Examples of archival records include the following (Yin, 2003, p: 88):

- a. *Service records*, such as those showing the number of clients served over a given period of time.
- b. *Organizational records*, such as organizational charts and budgets over a period of time.
- c. *Maps and charts* of the geographical characteristics or layouts of a place.
- d. *Lists* of names and other relevant items.
- e. *Survey data*, such as census records or data previously collected about a "site".
- f. *Personal records*, such as diaries, calendars, and telephone listings

### 3. Interviews.

According to Yin (2003, p: 89), one of the most important sources of case study information is the interview. There are two methods for doing interview process (Yin, 2003, p: 90). *First* is to follow your own line of inquiry as reflected by your case study protocol. *Second* is to ask 'your actual (conversational) questions in an unbiased manner that also serves the needs of your line of inquiry. Related with the case study research, Yin (2003, p: 89-92) mentioned three modes of interview in case study:

- a. Most commonly, case study interviews are of an *open-ended nature*, in which you can ask key respondents about the facts of a matter as well as their opinions about events. In some situations, you may even ask the respondent to propose his or her own insights into certain occurrences and may use such propositions as the basis for further inquiry. The respondent also can suggest other persons for you to interview, as well as other sources of evidence. Key informants are often critical to the success of a case study. Such persons not only provide the case study investigator with insights into a matter but also can suggest sources of corroboratory or contrary evidence—and also initiate the access to such sources. Of course, you need to be cautious about becoming overly dependent on a key informant, especially because of the interpersonal influence—frequently subtle—that the informant may have over you. A reasonable way of dealing with this pitfall again is to rely on other sources of evidence to corroborate any insight by such informants and to search for contrary evidence as carefully as possible.

- b. A second type of interview is a *focused interview*, in which a respondent is interviewed for a short period of time—an hour, for example. In such cases, the interviews may still remain open-ended and assume a conversational manner, but you are more likely to be following a certain set of questions derived from the case study protocol. For example, a major purpose of such an interview might simply be to corroborate certain facts that you already think have been established (but not to ask about other topics of a broader, open-ended nature).
- c. Yet a third type of interview entails more structured questions, along the lines of a formal *survey*. Such a survey could be designed as part of a case study and produce quantitative data as part of the case study evidence. This type of survey would follow both the sampling procedures and the instruments used in regular surveys, and it would subsequently be analyzed in a similar manner.

#### 4. Direct Observation.

Yin (Yin, 2003, p: 92) explained that “direct observations might be made throughout a field visit, including those occasions during which other evidence, such as that from interviews, is being collected”.

#### 5. Participant-observation

Participant-observation is a special mode of observation in which you are not merely a passive observer (Yin, 2003, p: 93).

#### 6. Physical Artifacts

A final source of evidence is a physical or cultural artifact—a technological device, a tool or instrument, a work of art, or some other physical evidence (Yin, 2003, p: 96). Yin said that “physical artifacts have less potential relevance in the most typical kind of case study”.

## **2.2. Public Service**

### **2.2.1. Public Service Concept**

According to O'toole (O'toole, 2006, p: 3), there is an ideal of public service.

O'toole has some explanations related to his argument as follows:

Those in official positions of public authority regard the interests of the whole society as being the guiding influence over all public decision-making, that their personal or class or group interests are to be set aside when making decisions and that they are public servants purely out of a perceived duty to serve the public. As the scale of society has grown, it has become more difficult to ascertain what the common good or public interest is, and of course, while the opportunities for holding to account those charged with public office have declined, the mechanisms by which the public interest can be achieved have become infinitely more complex, and perhaps less reliable.

O'toole (2006, p: 4) mentioned that society has become increasingly heterogeneous and group interests have come to dominate the political landscape in the contemporary world. This does not mean, however, that there is no such thing as the common good, unless, of course, there is no such thing as society itself.

### **2.2.2. Improving Public Service**

Implementing public transportation system policy in South Tangerang City and Hat Yai City Municipality is a form of local authority embodiment from both countries. According to Elcock (2005, p: 158), local authorities have three main functions: the provision of services for citizens, the management of their resources of money, land and people and planning to reduce uncertainty about the future. Regarding with those functions, South Tangerang City and Hat Yai City Municipality execute their local authority by providing public transportation for their local community as a form of service for citizens.



Coordination within local authorities is important in giving public service.

Elcock (2005, p: 160) mentioned the importance of coordination in giving public service as following:

- 1) There are pressures was increasing evidence that local authorities were providing services in ways which conflicted with those provided by other departments of the same authority, as well as with those of other agencies operating in the same field. According to this condition, the researcher notices that in implementing public transportation system policy, government has conflict with agencies provided the public transport modes due to the differences of their interest in order to give public transport modes and how the activities of these various agencies are to be coordinated in order to provide services and facilities when and where they are needed.
- 2) Source of pressure for the better coordination of incoherent service provision was an increasing concern about whether local authorities were using their resources efficiently. Related with that condition, it is important to interlace coordination within the government institutions to control their resources efficiently in order to choose what public transportation appropriate for their local area. Thus, they can provide an adequate public service.

Implementing public transportation system policy in order to give public service in local area needs coordination between government and public service agencies in that area. It is explained by Elcock (2005, p: 162) about the importance of coordination in giving public service:

The Royal Commission on Local Governance in England stated that local authorities have ‘an all-round responsibility for the safety, health and well-being, both material and cultural, of people in different localities’. This view not only implies the development of far more complex networks of communication between the local authority’s own committees and departments but also that its members and officers should seek to influence and co-ordinate the activities of such other organizations as Government departments, large industrial companies and the other public service agencies operating in their areas.

Giving a public service to citizen needs a depth understanding from the service providers. They have to know the services wanted by the public; be close to

the customer, and seek out customer views such as complaints and suggestions (Elcock, 2005, p: 170). So, in implementing public transportation system policy in order to give public service, government institution and service agencies need to do those activities. Thus, they know what local communities need in term of public transportation.

### **2.2.3. Public Service in Implementing of Public Transportation**

According to Leake (O'Flaherty, 1997, p: 186), the main competition to public transport for all three types of travel (urban, inter-urban, and rural) is the private car. Hence if public transport usage is to increase, then it must have some operational characteristics which give it advantages over the car in the particular situation in which it is to be introduced or improved. In brief, the desirable characteristics can be summarized as following (O'Flaherty, 1997, p: 186-187):

- 1) Convenience
  - a) The service needs to go to the destination(s) that travelers wish to reach, preferably without the need to interchange.
  - b) The service frequency must be high enough to ensure that wait times are acceptably short.
  - c) The service must be reliable, i.e. the scheduled arrival times and scheduled line-haul times must be consistently maintained.
  - d) The public transport vehicle must be comfortable, with adequate seating for those who need it, and acceptable standing passenger densities during peak periods.
  - e) The vehicle must be clean and easily accessible for all members of the travelling public, especially elderly and disabled people.
  - f) Stations/stops should be well designed, have good waiting facilities, be protected from the weather, within easy walking distance for most potential users, and provided with feeder or park-and-ride facilities if necessary.
  - g) Any interchanging should be undertaken without the necessity of having to change level (i.e. no steps) and should involve short distances.

- h) Pedestrian access routes to stations/stops should be attractive, well lit and well maintained.

2) Image

In the view of many people public transport, especially the bus, has an old-fashioned, antiquated, run-down image. It needs to be reversed and improved in the following aspects would go some way to doing this:

- a) Seat comfort, the amount of leg room, and the noise level within the vehicle.
- b) Quality of ride and smoothness of acceleration and deceleration.
- c) The design of the vehicle to give the impression that it is part of a modern, well-run service.
- d) Overall impression created by the design and upkeep of the stations/stops, which should be clean and free of damage and graffiti.
- e) Attitude and helpfulness of the staff.

3) Information

This is of vital importance if the system is to be perceived as being user friendly. There are several significant aspects:

- a) Details of service frequencies, times and fares (by route) should be readily available, clearly presented, and kept up-to-date.
- b) 'Real-time' information should be available at stations/stops, giving current information on actual running times and the time of arrival of the next vehicle.
- c) Details of any pre-booking arrangements should be clearly presented.

4) Security

- a) All travelers should feel safe when using public transport. This problem is accentuated by the fact that many stations, and all bus stops, are not staffed.
- b) Public transport facilities, including access routes, should be well lit and continually monitored by closed circuit TV to help reduce the risk of personal attack, and at the same time to induce the feeling of being safe in the mind of the traveler.

O'Flaherty (O'Flaherty, 1997, p: 209) argued that an important factor concerning the attractiveness of services to the general public is the ease with which they may be used. This extends to cover a variety of issues (O'Flaherty, 1997, p: 209):

- 1) How easy it is to find out about services.
- 2) How well the services mesh together into a network, and the ease of interchange at the points where they do.
- 3) How easy it is to understand the fare structure and to pay the right fare.

Control measures currently utilized in areas well serviced by public transport include (O'Flaherty, 1997, p: 146):

- 1) Minimizing the number of spaces allowed in new developments, and attempting to reduce the total number of controlled spaces in existing developments, with the objective of ensuring that the access road system to the area under consideration (e.g. the central area) is kept within its capacity.
- 2) Limiting the continuous length of time during which a car may stay in a controlled parking space so that the commuter is prevented from using choice parking places.
- 3) Imposing a parking charge regime on controlled parking spaces which favors short-stay parkers (who are usually shoppers and travel off-peak) and discriminates against commuters.

## **2.3. Stakeholders**

### **2.3.1. Stakeholders Concept**

The actual word “stakeholder” first appeared in the management literature in an internal memorandum at the Stanford Research Institute (now SRI International, Inc.) in 1963 (Freeman et al, 2010, p: 30). According to Freeman, the term was meant to generalize the notion of stockholder as the only group to whom management need to be responsive. Thus the concept of the stakeholder was originally defined as "those groups without whose support the organization would cease to exist". The list of stakeholders originally included shareowners, employees, customers, suppliers, lenders, and society.

According to Freeman (Fontaine et al, 2006, p: 3), the traditional definition of a stakeholder is “any group or individual who can affect or is affected by the achievement of the organization’s objectives”. Stakeholder concept is a redefinition of the organization. In general the concept is about what the organization should be and how it should be conceptualized. Freedman argued that the organization itself should be thought of as grouping of stakeholders and the purpose of the organization should be to manage their interests, needs and viewpoints. A very common way of differentiating the different kinds of stakeholders is to consider groups of people who have classifiable relationships with the organization. It means that there is a clear relationship between definitions of what stakeholders and identification of who are the stakeholders.

The main groups of stakeholders are (Fontaine et al., 2006, p: 6):

1. Customers
2. Employees
3. Local communities.
4. Suppliers and distributors
5. Shareholders

In addition, other groups and individuals are considered to be stakeholders in the literature of Friedman as follows (Fontaine et al., 2006, p: 7):

1. The media.
2. The public in general.
3. Business partners.
4. Future generations.
5. Past generations (founders of organizations).
6. Academics.
7. Competitors.
8. NGOs or activists – considered individually, stakeholder representatives.
9. Stakeholder representatives such as trade unions or trade associations of.
10. Suppliers or distributors.
11. Financiers other than stockholders (debt holders, bondholders, creditors)
12. Competitors.
13. Government, regulators, policymakers.

Of course all categories of stakeholder groups could be defined more finely. For example media could be split up into radio, television and print media, or employees as blue-collar and white collar workers, or in terms for which department they work. An advantage of finer categories of stakeholders is that by doing so more homogeneous grouping of people is more likely.

### 2.3.2. Stakeholders in Local Governance Concept

Pierre and Peters (Liou, 2007, p: 4) maintained that governance is about government's changing role in society and its changing capacity to pursue collective interests under severe external and internal constraints. As mentioned by UNDP, such terms as "decentralization", "decentralized", "governance" and "local governance" should be seen as deriving from or being linked to basic concepts of governance (UNDP, 2000, p: 27) as follow:

“. . . the set of values, policies and institutions by which a society manages its economic, political and social affairs through interactions among the government, civil society and private sector. It is the way a society makes and implements decisions-achieving mutual understanding, agreement and action. It comprises the mechanisms and processes for citizens and groups to articulate their interests, mediate their differences, and exercise their legal rights and obligations. Its rules, institutions and practices set limits and provide incentives for individuals, organizations and firms.”

In this research, the researcher focuses on the interaction among stakeholders in those concepts, namely, government, civil society, and private sector who involved in the implementation of public transportation. The role of each actor explained as following (Lumentut, p: 2):

- 1) First, State has taken an important role, especially to set up the strongly foundation for fairness, equity, peaceful, and to improve the conducive climate of law and politics for development.
- 2) Second, Civil Society has taken an important role in building a foundation for freedom, equality, and self actualization in such a way of responsibility.
- 3) Third, Private sector is very important to set up a foundation for economic growth and development. Private sector might have created the revenue and might have increased the production volume. It can also create an opportunity to work and increase the revenue, trade and human resources.

By those definitions, local governance may be seen as a system that is in place or to be achieved. It is the result of interactions, relationships, and networks among stakeholders (government, private sector and civil society) and involves decisions, negotiation, and different power relations to determine *who* gets *what*, *when* and *how*.

Shah (Shah, 2006, p: 6) argued that the assignment of public services to local governments or to metropolitan or regional governments can be based on considerations such as economies of scale, economies of scope (appropriate bundling of local public services to improve efficiency through information and coordination economies and enhanced accountability through voter participation and cost recovery) and cost-benefit spillovers, proximity to beneficiaries, consumer preferences, and budgetary choices about the composition of spending. The particular level of government to which a service is assigned determines the public or private production of the service in accordance with considerations of efficiency and equity (Shah, 2006, p: 6). Private sector participation can also take a variety of forms, including contracting through competitive biddings, operations (local government acting as a regulatory agency), grants (usually for recreational and cultural activities), vouchers (redeemable by local government with private providers), volunteers (mostly in fire stations and hospitals), community self-help activities for crime prevention, and private nonprofit organizations for social services (Shah, 2006, p: 7).



Stakeholders which are involved in this research are explained as following:

1. State

The state is a field of power marked by the use and threat of violence and shaped by (Migdal, 2004, p: 15-16):

- a. The image of a coherent, controlling organization in a territory, which is a representation of the people bounded by that territory. In this term, state is described as “center”. "The image," he explained, "amalgamates the numerous institutions of which the performers are members and on behalf of which they exercise authority, into an *image* of a dominant and single center of society." In the definition here, the image of the *state* is of a dominant, integrated, autonomous entity that controls, in a given territory, all rule making, either directly through its own agencies or indirectly by sanctioning other authorized organizations - businesses, families, clubs, and the like - to make certain circumscribed rules. Image implies perception. Here, perception of the state is by those inside and outside its claimed territory as the chief and appropriate rule maker within its territorial boundaries. The image posits an entity having two sorts of boundaries: (1) territorial boundaries between the state and other states, and (2) social boundaries between the state - its (public) actors and agencies - and those subject to its rules (private).
- b. The actual practices of its multiple parts. The second key aspect of the definition of state is practices. The routine performance of state actors and agencies, their practices, may reinforce the image of the state or weaken it; they may bolster the notion of the territorial and public-private boundaries or neutralize them. Practices may serve to recognize, reinforce, and validate, not only the territorial element of state control, but also the social separation between the state and other social formations (the public-private divide) in numerous ways. Ceremonies, such as a coronation or inauguration, for example, have solemnly affirmed the separation. So, too, have the consignment of state work to special spaces, such as courthouses or city halls or federal buildings. In these and other countless ways, the image of the state as a distinct, even elevated, social body has been sharpened.

Based on those understanding, this research involves a state by the role of government as a policy actor related with the implementation of public transportation system policy.

## 2. Civil Society

Some theories of civil society posit it as a 'space' independent of the state and the market (Panini, 2006, p: 191). Through civil society participation, people can express themselves and resist abuses and intrusions by the government. Uphoff (Panini, 2006, p: 191) mentioned that civil society can be defined as the totality of groups and individuals in a country, who show a regular concern for the social and political affairs in that country without fulfilling the function of political parties. This definition requires that we look today not only at NGOs which, as noted, are often taken as synonymous with civil society by western donors, but also at a rich array of heterogeneous civic elements that includes trade unions, foundations, faith-based and religious groups, community-based organizations, social movements and networks and ordinary citizens who are active in the public sphere.

In the scholarly debate, it is possible to identify a variety of approaches to civil society, particularly in its relationship with democracy as following (Fioramonti, 2010, p: 85):

- a. The first by Putnam (Fioramonti, 2010, p: 85), civil society as the sphere of associational life. In this conception, civil society provides a breeding ground for democratic values as it contributes to the strengthening of mutual trust and horizontal linkages (that is, social capital) within a given society.
- b. A second approach by Seligman (Fioramonti, 2010, p: 85), more commonly associated with the forefathers of liberalism, holds that civil society is the vehicle through which organized citizens can challenge the authoritarian state in order to widen bottom-up

- participation and protect civil and political rights.
- c. Another approach by Bobbio (Fioramonti, 2010, p: 85), which traces its origins back to the German philosopher Hegel, civil society as an instrument of the state, a vehicle of cultural permeation replicating the order imposed by the state throughout society, rather than an independent actor. Within the Marxian framework, the Italian philosopher Antonio Gramsci acknowledges that civil society might become the acquiescent support of capitalist power, but he nonetheless believes that it can also bring about political change by elaborating and propagating a new conception of the world.

In the west, there are many answers to explain what the meaning of civil society is. However, in exploring the meanings of this concept used in the Western thinkers, Tangcharoen (2006, p: 1) distinguishes four points:

- a. First, as it appeared, for example, in the works of Locke and Tocqueville, civil society is democratic society, the private sphere which dominates the state.
- b. Secondly, civil society equates capitalist society, as we can find in the works of Adam Smith, Hegel, and Marx. Here it is the sphere of egoistic individual, while, rightly or wrongly, the state is the sphere of the public.
- c. Thirdly, civil society can be regarded as modern organized society, as “civil society as *Gessellschaft*”. It is the troubled modern society, as opposed to the traditional and “good” society.
- d. Fourthly, writers such as Gramsci and Althusser suggested that civil society refers to the mechanism of ideology and domination, a cultural, and ideological battlefield of the war of position or counter hegemony, while the state is the oppressive mechanism.

The examination of the meanings of the concept leads to the contemporary meaning that “civil society” stands for the people’s sector which is analytically distinguishable from the domain of the state and the economic sector (Tangcharoen, 2006, p: 1). Civil society denotes the aggregate of various groups of people, which is the basis of the democratic state and the basis for the process of democratization in that nation. These various groups are civil society groups or civil society organizations. Tocqueville (Tangcharoen, 2006, p: 5) mentioned that

regarding the diversity or pluralism of social groups, each and every group must be taken as a member of civil society. Civil society denotes the immense diversity of social group/associations.

Although there are many different kinds of social groups, each of which is the concrete expression of civil society, but the groups which interest this research are those that are active in concerning on public transportation issues.

The emergence, growth, and existence of civil society require democracy, human rights, liberty, property, and freedom of speech. Those factors may be further expanded into 14 indicators of civil society. They are as follows (Tangcharoen, 2006, p: 5):

- a) Rule of law. Society is a rule-guided society with rule-guided individual behavior. Social rules or institutions exist because they serve their own functions in making the spontaneous order of society possible, socializing people how to act, and preparing the foundation of the next structural change of society.
- b) Constitutionalism.
- c) Political participation.
- d) Voluntarism. Individual involves himself or herself in any groups voluntarily.
- e) Right to life. Our entitlement as natural beings.
- f) Human rights. Our entitlement as human beings.
- g) Political freedom.
- h) Economic/market freedom.
- i) Cultural freedom.
- j) Private property. Private ownership in goods, capital, and means of production.
- k) Right to the use of natural resources.
- l) Ideological competition. Freedom of thought, therefore different ideologies are free to compete with each other.
- m) Conscience building.
- n) Civility.

Tangcharoen (Tangcharoen, 2006, p: 9) also mentions ‘indicators’ as ‘criteria’ for evaluating the extent to which civil society exists in Thai society

and/or the extent to which there exists conditions amenable to the emergence and/or growth of civil society therein. Those criteria are *the rule of law, constitutional processes, popular political participation, 'voluntaries' or voluntarism, human dignity, political freedom, market freedom, cultural freedom, private property, resource utilization rights, ideational struggle, conscientization, and civility*. These can be refashioned for use appropriate for the purposes of this section as follows (Tangcharoen, 2006, p: 10):

- 1) Groups which are component parts of civil society can be labeled 'civil society organization.
- 2) Participation in civil society organizations must voluntary so as to ensure their autonomy from other sections of civil society and from the state. If state coercion or social sanction is involved, then the organizations' credentials as civil society organizations are in doubt.
- 3) Civil society organizations conduct themselves internally and externally according to norms of civility. These involve peaceful means and toleration of differences. 'It does not require us to like those we deal with civilly, and as such contracts with the warmth of communal, religious or national community'.
- 4) Civil society organizations operate in the public sphere, in collective action for the public interest more than for private or group interest (of the family, kinship groups, client groups and other 'parochial' interest, for instance). Though autonomous of the state, they relate to the state in a number of ways, from pressuring for policy and policy implementation to the limitation of the state and its exercise of power but importantly, does not seek to take control of the state. They may also conduct their affairs without reference to the state.
- 5) The rule of law constitutes both conditions necessary for the emergence and growth of society and outcome of the civil society. The rule of law is the opposite of arbitrary rule since it imposes universal rules indiscriminately. It is thus conducive to equality before the law or freedom from fear. However, it must be emphasized that the rule of law is not to be construed as strict adherence to the letter of the law. On the contrary, it demands that the law itself be just. Therefore, for the rule of law to operate, attention must be paid to the process of legislation to ensure just laws and to designing structures and procedures so as to ensure just judicial decisions.

### 3. Private sectors

Governance, the exercise of political, economic and administrative authority in the management of a country's affairs, is a concept which comprises the complex mechanisms, processes, relationships and institutions through which citizens and groups articulate their interests, exercise their rights and obligations and mediate their differences (Agere, 2000, p: 66). From those understanding, we can make a perception that governance includes the state, but transcends it by taking in the private sector and civil society. All three are critical for sustaining human development. Agere (Agere, 2000, p: 66) mentioned that the **private sector** generates jobs and income; civil society facilitates political and social interaction - mobilizing groups to participate in economic, social and political activities. When most governments gained independence, it was assumed that the private sector, (left to itself, would neither generate nor allocate investment resources optimally and that government would have to take the lead role for guiding the transformation of the economies (Agere, 2000, p: 66). It is important to make a good partnership between private sector and public sector.

The Asian Development Bank (Agere, 2000, p: 69) states that:

"The manner in which the public and private sectors function together in an economy is one test of the effectiveness of the participation/partnership principle. From the point of view of economic growth and development, this interface can work at two levels. First, market-friendly economic reforms (i.e. a conducive environment for private enterprise) help release the energies and dynamism of the private sector and enable it to contribute more fully to the development process (thus making it more broad-based and participatory). Second, consultative mechanisms for dialogue between government and private actors (e.g. business councils) can give the latter opportunities to provide effective input into the policy process. Such business councils can be valuable to the government as well. By including the relevant parties in the

discussion, they increase the government's capacity to achieve consensus on policy initiatives. Other advantages include enhanced credibility of the government's commitment to growth, and increased safeguards against corruption.

The partnership of private sector explained by Parker as following:

At the least a partnership suggests mutual contribution - financial, institutional, and intellectual - with shared objectives, decision-making and benefits, however, the public-private partnership is a unique relationship in that it balances the competing and sometimes incompatible objectives of public interests and private enterprise. It has been traditional for commercial, industrial, and residential land developers to pay for site specific improvements, such as parking and internal streets. In recent year, off-site improvements to upgrade regional facilities and joint developments involving public-private partnerships have emerged as new directions for financing transportation system (Parker, 1990, p: 49).

### 2.3.3. Local Governance and Participation among stakeholders

Bifulco (Bifulco, 2008, p: 216) explained the dynamics of local governance by relaying them to four main questions, *who* participates in *what*, *where*, and *how*. It is explained as following:

1. The first is **who participates**, that is, the degree of inclusivity. The subjects of participation can be extremely varied, and it is not necessarily true that the participation of citizens as individuals is the one mostly promoted. On the contrary, organized forms of local society tend to register greater presence. Besides, people's capacity to participate in decisions is not equally distributed. The consequent risk is that of giving an advantage to whoever has the most significant levels of *agency* and *voice*.
2. The second question concerns what actors are participated in: what are the problems currently on the agenda, how they are structured, to what extent one contributes to their revision and solution. In this case, the issue is the degree of accessibility of problems to participation. If whoever participates is called to speak on a given problem (problem-solving), this is actually different from a situation where the participant is called to speak on the definition of the problem (problem-setting). Citizens' positions in participation can be very distant from one another: for instance, those linked to

hearing procedures are of a completely different nature from those involved in the co-participation in decision-making.

3. A third issue is where: which are the spaces of participation and their level of legitimization, formalization and institutionalization. This implies certain crucial conditions to participation with respect to the possibility of developing social and institutional learning processes.
4. The final issue concerns the question of how: the rules for access to participation particularly whether citizens' participation is direct or mediated by organizations.

Bifulco (2008, p: 215) explained about The *Piano di Zona* as Instrument of Local Governance in Italia. He said that Piano di Zona is the key instrument of the reform and epitomizes its basic characteristics, justifying arguments and priorities. Its performative force is based on three interrelated ideas:

1. The associated action among different actors and institutions, viewed as a resource for managing common assets. The associated action in this specific case primarily involves the creation of inter-municipal groupings.
2. Negotiation, as a method for consensus-building in a participative way. In any case, negotiation is associated with the promotion of the participation of local communities (whether as organizations or as individuals) in designing and implementing the program. With regard to the nature of the process, a great deal depends on how the logics of negotiation develop. In general terms, the emphasis of the reform on negotiation implies that decisions based on the cooperative agreements are preferable to those based on the authority or the aggregation of preferences.
3. The administrative direction, emphasizing 'system actions', able to guarantee coherence and continuity in the institutional structures. Municipal administrations play, therefore, a decisive role in respect of the following aspects:
  - a. The promotion of capacities for action by local contexts.
  - b. The establishment of spaces of participation in the decision making.
  - c. The composition of plural demands and interests within a shared framework of priorities.
  - d. The governing of processes along well-defined lines of territorial social development



## 2.4. Public Transportation

According to Morita (Morita, 2003, p: 8), transportation modes can be classified into these following categories:

Table 2.1. A Variety of Transport Modes in Asia

Category			Transport moded
Infrastructure	Public/ Private	Transport Volume	Asian Cities
Rail	Public	Mass Transit	Subway, Light Rail Transit.
			Air conditioned Bus and Non-air conditioned Bus.
Road		Middle-size Transit	Mini bus. <i>Jeepney</i> , Remodeled Bus.
			Taxi, <i>Tuk-tuk</i> , Tricycle, <i>Songthaew</i> , Bike Taxi.
		Individual Transport	Non-motorized mode (rickshaw, carriage).
			Passenger Car.
Motorcycle and Bicycle.			

Source: Morita et al., 2003, p: 8

From Table 2.1., we can understand about rail and road transportation modes. In the rail infrastructure, they are categorized as public transportation and as mass transit such as subway and light rail transit. In the road infrastructure, they are categorized as public and private transportation. In public transportation, we have mass transit (air conditioned bus and non-air conditioned bus), middle size transit (mini bus, *jeepney*, remodeled bus) and individual public transport (taxi, *tuk-tuk*, tricycle, *songthaew*, bike taxi, and non-motorized mode such as rickshaw and carriage). Whereas, in private, there is an individual transportation such as passenger car, motorcycle car, and bicycle.

Tran and Brian (Tran and Brian, 2005, p: 154) said that there are many benefits to have public transportation. Among its most significant benefits are (Tran and Brian, 2005, p: 154-155):

1. Eases traffic congestion.  
Approximately 6,000 public transportation systems operate in the US and Canada. In 2003, Americans took 9.4 billion trips using public transportation. It is estimated that more than 31 million trips are taken each week day in the United States. In addition, 351,000 public transportation employees provided services to passengers (Public Transportation Facts). Why are these statistics important? According to the 2004 Texas Transportation Institute (TTI) Annual Urban Mobility Report, public transportation helps reduce traffic delays and vehicle costs in America's 85 largest urban areas. The 2004 study reported that regular bus and train services in America's most congested cities saved drivers more than 1.1 billion hours in travel time in 2002. Without public transportation, nationwide delays would have increased 32 percent, costing residents an additional \$20 billion in lost time, fuel and maintenance.
2. Save money.  
It is more cost efficient to use public transportation. On average, it costs between \$5,700 and \$11,700 annually to own and maintain an auto mobile, whereas, annual costs for public transportation only range from \$200 to \$2,000. It costs 500 percent more when comparing average cost between driving a private vehicle versus using public transportation.
3. Creates and sustains jobs.  
In addition to helping the public save money and ameliorating traffic congestion, the public transportation industry also helps to create and sustain jobs. As previously mentioned, the public transportation industry employs over 351,000 people. On top of these direct employees, the public transportation industry also employs thousands in related fields such as planning, engineering, construction, manufacturing and retail. For every \$1 billion in federal funding invested in the public transportation infrastructure, approximately 47,500 American jobs are generated, proving that public transportation stimulates economic development.

## **2.4.1. Public Transportation Vehicles**

### **2.4.1.1. Paratransit vehicles**

Vuchie (Tangphaisankun, 2010, p: 12) explained that paratransit, especially in developing countries, is defined as an urban passenger transport mode, almost always, private sector operated on public streets in mix traffic and its services are adaptable in routing and scheduling to meet various user desires. Paratransit services are mostly operated in terms of small to medium-sized, motorized, and non-motorized vehicle ranging from human-powered rickshaws (*becak*, tricycles) and two-and three-wheel motorized vehicles (motorcycle taxi, tuk-tuk, bajaj) to minibus (vans, matau, mikrolets). Paratransit services are usually fall between private transport and conventional public transport.

Another understanding comes from Vuchic (Shimazaki & Rahman, 1996, p: 2), paratransit is urban passenger transportation service usually in highway vehicles operated on public streets and highways in mixed traffic; it is provided by private or public operators and it is available to certain groups of users or to the general public, but adoptable in its routing and scheduling to individual user's desires in varying degrees. The concept of paratransit, however, differs in the context of developed and developing countries. In developed countries, paratransit is often used for demand responsive systems such as shared-ride taxis, dial-a-ride and subscription buses. In the context of developing countries, the lower standard of living, high population density, availability of cheap labor force etc., have together provided a bewildering array of transport modes bridging the gap between public bus and private automobiles. Although various forms of paratransit modes exist in the cities of developing

countries that range from simple non-motorized human or animal powered vehicles to motorized mini buses.

Shimazaki & Rahman (1996, p: 3) mentioned that generally paratransit system can be broadly classified into two types; non-motorized and motorized. Both types are again been sub-classified into 3 groups based on their seating capacity. They are individual type (seating capacity less than 4), shared type (seating capacity 5-10) and collective type (seating capacity 11-20). The non-motorized paratransit includes animal powered and human powered types. In all cities individual type of non-motorized and motorized paratransit modes provide door to door service. For shared type of motorized paratransit, generally routes are fixed with no fixed stops. All non-motorized paratransits are of individual type with seating capacity 2 in India except hand rickshaw (seating capacity 1) and tonga (seating capacity 2-4) in Pakistan. The seating capacity of motorized paratransit ranges widely from 2 to 18.

According to Tangphaisankum (2010, p: 12) paratransit is considered as informal transport from the beginning due to its services operate with lack, to some degree, official, and proper sanctions and fail to meet certification requirements for commercial and public-carrier vehicles. Moreover, paratransit services have poor organization that cause them to compete vigorously for passengers, overload vehicle, pick up or drop off passengers away from designated areas, lowering the quality of service. However, the services of this transport mode have shown their performances in complementing regular transit services without subsidies. Paratransit offers a wide range of services in terms of coverage areas, speeds, carriage capacity, fares, and level of comfort that satisfied urban traveler needs to some degrees (Tangphaisankun, 2010, p: 12).

There are many local names for paratransit vehicles, such as *dala-dala* (Tanzania); *dolmus* (Turkey); *emergency taxi* or *ET* (Zimbabwe); *jeepney* (Philippines); *matatu* (Kenya); *public light bus* or *PLB* (Hong Kong); *robot* (Jamaica); *silor* (Thailand); *tempo* (Bangladesh); and *tro-tro* (Ghana) (Iles, 2005, p: 49). In several African countries, minibuses used on paratransit services are also referred to as taxis. In some countries they are known by a variety of names. For instance, in Indonesia, they are variously known as *angdes*, *angkot*, *angkudes*, *bemo*, *mikrolet*, *opelet*, *taksi*, and sometimes by the make or model of the vehicle most commonly used on a particular route, such as *Colt*, *Daihatsu* or *Kijang*. In other countries they are simply known as minibuses or microbuses (Iles, 2005, p: 49).

Various types of vehicle are used for paratransit services, although the general worldwide trend is towards the use of purpose built passenger carrying vehicles, usually mass produced. The most typical vehicle types are large cars (usually of the estate car or station wagon type); pick-up trucks or three- to five-ton trucks with a basic box body and bench seating; and mass-produced mini buses or midi buses, usually of either ten- to twelve- or 25-seat configuration, such as the Nissan E23 or Toyota Coaster respectively (Iles, 2005, p: 49). There are several forms of paratransit (Iles, 2005, p: 49) such as the *jeepneys* (Philippines) were originally conversions of the US-manufactured "Jeep"; they have gradually become bigger over the years, with longer wheelbase chassis assembled locally. Iles (2005, p: 49) mentioned other paratransit vehicles as following:

1. Motorcycles and scooter-based vehicles.

Three-wheeled public transport vehicles based on the motor cycle or scooter are common in several Asian countries, although they are tending to become less

common for mass transport, being replaced by slightly larger *mikrolets* or minibuses (Iles, 2005, p: 49) . They fall into two categories, the smaller carrying two or three passengers, normally on an individual public transport basis, such as the Bajaj in India and Indonesia, the auto-rickshaw in Bangladesh or the *tuk-tuk* in Thailand, and the larger version, normally operated on a fixed-route basis, such as the *bemo* in Indonesia, the *samlor* in Thailand, or the *tempo* in Bangladesh, carrying up to eight (sometimes even ten) passengers on longitudinal bench seats, with an open rear for entry and exit (Iles, 2005, p: 49).

Motorcycles are becoming increasingly common as a form of individual public transport in many countries, particularly in South-East Asia, such as the *ojeks* in Indonesia (Iles, 2005, p: 49). Capital and operating costs for these vehicles are relatively low; in some cases personal motorcycles are used on a part-time basis to supplement income from other employment. Usually they operate informally or illegally since the regulatory systems in most countries have not been amended to cater for this form of transport. They tend to act as feeders to other forms of public transport, carrying one or sometimes two passengers along narrow residential streets which are not served by other modes; in some cities, where traffic congestion is severe, they are also used as a faster means of travel than taxis.

## 2. Human-powered vehicles

Human-powered vehicles, such as the *cycle-rickshaw* in Bangladesh, or *becak* in Indonesia, are common in several Asian countries most are based on the bicycle. However, the maximum speed for a human-powered vehicle is approximately ten kilometers per hour, although the average operating speed is nearer five kilometers per hour; they can cause obstruction to faster traffic, particularly on narrow

roads, or where they are used in large numbers, as in Dhaka (Iles, 2005, p: 50). Iles said that:

Human-powered vehicles have low capital costs, and apart from labor, almost negligible operating costs: maintenance costs are low, and non-renewable fuel is not required. However, the cycle-rickshaw or equivalent tends to be costly in terms of the fare charged per passenger kilometer, due to the low productivity of the driver and consequently high labor cost per kilometer. Fare levels tend to vary, depending on the availability of alternative employment: when unemployment is high, fares will tend to be lower, and vice versa. The driving of human-powered vehicles has sometimes been criticized as a degrading occupation, but manual labor of various kinds is a significant employment category in developing countries, and this is not a valid argument against their use. (Iles, 2005, p: 51).

### 3. Animal-powered Vehicles

Animal-powered vehicles, mostly horse-drawn, are used for individual public transport in some countries, but are becoming less common. They are used in many towns and cities as well as rural areas in Indonesia, where there are several types, including the *andong* or *delman*, carrying up to six passengers, the *dokar*, carrying four passengers, and in parts of Sulawesi, the smaller *bendi*, which carries only two (Iles, 2005, p: 50). These vehicles are slow and cannot negotiate very narrow streets, and cause delay to motorized traffic, particularly where traffic volumes are high. They are therefore most suited to areas where traffic is relatively light, and there is an adequate road capacity because they are banned from certain streets or areas, particularly in the larger cities.

#### **2.4.1.2. Conventional taxis**

The typical vehicle type used for conventional taxi services varies considerably between one city and another. In some cities, such as Hong Kong, there is a high proportion of taxis based on relatively large saloon cars; in Beijing and other Chinese cities small saloon cars and micro-vans are commonly used as taxis, hi other cities, such as Dhaka, there are relatively few conventional taxis, although there are many auto-rickshaws (Iles, 2005, p: 50).

Iles (2005, p: 52) said most taxis are purchased new but are operated until they are very old. In several cities there is a tendency for operators to standardize on a particular make or model of car. In many cities, legally operated taxis are supplemented by illegal, unlicensed cars. Often these are cars which have failed their roadworthiness inspections; others are private cars used on a part time basis by their owners to supplement their incomes.

#### **2.4.1.3. Rail vehicles**

Heavy rail transport is normally best suited to moving large volumes of passengers and freight over comparatively long distances, and most developing countries have systems for this purpose (Iles, 2005, p: 22). The quality and extent of these systems vary considerably; those in Asian countries are generally more highly developed. According to Iles (2005, p: 22), many national rail systems also provide commuter services in large urban areas.

Rail systems are most effectively used to service densely populated cities with relatively long journey-to-work distances along radial corridors with congested roads which are central area-oriented. Because of the high cost of rail



systems of urban areas, making the full use of existing rail infrastructure is the key to ensuring the success of most new rail schemes (O’Flaherty, 1997, p: 143). Rail systems generally offer a more attractive alternative to car users than buses - as well as being more attractive to existing bus users. Since there is a suppressed demand for car travel in most large cities (which means that empty road space is filled as soon as it is created) this explains why it is that the introduction of a new light rail system often appears to have little impact on road congestion and why there is a need for concurrent car-deterrence measures if the main objective is to reduce congestion (O’Flaherty, 1997, p: 143). Information about routes, waiting times, and timetables is important in removing uncertainty and much effort is currently being placed on providing rail customers with real-time electronic information displays at stations.

According to O’Flaherty (1997, p: 141), good public transport especially rail transport, helps to retain employment and other activities in central areas, as well as facilitating pedestrianization; in rapidly expanding towns it allows a greater proportion of new jobs and facilities to be located in the centre (O’Flaherty, 1997, p: 141).

#### **2.4.1.4. Conventional buses**

In addition to the wide range of sizes, there are various types of vehicle which may be operated on conventional bus services (Iles, 2005, p: 44). Basic choices are between single and double deck vehicles, and between rigid and articulated vehicles. There are many alternative configurations of body and chassis, and mechanical specifications.

Strategies used to favor bus public transport over the private car include land use planning which locates large traffic generators at sites which are capable of being well served by buses, improving bus services, and using traffic restraint to make car travel more difficult. Measures used to assist in the improvement of services in public transportation include limited stop services, the use of bus control systems, and schemes which give priority to buses over cars on congested roads (O'Flaherty, 1997, p: 144-145):

- 1) Express bus services; typically pick up passengers at a limited number of, stops in an outer residential area and travel non-stop to a town centre or a major industrial area. A fiat fare is usually charged for the trip. These services are most heavily used when applied to peak period travel over longer distances.
- 2) Bus control; is concerned with maintaining regularity of service in traffic congestion by providing immediate information on traffic conditions to the bus operators which enables the bunching of buses to be reduced or gaps in the services to be filled. Methods used for this purpose range from fitting buses with telephones to allow direct communication between a control centre and drivers, to the use of real-time automatic vehicle location systems which promote more efficient scheduling and better service reliability.
- 3) Other conventional bus service improvements include route extensions and expanded hours of operation, all-day services operating through residential areas (generally using minibuses), and peak-period circulator services that operate between residential/employment areas and rail or bus stations.

Different standards of passenger accommodation may be provided, although not normally on the same vehicle, ranging from very basic accommodation, perhaps with the majority of passengers required to stand, to a high level of comfort, with such features as air conditioning, reclining seats, video, toilet and refreshment facilities. It is common, particularly on bus routes with high volumes of passenger traffic, to provide two or more standards of service, using vehicles to different specifications.

Iles (2005, p: 44) explained types of conventional buses as following:

1. Single deck buses.

Single deck buses are available in a range of lengths, from approximately five to twelve meters; in some countries even longer buses are permissible, up to a maximum of approximately fifteen meters (normally requiring three axles as opposed to the more usual two), although such lengths are impractical except where operation is exclusively on roads which are relatively wide and straight (Iles, 2005, p: 44). The shortest single-deckers, approximately five to six meters long and carrying between ten and twenty passengers, are often referred to as mini buses (Iles, 2005, p: 44). Buses of between approximately seven and eight meters, carrying twenty to 35 seated passengers, sometimes with accommodation for additional standing passengers, are often referred to as midi buses, although in some countries these too are known as mini buses (Iles, 2005, p: 44). Full sized single deck buses can carry between sixty and 120 passengers including those standing.

2. Articulated buses.

Articulated single deck buses, carrying up to 270 passengers and sometimes even more, are efficient movers of large numbers of passengers (Iles, 2005, p: 44). Articulated buses are most common for urban services, though a small number are used for long-distance services where road conditions permit. Most articulated buses consist of two, and sometimes three, inter-connected passenger-carrying sections, joined so that the bus can flex, and providing free movement of passengers between one section and another (Iles, 2005, p: 45).

Articulated buses are still relatively uncommon in developing countries but are becoming more widely used in Asian and South American countries (Iles, 2005, p: 46). Buses of this type are found in some African countries, in Cuba and in India, where some are built as double-deckers. Some of the Cuban vehicles are approximately 23 meters long, and carry up to 300 passengers. An advantage of this configuration is that mechanically it is much less complex, and therefore easier and cheaper to build, and in the event of a mechanical failure the tractor unit may be replaced rather than the complete combination (Iles, 2005, p: 46).

Iles (2005, p: 46) explained the disadvantage of articulated bus is that communication between the conductor and the driver is difficult, and one-person operation is impossible unless fares are collected off the vehicle or by fully automated means; however, because of the separation of the driver from the passengers, a conductor is normally essential.

3. Buses for urban services.  
Conventional bus services in urban areas may be operated by any of the above vehicle types; in many cities in developed and developing countries all types may be found (Iles, 2005, p: 46). According to Iles, the appropriate mix of vehicle types, and indeed the appropriate mix of modes, will vary considerably depending on circumstances. It is possible to estimate, very approximately, the number of buses required to serve an urban area, based on the size of the population. A more accurate estimate is possible if information is available regarding the proportion of the population which uses buses, and the number of bus trips made per person each day; further refinement will include trip lengths, bus operating speeds, vehicle sizes and operational efficiency.
4. Buses for long-distance services.  
For long-distance operation there are various types of conventional bus available to cater for the different types of traffic. Iles (2005, p: 47) mentioned that in most cases, except where road conditions are unfavorable, the most common vehicle is the full-sized or medium-sized single-deck bus, although small buses and taxis are also often used. There is often considerable variation in the standard of accommodation provided, at different fares, to cater for different sectors of the market. Standards range from basic, enabling the maximum number of passengers to be carried with minimum comfort, to luxurious, with features such as air conditioning, reclining seats, video equipment, on-board toilet and catering facilities. As a minimum, there are usually at least two standards available (Iles, 2005, p: 47); in tropical countries the distinction is often between those provided by vehicles with and without air-conditioning, but there are often several more variations.

#### **2.4.2. Ownership and Regulation of Public Transportation**

There are numerous forms of ownership and structure in the public transport industry throughout the developing world. Transport undertakings may be publicly or privately owned, or owned jointly by public and private sectors; they may be structured in various ways, and may vary considerably in size, from one vehicle to many thousands (Iles, 2005, p: 123). In any country, city or town, all transport undertakings might be publicly owned or all privately owned, or more commonly, there may be examples of both. The ownership and structure of the transport industry

are important factors in determining the nature and cost of the service provided and the types of vehicles operated. For example, with a predominance of small operators, there is also likely to be a predominance of small buses, since small vehicles are easier for small businesses to buy and operate, while there is less likely to be a coordinated network of routes than might be expected if the industry were dominated by large operators. The size and ownership of an individual organization can have a significant influence on its operating costs (Iles, 2005, p: 123).

According to Iles (2005, p: 123), there are both economies and diseconomies of scale, while the operating costs of private sector operators are, for various reasons, invariably lower than those of public sector operators, sometimes by as much as 50%. Each form of ownership and structure has its own characteristics, and is appropriate in different circumstances; there is no ideal form for either which is universally applicable. To meet the basic requirement for a cohesive transport system there are two basic options (Iles, 2005, p: 123). One is for all services to be planned and operated by a single authority, as is common in many cities; a major disadvantage is that it leads to very large organizations which can be difficult to manage efficiently.

Alternatively, services can be provided by several independent undertakings, but coordinated by a regulatory body; again, there are often practical difficulties with this arrangement. There are many subsidiary options. For instance, services may be provided by a single undertaking, which is subject to regulation by a separate body; or a state-owned operator may provide a network of coordinated services, supplemented by uncoordinated, and even unregulated, private-sector operators running in competition (Iles, 2005, p: 123). According to Iles (2005, p: 124), a common arrangement is for a regulatory body to be responsible for the planning and constant

updating of the transport system, with particular regard to routes, schedules and fares, while the actual services are operated by independent companies under contract or franchise arrangements.

Transport undertakings may be publicly or privately owned although at present in most developing and developed countries there is an increasing trend towards private ownership, with many publicly owned undertakings being transferred to the private sector (Iles, 2005, p: 130). According to Iles (2005, p: 130), the principal forms of private ownership are ownership by individuals; private companies, such as family businesses or partnerships owned by small numbers of participants; cooperatives; and owned by large numbers of private shareholders.

A typical form of ownership in developing countries is the small fleet owner, particularly in the paratransit and taxi category, is the individual owner-driver, who both owns and drives his own vehicle. Public ownership may take various forms, but the most common in the transport industry are "parastatals", state- or municipally-owned corporations or transport authorities, which in effect are often departments of central or local government (Iles, 2005, p: 130). The ownership model is depicted in Table 2.2.

Table 2.2. Public Transportation Ownership

No.	Form of ownership	Description	
		Ownership	Advantages/Disadvantages
1.	Mixture of municipal and state ownership.	Some urban bus undertakings are owned by municipalities and others by the state. There is often such as in India.	<ol style="list-style-type: none"> <li>1) An unfortunate characteristic of many state-owned transport systems throughout the world is that they are inefficient, and tend to have significantly higher costs than private sector systems.</li> <li>2) Another common problem for public sector undertakings is that they must abide by government regulations regarding employees' pay and conditions, and are therefore unable to offer high salaries to attract professional management of suitable caliber; on the other hand conditions of employment for junior and unskilled staff are often more generous than those in the private sector, raising operating costs above those of competing operators.</li> <li>3) There may be government rules which have the effect of inflating the number of employees, or prohibiting dismissal, and which therefore reduce efficiency and standards of discipline, and hence the ability to compete with private sector operators which are not subject to the same rules.</li> </ol>

Source: Iles, 2005, p: 130

Table 2.2. Public Transportation Ownership (continued)

No.	Form of ownership	Description	
		Ownership	Advantages/Disadvantages
2.	<b>Jointly owned by public and private sectors</b>	<p>1) This is relatively uncommon in developing countries except in cases where they are jointly owned by the public sector and by an overseas private sector company.</p> <p>2) In Zimbabwe, the government eventually acquired a majority shareholding, and although for several years the foreign partner had responsibility for managing the company, its decisions were frequently overruled by the government, leading to the rapid decline of the undertaking. Joint ventures are more common for light rail operations, where the considerable capital investment necessitates some form of public-private partnership.</p>	<p>There are certain advantages in such mixed companies. For example, there are often government restrictions on borrowing by local authorities or their subsidiaries, which do not apply to jointly owned companies; they may also have access to more qualified management, and be less susceptible to political interference.</p>

Source: Iles, 2005, p: 130



Table 2.2. Public Transportation Ownership (continued)

No.	Form of ownership	Description	
		Ownership	Advantages/Disadvantages
3.	Owned by foreign groups	<p>1) Some of the larger transport companies in developing countries are owned by foreign groups where foreign ownership is permitted by law; this is relatively common in former colonies, where many transport companies were established by organizations based in the colonizing countries.</p> <p>2) In some countries ownership of transport companies is restricted by law to citizens of the country, although often these laws may be circumvented by the way in which companies are structured.</p>	<p>1) Advantages include investment and innovation which might not otherwise have taken place, transfer of technology including management skills, and the development of local expertise.</p> <p>2) The disadvantages include:</p> <p>a. The repatriation of dividends which would otherwise have remained in the country, assuming that the undertaking would still have earned these dividends under local ownership.</p> <p>b. Some foreign owners exploit the local economy, for example by procuring spare parts at inflated prices through another of its subsidiaries based in its home country.</p> <p>c. Sometimes, in practice, there is only limited transfer of skills to local employees, so that if the foreign owner withdraws, it leaves behind little in the way of expertise to enable the company to continue to operate successfully.</p> <p>d. Disadvantages for foreign owners may include regulations imposing restrictions on the remittance of dividends, or on the employment of foreign staff, and the risks attached to potential political insecurity.</p>

Source: Iles, 2005, p: 130

The paratransit industry is predominantly privately owned; typically, it is dominated by small operators, the majority owning only one vehicle, but there are some relatively large fleets, of up to twenty vehicles and sometimes considerably more (Iles, 2005, p: 133).

According to Iles (Iles, 2005, p: 133), ownership of taxis and other forms of individual public transport also varies. In some countries individual owner-drivers predominate, while in others virtually all vehicles are owned by large fleet operators. In addition to taxis which are owned by large companies, there are often a significant number operating under the banner of a large company but which are individually owned. Their owners usually pay a fee to the company and in return are allowed to use the company's livery, and benefit from the company's telephone/radio booking system if there is one; the company may also provide the radio equipment for installation in the owner-drivers' cars.

The typical "life cycle" of a paratransit operator begins with the purchase of a vehicle, either new or second-hand, often financed from savings, or a lump sum payment on retirement from employment (Iles, 2005, p: 134). The vehicle may be purchased on credit, in which case interest payments are generally high because of the risks involved in the business. The owner commences operation, usually by hiring out the vehicle to a driver for a fixed fee. The driver is responsible for paying for fuel, and initially the owner's expenses are low, confined to occasional replacement of brake or clutch linings and minor repairs, but little or no preventive maintenance. The vehicle owner usually spends most of the cash generated, either on other business ventures or on a more lavish life style; only rarely will he retain funds for future maintenance expenditure or vehicle replacement.

### **2.4.3. Public Policy in Public Transportation**

#### **2.4.3.1. Public policy concept**

The starting point for a discussion of public policy must consider the idea of 'public' and take an account for the development of concept in theory and practice (Parsons, 1995, p: 2). According to Parsons, we could argue that 'public policy' has to do with those spheres which are so designed as 'public', as opposed to a similar list we could make of expressions which involve the idea of 'private'. Parsons (1995, p: 3) explained that the idea of public policy presupposes that there is a sphere or domain of life which is not private or purely individual, but held in common. There is another understanding of public policy mentioned by Wilson. According to Wilson (Parsons, 1995, p: 14), 'policy' is that of a course of action or plan, a set of political purposes. Different understanding of public policy has been given by Thomas R. Dye. Public policy is whatever governments choose to do or not to do. It means that the government regulates conflict within society, organize society to carry on conflict with other societies, distribute a great variety of symbolic rewards and material services to members of the society, and extract money from society in the form of taxes (Dye, 2002, p: 1).

Another definition, more complex and more conceptualized, is offered by William Jenkin. Jenkin (Pacesila and Profiroiu, 2006, p:150) mentioned that public policy is a set of decision connected together, made by a political actor or by a set of actors, referring to selecting objectives, and means for reaching them in a specific situation in which these actors should, in principle, have the power to make these decisions. The last definition which researcher will consider belongs to James Anderson. Anderson (Pacesila and Profiroiu, 2006, p: 150) explained that public

policy is a course of action oriented in order to reach a certain goal, followed by an actor in the approach of a problem of interest.

Based on those understanding, the researcher views public policy as an action which taken by the policy maker through several steps of and purposed to target groups as a form of public interest. It means that whatever the action which taken by the policy maker should be purposed to the target groups as the main goal and reflect what the public needs. The policy actor should not penetrate their vested interests in the policy process.

#### **2.4.3.2. Public transportation policy**

A transport policy, including public transport policy can be defined as a complex of regulatory, operational and economic measures that executive authorities implement in the realization of their strategic goals of transport development Steiner, 2007, p: 33). Regarding with the understanding of policy concept by Dye (2002, p: 1) that explained public policy is whatever governments choose to do or not to do, a public transportation policy can be seen as actions that is decided to do or not to do a certain decision by government as policy maker or other stakeholders who are involved in the public transportation provision. Public transportation policy as actions which are chosen is purposed to implement public transportation with a good condition by the strategic planning. Based on the public transportation research in Europe, there are three key elements in the strategic planning and transport policy in the development of urban public transport (Steiner, 2007, p: 34):

1. Institutional and legal frameworks; regulation and incorporation of EU regulations and best practices.

2. Infrastructure; targeted development programs of public and non-motor transport.
3. Management; service providers (operators) in urban transport.

Talking about policy in public transportation sector as a public transportation planning, it must be coordinated at all levels of decision making. In managing an urban mobility, there are four interdependent factors of successful change processes (Steiner, 2007, p: 35):

1. The regulative and organizational regime of public transport services and other transportation services.
2. The charging and financial regime of the public transport support.
3. The integration of mobility policy, urban planning and environmental protection.
4. The information technology system to support the management of urban mobility.

According to the public transportation policy, it should be implemented in some characteristics of public transportation which is articulated through the notions of share and quality, crucially depend on a package of critical conditions for success. The majority of these critical conditions are divided into four groups; external, strategic, tactical, and operative (Steiner, 2007, p: 36):

1. External conditions do not belong under the authority of urban public transport management and therefore cannot be controlled such as population, population density, population distribution, large incident gatherings and manifestations.
2. The objectives of urban public transport are under the influence of strategic factors, which are determined by various stakeholders, particularly national, regional and local authorities such as political interests, specific urban public transport regulations, integrated public transport and urban development.
3. The tactical level refers to the issue of how general objectives can be reflected in the implementation of urban public transport services such as organizational frames, financial frames, subsidies, public-private partnerships and interfaces of urban public and other transport modes.
4. The operative group of conditions contains the service and performance of urban public transport services.

According some evidences in some countries, the researcher catches some public transportation policies that are applied in order to promote and create good public transportation. Those policies are summarized by researcher in Table 2.3.

Table 2.3. Various Kinds of Public Transportation Policies

No.	Public Transportation Policy	Description	Purpose
1.	<b>Indonesia</b> The Trans Jogja and Trans Jakarta Bus Reformation (Munawar, 2008).	The Public transport reform is, therefore, very important to increase the use of public transport mode and to maintain the sustainability.	Trans Jogja and Trans Jakarta were designed to provide the citizens of a fast public transportation system to help reduce rush hour traffic. This new public transport system has been accepted as an alternative public transport, which can reduce the use of private vehicle, because of its comfortability, safety and punctuality, although the last one still has a small problem because of the mix traffic.

Source: Summarized by the Researcher, 2011

Table 2.3. Various Kinds of Public Transportation Policy (continued)

No.	Public Transportation Policy	Description	Purpose
2.	<p><b>Singapore</b> Integration of urban and transport planning, expansion of the road network and improvement of the transport infrastructure, harnessing the latest technology in network and traffic management, managing vehicle ownership and usage, and improvement and regulations of public transport (Ministry of Transport Policy and Regulations, Land Transport (Lam and Toan, 2006).</p>	<p>Singapore has a sophisticated and efficient system of land transport to serve a growing demand for transportation. Constrained by limited space, a comprehensive set of land transport policies has been in place to balance the growth in transport demand and the effectiveness and efficiency of the land transport system.</p>	<p>A multi-pronged approach has been used to achieve the objective of a world-class transportation system.</p>
3.	<p><b>Bogota, Colombia</b> Policy for improving public transportation performance which is based on supply and demands (Diaz, 2011).</p>	<p><b>Supply</b> The proposed network will be interconnected throughout the city, allowing for agile, economic and sustainable mobility. Components of this system include Transmillenio, Cycle Paths (bicycle as a means of transportation), and Public Space.</p> <p><b>Demand</b> To stimulate public transportation demand and to restrict private car use, work is being done on many fronts:</p>	<p><b>Related with supply</b> To increase the supply of transportation, mass and alternative means of transportation are being developed.</p> <p><b>Related with demand</b> To stimulate public transportation demand.</p>

Source: Summarized by the Researcher, 2011

Table 2.3. Various Kinds of Public Transportation Policy (continued)

No.	Public Transportation Policy	Description	Purpose
		<ul style="list-style-type: none"> <li>a. Fees and Taxes.</li> <li>b. Peak and License Plate (<i>Pico y Placa</i>).</li> <li>c. Car free day.</li> </ul>	<ul style="list-style-type: none"> <li>a. The fee for public parking was increased by 100 percent, while the regulation of fees in private parking lots was removed. Result: citizens reduced their vehicle use because parking became so expensive.</li> <li>b. Pico y Placa is a measure that restricts 40 percent of vehicles from traveling during peak hours in the entire urban area (32 000 hectares) to promote the use of public transport and reduce traffic congestion.</li> <li>c. Bogotanos got to live a day in the city without private vehicles, with ample space to walk, bike and skate. That day 832.000 private vehicles stopped circulating for 13 hours (from 6:30 a.m. to 7:30 p.m.), leaving the streets to a million and a half bicycles.</li> </ul>

Source: Summarized by the Researcher, 2011



Table 2.3. Various Kinds of Public Transportation Policy (continued)

No.	Public Transportation Policy	Description	Purpose
4.	<p><b>China</b> Bus Rapid Transit (BRT) development policy (Fengwu, 2004, p: 38).</p>	<p>China's first law on road traffic safety defined the system of bus ways to be implemented and the Ministry of Construction (MOC) established a national policy stipulating that public transport should be a priority and developed as the dominant mode of urban passenger transport. It also recommended BRT as the Mass Rapid Transit (MRT) mode to be used for developing large and medium cities.</p>	<p>BRT has been planned and built to alleviate traffic congestion and promote the development of sustainable public transportation in China.</p>
5.	<p><b>Taiwan</b> The government endeavors to improve the transport service quality by implementing the integration of ticketing systems, schedules and transfer terminals, providing more exclusive lanes for buses, directly subsidizing the remote deficit routes (Lan, 2006, p: 158-160).</p>	<ul style="list-style-type: none"> <li>The policy for developing public transport in Taiwan was documented in the first Transportation Policy White Book (MOTC 1995). This document was the first transportation policy book in Taiwan that definitely proposed to develop public transport. More explicit, policies and strategies for the development of public transport were clearly outlined in the revised White Book</li> </ul>	<p>Providing higher quality public transport services to attract more passengers away from private vehicles was considered as general policy guideline.</p>

Source: Summarized by the Researcher, 2011

Table 2.3. Various Kinds of Public Transportation Policy (continued)

No.	Public Transportation Policy	Description	Purpose
		<ul style="list-style-type: none"> <li>Public Transportation Development Act (PTDA) was eventually promulgated in May 2002. According to this Act, the government would subsidize the capital investment and operation deficit to those routes serving in the remote districts. PTDA also requires the regulatory agencies to conduct periodical level of service assessment on the operation of public transportation system. In order to increase the attraction of public transport, PTDA pushes for constructing more exclusive bus lanes and public transport terminals.</li> </ul>	

Source: Summarized by the Researcher, 2011

## 2.5. Map of Study Area

### 2.5.1. General View of Thailand

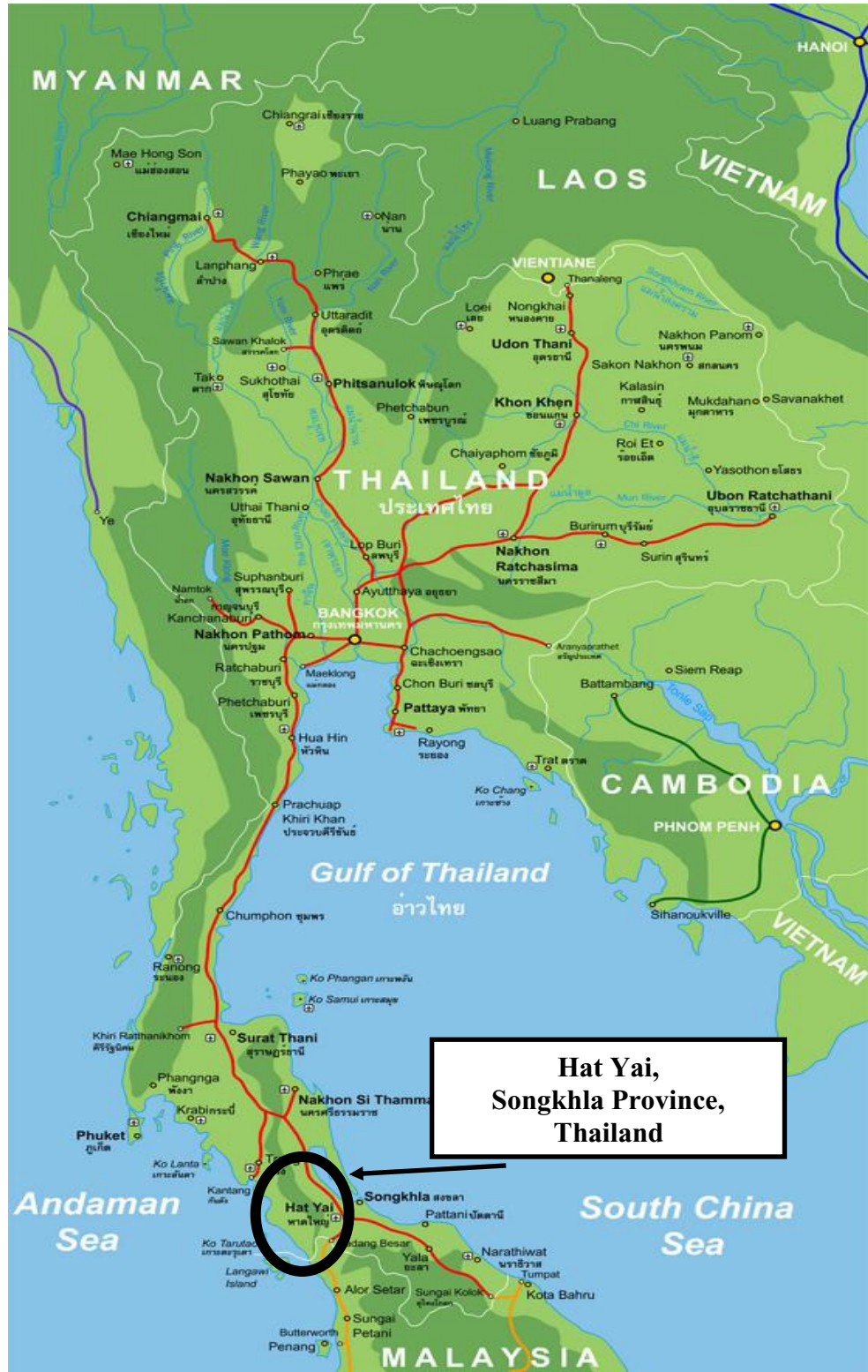


Figure 2.1. Map of Thailand

### 2.5.2. General View of Hat Yai City

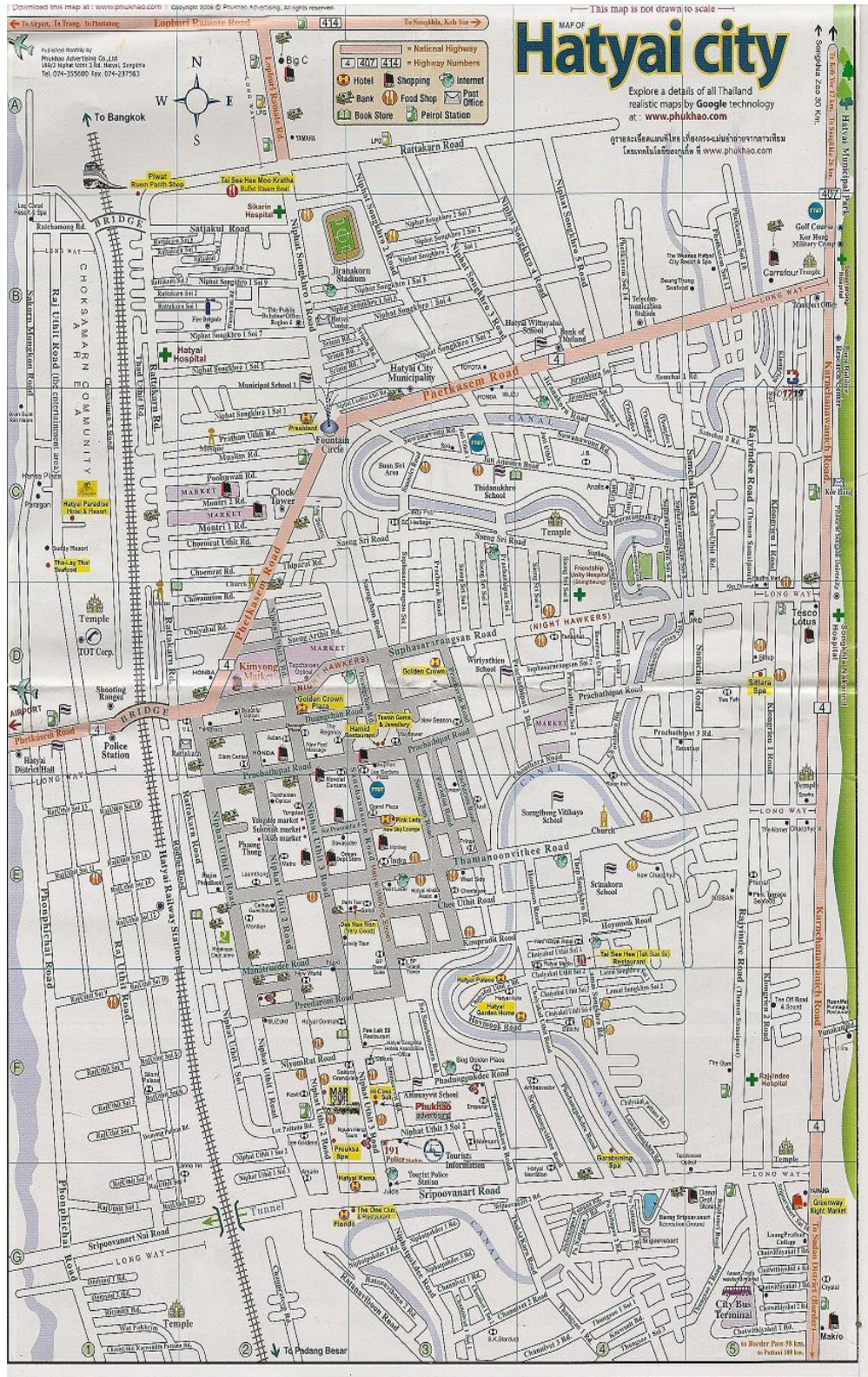


Figure 2.2. Map of Hat Yai City

### 2.5.3. General View of Indonesia



**Banten Province,  
West Java**

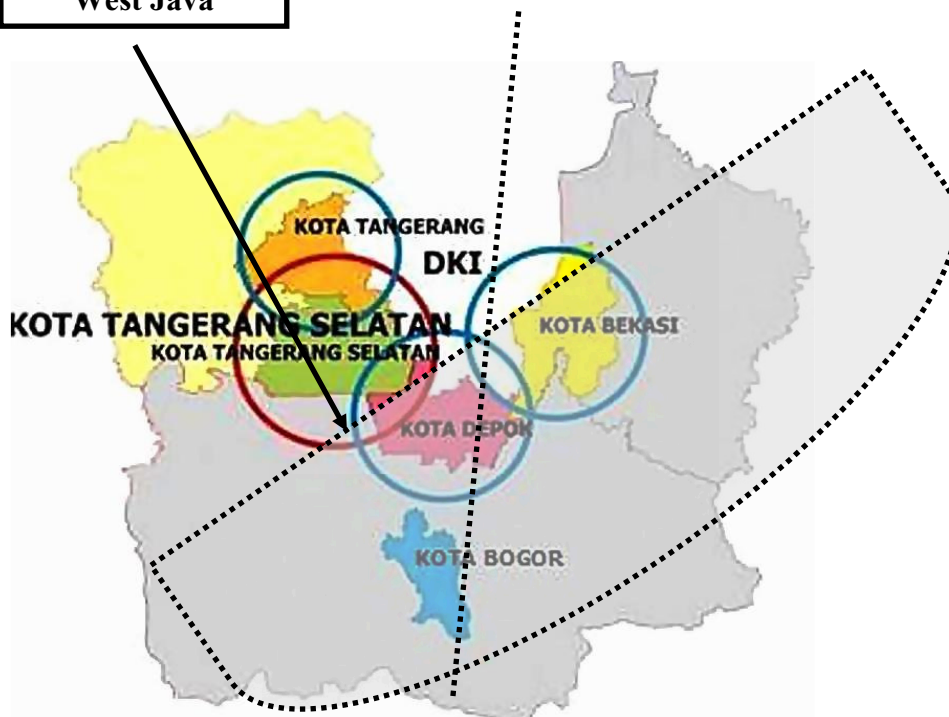


Figure 2.3. Map of Indonesia and Banten Province

#### 2.5.4. General View of South Tangerang City



Figure 2.4. Map of South Tangerang City

## **2.6. PREVIOUS RESEARCH**

Transportation problem is an important issue for developing and developed countries. The growth of both developed and developing countries gives an influence to the mobility of their citizen. The higher growth of cities, the higher mobility they have. The high mobility has an influence to the transportation condition. The growth of mobility creates traffic congestion even it causes serious problem in transportation. For instance, the increasing of the vehicles causes traffic congestion and environmental pollution. Another transportation issue that arises is the increasing of private vehicle usage. Both developing and developed countries have concerned in this issue. They try to manage the growth of the private vehicles used by their society.

Related with the managing of private vehicles, both developed and developing countries have their own transportation policy such as restrict of the using of private vehicles, build the pedestrian, give a high rate of tax for private vehicles, and provide public transportation. In this research, the researcher focuses on the implementing of public transportation system policy. According to this policy, the provision of public transportation should give the comfortness for the passengers so that they are willing to switch from private vehicles into public transportation. Based on the local governance concept, the managing of public transportation should be done by making a synergy among state/government, private sector, and civil society.

### **2.6.1. Previous Study on Paratransit in Developing Countries in Asia**

Paratransit modes play a significant role in the urban transport sectors of developing countries since in many cities more than half of the total public transport

demand is carried by them. Rapid increases in urban population, per capita income, along with inadequate existing transport infrastructures have stimulated their usage as cheap and convenient public transport modes. This paper examines their present role and physical characteristics in a comparative form to provide a basic data for discussion of urban transport issues in developing cities.

Vuchic (Shimazaki & Rahman, 1996, p: 2) explained that paratransit is urban passenger transportation service usually in highway vehicles operated on public streets and highways in mixed traffic; it is provided by private or public operators and it is available to certain groups of users or to the general public, but adoptable in its routing and scheduling to individual user's desires in varying degrees. The concept of paratransit, however, differs in the context of developed and developing countries. In developed countries, paratransit is often used for demand responsive systems such as shared-ride taxis, dial-a-ride and subscription buses. In the context of developing countries, the lower standard of living, high population density, availability of cheap labor force etc., have together provided a bewildering array of transport modes bridging the gap between public bus and private automobiles.

Shimazaki & Rahman (Shimazaki & Rahman, 1996, p: 3) explained that generally paratransit system can be broadly classified into two types; non-motorized and motorized. Both types are again been sub-classified into 3 groups based on their seating capacity. They are individual type (seating capacity less than 4), shared type (seating capacity 5-10) and collective type (seating capacity 11-20). The non-motorized paratransit includes animal powered and human powered types. All non-motorized paratransits are of individual type with seating capacity 2 except hand



rickshaw (seating capacity 1) in India, tonga (seating capacity 2-4) in Pakistan. The seating capacity of motorized paratransit ranges widely from 2 to 18.

According to Shimazaki & Rahman, in almost all cases, the paratransit systems have developed spontaneously in response to local conditions. There are several factors which often have aggravated the growth of paratransit:

1. The first is the rapid increase in urban population through both natural increase and rural to urban migration.
2. Second, increased per capita income has greatly influenced the rapid increase of transport demands within the urban areas.
3. Third, the inadequate existing transport infrastructures with insufficient public transport have stimulated the growing transport demand.
4. The last is the lack of appropriate planning for metropolitan transport systems for most cities of the developing countries due to requirement of huge amount of capital investment.

Besides these, the conventional bus service like developed countries cannot satisfy various short trips, from work trip to leisure trips in developing countries because private cars are not affordable for most of the people and urban rails are not available in most cities in developing countries. So to cater for the growing transport demands, there exist various forms of paratransit modes in developing cities.

In summary, this article explained that the significant features of paratransit system in the cities of developing countries are their flexibility and door to door service. Their popularity as a public transport cannot be neglected as it is found that they carry two thirds of public transport passengers in Metro Manila for example. As

a private business, the paratransit vehicles are managed and operated by typical small scale independent enterprises, where most vehicles are rented on a daily basis. In some cities it generates a considerable percent of employment opportunity and also does not require much public resources which is a major attraction in many cities of developing countries with shortage of funds.

Even in the future, the role of paratransit as a transport mode cannot be underestimated in the cities of developing countries, but unfortunately, sufficient data is not available in this field in many countries. So in future, joint survey and research will be important and each government may need to change their policy and to find a cooperative measure to use a wide range of public transport modes including paratransit system in order to provide an appropriate transportation service.

### **2.6.2. Previous Study on The Crisis of Public Transportation**

This section will begin with the study by Nisha Korattyswaroopam and John Pucher about the crisis of public transportation in India. The study intended to describe that the rapid growth of India urban population has put enormous strains on all transport systems. Burgeoning travel demand far exceeds the limited supply of transport infrastructure and services. Public transport, in particular, has been completely overwhelmed. The authors describe (Korattyswaroopam, 2004, p: 1) that most bus and train services are overcrowded, undependable, slow, inconvenient, uncoordinated, and dangerous. According to Korattyswaroopam (Korattyswaroopam, 2004, p: 2) the financial problems stemming from India's low per-capita income are probably the most important challenges facing Indian public transport, but there are

many others as well inefficiency, roadway congestion, traffic accidents, lack of planning, overcrowding, noise, and total lack of coordination of any kind. In India (Korattyswaroopam, 2004, p: 4), it has led to rapid growth in car and motorcycle ownership and use and thus increasingly congested roadways that slow down buses, increase bus operating costs, and further discourage public transport use. Dissatisfied public transport passengers are increasingly turning to the private car. For affluent Indians, the private car offers an even higher level of comfort and greater prestige, although it is more likely than two-wheelers to be slowed down by roadway congestion (Korattyswaroopam, 2004, p: 8). Those conditions have away from space-saving public transport toward individual motorized transport. That has greatly increased roadway congestion, further reduced travel speeds, and aggravated traffic safety problems. Korattyswaroopam (Korattyswaroopam, 2004, p: 8) mentioned another crucial problem of Indian transport are inefficiency, lack of productivity, overstaffing, excessively high operating costs, and large subsidy needs. Especially since the mid-1990s, operating deficits have been rising rapidly.

According to Korattyswaroopam (Korattyswaroopam, 2004, p: 10) one possible solution for many of these problems might be the selective privatization of India's public transport sector. That could be done either through opening up the market to private firms (who would own, manage, operate and finance their own systems) or by having public agencies contract with private firms to operate services on a system wide basis, for selective routes, or for selected functions (like maintenance). Unfortunately, the new private operators were not adequately regulated and coordinated, leading to complete chaos. The new private services tortured

passengers with lengthy, zig-zag routes, long waiting times, completely unreliable service, extreme overcrowding, unqualified drivers, speeding and reckless driving, fights among competing buses, and even running down passengers waiting at bus stops. Moreover, the private buses were often poorly maintained, unsafe, noisy, and highly polluting, adding to the already severe congestion, safety, and air pollution problems in Delhi.

Significantly, no government level has any dedicated taxes whose proceeds would be automatically earmarked for public transport. Thus, financial support for public transport is tenuous, depending on annual budgetary appropriations. With critical shortages of revenues at every government level, public transport must compete each year with many other urgent needs for public funds. The willingness of the central and state governments to fund public transport can vary substantially over time, making long-term planning very difficult. In spite of severe shortages of both public and private financing for improving public transport, several Indian cities have been trying to provide more and better services to meet burgeoning travel demands (Korattyswaroopam, 2004, p: 11).

In the years since 1992, regulations have been strengthened and better enforced (Korattyswaroopam, 2004, p: 11). Moreover, the many private bus operators are now much better coordinated than at the outset. Service quality problems still remain, but privatization appears to have brought some substantial economic benefits. It appears that privatization does indeed have much potential to improve efficiency, but that it must be accompanied by strict regulations, performance standards, and overall coordination to ensure an integrated network of services.

The result of this study mentioned that medium and small cities, where public transport services are either, non-existent or very infrequent, as well as slow and crowded, improved bus service is the only feasible option (Korattyswaroopam, 2004, p: 15). Private vehicles have a much higher share of total trips in small and medium-sized cities precisely because the bus services there are so inadequate. Until all levels of government in India devote the necessary funding to expanding and improving public transport, it will remain overcrowded, unsafe, undependable, and unpleasant, thus encouraging ever more Indians to turn instead to private cars and motorcycles, which would lead to even more serious congestion and pollution problems in Indian cities. The ideal source of such funding would be some sort of dedicated gasoline or private motor vehicle tax whose revenues would be devoted specifically to the improvement of urban transport conditions, including better roadways, better bicycling and walking facilities, and above all, better bus and rail services. Many of the world's developed countries have used such dedicated gasoline and motor vehicle taxes for decades to fund their public transport improvements (Korattyswaroopam, 2004, p: 16). In India, it would be doubly beneficial. Such a tax would discourage nonessential private car ownership and use. Moreover, the burden of the tax would fall on relatively affluent Indians, so that the overall impact would be quite progressive.

### **2.6.3. Previous Study on The Private Sector Participation in Transportation Sector**

One of the actors involved in this research is the private sector. The importance of private sector is explained by Puri in the study of Private Sector Participation in The Transport Sector in India. The purpose of this study is to present the importance of the private sector in bridging the resource gap in investment and improving the operational and managerial efficiency in the transport sector in order to address capacity constraints and deficiencies in the existing transport infrastructure and meet rapidly growing demand (Puri, 2003, p: 56). This study provides a broad overview of government policies and various initiatives that have been undertaken to promote private participation following various models. It also discusses achievements made in different subsectors and draws some conclusions on major policies and initiatives of the Government.

Large investments have been made for the development of the transport sector in India (Puri, 2003, p: 57). This has resulted in the expansion of transport infrastructure and facilities. The existing transport network suffers from serious deficiencies, removal of which will also require large amounts of financial resources. It is estimated that it would be necessary to increase the level of investment by up to three-four times its present level in real terms in order to meet the existing capacity shortages and deficiencies and to accommodate the future growth of transport demand in India. As the introduction of new technology has been slow in the past, the expansion of capacity must be accompanied by upgrading of technology for all modes of transport.

Transport infrastructure and services have been provided by the State (Puri, 2003, p: 58). The massive investment requirement, long gestation period and uncertainty of return were mainly responsible for the lack of interest by the private sector. The presence of significant externalities also justified the dominant role of the State in providing basic infrastructure services. In the allocation of budgetary resources, therefore, the development of transport infrastructure is still given high priority. For long time, the Government had contributed to the development of the transport sector. However, over the years, protected by restrictive practices, the public enterprises grew in size and have operated as “natural monopolies” providing poor quality of service at low prices. Most of them also incurred heavy losses and had to be supported by the Government. This has prompted the demand for liberalization to allow competition in the sector and restructuring for privatization of public enterprises. It is also considered necessary to improve the efficiency of transport operations.

This study mentioned India has long suffered from transport bottlenecks, mainly because of budgetary constraints and managerial inefficiencies (Puri, 2003, p: 71). To overcome this handicap, conscious efforts are being made to improve transport infrastructure in the country. Puri (Puri, 2003, p: 71) explained the importance of private sector participation in bridging the resource gap and improving the operational and managerial efficiency has also been recognized. In assessing the role of the private sector, a distinction is made between infrastructure and services. The basic infrastructure, with a few exceptions, lies in the hands of the public sector. The long-term goal is to provide open access to fixed infrastructure for all modes of

transport and to involve the private sector in the provision of infrastructure facilities.

The result of this study (Puri, 2003, p: 72) explained that from experiences in the past, the government formulating new policies, offering more attractive incentive packages and developing mechanisms to ensure greater participation of the private sector. With these new initiatives, it is hoped that the involvement of the private sector will increase in the future as the sector gains more confidence in undertaking transport projects through partnership arrangements with the public sector and the overall environment becomes more conducive to private participation through conscious efforts of government.

#### **2.6.4. Previous Study on The Process of Managing Public Transport in Developing Countries from The Stakeholder Perspectives**

In developing countries, the trend of turning to the private sector for the provision of public transport services has resulted in a large number of individual operators whose main aim is (not surprisingly) to maximize profits. The challenge is to find a way to regulate and control this multiplicity of small businesses in such a way as to retain the cost minimization pressures of the profit-seeking private sector without sacrificing safety, health or quality of service.

This study (Sohail, 2005, p: 149) presents a comparison of stakeholder attitudes to the regulation and control public transport in Dar es Salaam (Tanzania) and Faisalabad (Pakistan). Sohail (Sohail, 2005, p: 149) mentioned the stakeholders involved included users, particularly passengers from low-income households,



providers and operators of services (drivers and conductors), and regulatory agencies. The example of the Faisalabad Urban Transport Society (FUTS), effectively a public–private partnership, is described to provide a useful model of regulation and control of private sector operators as well as for reconciling the interests of multiple stakeholders.

The predominant ‘how and why’ nature of this research led to the selection of the case study approach as the methodology (Sohail, 2005, p: 150). The local environment/sector differences between these countries include the availability of different modes of urban transport services and differences in the proportion of people that have access to public services. The modes of transport investigated included motorized and non-motorized. The key perspectives were sought from (Sohail, 2005, p: 150):

1. Users, particularly low-income households including men, women, children, elderly, and disabled members of the community.
2. Providers and operators of the services, such as bus companies, drivers associations, owners’ associations.
3. Regulatory agencies (primarily the transport ministry concerned and other government agencies and the private bus companies); also from the municipal traffic departments, city traffic police who regulate the traffic and licensing authorities.

This paper compares stakeholder attitudes in two cities, one African and one Asian, with a view to drawing out some general lessons on how public transport should be regulated. The final result of this study is a conclusion of both Tanzania and

Pakistan in the process of managing public transport from the stakeholder perspectives by compares several points such as modes of public transportation, public transportation problems, public transportation and the poor, passengers perspectives, vehicle owners perspectives, bus drivers and conductors perspectives, the regulation, and the issues of their transportation condition.

#### **2.6.5. Previous Study on Supply and Demand of Local Public Transportation**

Talking about supply and demand of public transportation, it has a correlation with the characteristics and geographical patterns of the cities. This study analyzes factors explaining supply and demand of local public transportation. Generally, this study provide evidence on the role played by institutional and regional characteristics useful to achieve a better understanding of local public transportation supply and demand (Albalate, 2009, p: 775). According to Albalate (Albalate, 2009, p: 779), supply for local public transport is supposed to rely on the recovery rate of the service by the producer (income over costs) and other city characteristics like economic wealth or density. Demand is affected by the price of the service for the user, the time spent in the journey (walking time, waiting time, in-vehicle time, as well as the time spent in the alternative mode) and city characteristics.

The aim of this paper is to identify factors explaining local public transportation of large European cities from both supply and demand sides. The second contribution is the analysis of institutional and geographical factors as determinants of transport supply and demand, which have also been largely neglected by previous transportation and geographic literature, and which might play an important role on local public transportation

determination. Therefore, this paper tries to further connect institutional and geographic fields to transportation at a local level.

In the result of this study, the author mentioned several variables as covariates in supply and demand equations in order to explain local public transportation (Albalate, 2009, p: 780). The variables and their expected relationships with the dependent variables are GDP, density, price, fleet, public transportation speed, private time, motor, parking area. Based on the institutional sectors, the author mentioned several variables such as elected mayor, contracting, and decentralization of local authority in implementing local public transportation.

#### **2.6.6. Previous Study on Governance and Participation**

This journal analyses cases of governance in Italian local welfare systems. Bifulco (Bifulco, 2008, p: 211) explained that following Law 328/2000, the design and management of the social services system in Italy involve different public responsibility levels, mainly regional and municipal. In order to manage social policies, Italian municipalities have to join in new inter-municipal groupings called '*Piani di Zona*' (Area Plans). Moreover, the law provides for engaging in these Plans even local third-sector organizations and citizens. The article attempts to highlight the implications of this complex system that is leading local authorities to open new governance arenas. The hypothesis of this study mentioned that the role of public administration is a fundamental variable to understand the different ways of participating (Bifulco, p: 212). In this sense, Bifulco (Bifulco, 2008, p: 212) this study

discusses the dynamics of local governance by relaying them to four main questions: *who* participates in *what*, *where* and *how*.

A least common denominator of what governance actually is could be established anyway, on the basis of four key points (Bifulco, 2008, p: 212):

1. The first one is the presence of a plurality of actors working together in the design, implementation and management of policies.
2. The second is the emergence of complex environments of public action with a low level of integration.
3. The third point is the demand for coordination raised by these very same complex situations.
4. The fourth point is the delegitimization of forms of coordination based on public authority, for the benefit of the growing importance acquired by contractual or consensual logics.

The fragmentation of the Italian social service system is in fact an old and serious problem. It covers several aspects: the weak coordination among the various institutional levels, the huge differences existing between territories, and the vagueness and disparity of rights.

On the whole, Bifulco (2008, p: 214) mentioned the perspective of integration is closely linked to a model of local governance based on negotiation and participation as following:

1. Guiding idea; integrated.
2. Objective; promotion of well-being

3. Political-administrative responsibility levels; state, regions, municipalities.
4. Actors; public, third sector, local community, and citizens (as individuals)
5. Strategies; negotiation and participation.
6. Instruments; *Piani di Zona*.

*Piano di Zona* is the key instrument of the reform and epitomizes its basic characteristics, justifying arguments and priorities. Its performative force is based on three interrelated ideas (Bifulco, 2008, p: 215):

1. The associated action among different actors and institutions, viewed as a resource for managing common assets. The associated action in this specific case primarily involves the creation of inter-municipal groupings. As the failed implementation of the Piano rules out access to national financing, municipalities do not opt for joining together; rather, they are forced to do so, showing the top-down nature of the legislators' strategy.
2. Negotiation, as a method for consensus-building in a participative way. In any case, negotiation is associated with the promotion of the participation of local communities (whether as organizations or as individuals) in designing and implementing the Piano. With regard to the nature of the process, a great deal depends on how the logics of negotiation develop. In general terms, the emphasis of the reform on negotiation implies that decisions based on the cooperative agreements

are preferable to those based on the authority or the aggregation of preferences. The negotiation would benefit, at the same time, the legitimacy of choices, the responsiveness with respect to the stakeholders and the awareness of the problems involved. In any case, negotiation is associated with the promotion of the participation of local communities (whether as organizations or as individuals) in designing and implementing the Piano.

3. These directions provided by the reform are less coercive and more ambiguous than those relating to the association among municipalities. Municipal administrations play, therefore, a decisive role in respect of the following aspects:
  - (a) The promotion of capacities for action by local contexts.
  - (b) The establishment of spaces of participation in the decision making.
  - (c) The composition of plural demands and interests within a shared framework of priorities.
  - (d) The governing of processes along well-defined lines of territorial social development
4. The administrative direction, emphasizing 'system actions', able to guarantee coherence and continuity in the institutional structures.

This journal mentioned about issue of participation. The instrument of the *Piano* has to be seen at work, because of the variety of its translation at local level, according to the institutional and contingent context within which the action takes

place. As for its outcome in terms of participation, Bifulco (2008, p: 216) explained the main questions concern the following:

1. The first is **who participates**, that is, the degree of inclusivity. The subjects of participation can be extremely varied, and it is not necessarily true that the participation of citizens as individuals is the one mostly promoted. On the contrary, organized forms of local society tend to register greater presence. Besides, people's capacity to participate in decisions is not equally distributed. The consequent risk is that of giving an advantage to whoever has the most significant levels of *agency* and *voice*.
2. The second question concerns **what actors are participated in**: what are the problems currently on the agenda, how they are structured, to what extent one contributes to their revision and solution. In this case, the issue is the degree of accessibility of problems to participation. If whoever participates is called to speak on a given problem (problem-solving), this is actually different from a situation where the participant is called to speak on the definition of the problem (problem-setting). Citizens' positions in participation can be very distant from one another: for instance, those linked to hearing procedures are of a completely different nature from those involved in the co-participation in decision-making.
3. A third issue is **where**: which are the spaces of participation and their level of legitimization, formalization and institutionalization. This

implies certain crucial conditions to participation with respect to the possibility of developing social and institutional learning processes.

4. The final issue concerns the question of **how**: the rules for access to participation particularly whether citizens' participation is direct or mediated by organizations.

#### **2.6.7. Previous Study on Quality of Public Transport Services in Urban Area of Oradea**

Intensification of public transport in urban areas due to increased mobility at regional and national levels, discrepancies among urban areas with same population and lack of statistical data related to performance and quality of public transport services are the main determinants of this paper (Simona, 2010, p: 469). A separation line must be drawn between quality of services and performance indicators of public transport system. According to Simona, service quality can be approached from four directions, namely, consumer point of view, vehicle performance (including the human operator), specialized company in passenger transport, and the Government (local Councils). Availability, comfort and convenience are the two main indicators that must be evaluated by citizens as being with high grades for a good quality of urban transport services.

This study mentioned about the performance of a public transport. Simona (Simona, 2010, p: 471) explained that the performance of a public transport system can be measured qualitatively. It also can be measured in absolute values and usually refers to a particular aspect of the transport (cylindrical capacity for vehicles used).



The service quality can be approached only from the consumer point of view. Performance indicators of a public transport system could be availability, service monitoring, influences on community, travel times, safety and security, construction and maintenance of vehicles, economic impact, transport capacity (number of passengers). In the other hand, measuring service quality is a procedure to be considered from the point of view of public service consumers, the vehicle and the driver, the private company which administrates public transport services, and the community. Availability can be measured as spatial availability such as network coverage, temporal availability, information availability and capacity availability. Comfort and convenience are the outcome of conjoint action of variables likes travel time, hours of service, reliability, waiting time, safety and security, passenger load-available free spaces in the vehicle, vehicle's cleanliness, the cost of transportation, and number of transits to reach final destination, comparative evaluation among other means of transportation.

The findings in this study mentioned that the most important component of public transportation services in Oradea appears to be safety and security during travel. Cleanliness seems to be equally important for respondents. Respondents (52,7 %) appreciate public transportation in Oradea as being with a good quality, 28,40% as being satisfactory and only 18,90% consider that services do not correspond to their expectations.

## CHAPTER 3

### RESEARCH METHODOLOGY

#### 3.1. Type of Research

In social research, researchers use many different methods in order to describe, explore, and understand social life. Research methods are needed to help the researcher to analyze the data to solve the problem. One of the research methods is qualitative. In this research, researcher uses qualitative method. According to Creswell (2007, p: 53), there are five approaches in conducting qualitative research, namely *narrative, phenomenology, ground theory, ethnography, and case studies*. According to the qualitative research, comparative case studies which will be conducted by the researcher which supported by three theories.

*First*, the theory which explained by Mills (Mills et al, 2006, p: 621) that “comparative study is able to be conducted for quantitative or qualitative research such as regional comparison”. *Second*, the theory from Regin (Regin, 1987, p: 16) which support the comparative case studies by qualitative method which explained that “the comparative method is essentially a case-oriented strategy of comparative research which has focus to compare some cases”. Regin (Regin, 1987, p: 14) has another explanation that “statistical criteria are less important to the case studies approach. The comparative method forces the investigator to become familiar with the cases relevant to the analysis. To make meaningful comparisons of cases as wholes, the investigator must examine each case directly and compare each case with all other relevant cases”. *Third*, the theory from Yin (Yin, 2003, p:1) which explained that “the

case study is used in many situations to contribute to our knowledge of individual, group, organizational, social, political, and related phenomena”.

According to those theories, the researcher will compare the phenomena of the public transportation existence in South Tangerang City, Indonesia and Hat Yai, Thailand as a case study by qualitative research methods.

Five procedures used by the researcher to conduct case study research based on Stake’s theory (Creswell, 200 , p: -75):

1. A case study is a good approach when the inquirer has clearly identifiable cases with boundaries and seeks to provide an in-depth understanding of the cases or a comparison of several cases.
2. Researchers next need to identify their case or cases. These cases may involve an individual, several individuals, a program, an event, or an activity. In conducting case study research, investigators first consider what type of case study is most promising and useful.
3. The data collection in case study research is typically extensive, drawing on multiple sources of information, such as observations, interviews, documents, and audiovisual materials.
4. The type of analysis of these data can be a holistic analysis of the entire case or art embedded analysis of a specific aspect of the case. Through this data collection, a detailed description of the case emerges in which the researcher details such aspects as the history of the case, the chronology of events, or a day-by-day rendering of the activities of the case. When multiple cases are chosen, a typical format is to first provide a detailed description of each case and themes within the case, called a within-case analysis, followed by a thematic analysis across the cases, called a cross-case analysis, as well as assertions or an interpretation of the meaning of the case.
5. In the final interpretive phase, the researcher reports the meaning of the case, whether that meaning comes from learning about the issue of the case or learning about an unusual situation.

Based on five procedures explained by Stake, the researcher will follow those procedures in conducting the comparative case study research by qualitative methods.

### 3.2. Methods of Data Collection

In qualitative research, McNabb (McNabb, 2002, p: 2 ) argued that “data collection can take place in a variety of ways. The techniques used most often in public administration research include *analysis of internal and external documents, interviews, observation* (McNabb, 2002, p: 294)”. Based on the argument from McNabb, the researcher will conduct those methods by implementing several steps as follows:

1. Document analysis; is the one of secondary data collection methods in order to get the supporting theories from the previous similar researches which support this research. Sources which are used in document analysis explained as follows:
  - 1) Research results. By understanding the results from previous similar researches, the researcher is able to arrange overview regarding with the public transport implementation and understand what factors should be explained in order to give comprehensive report in public transport provision.
  - 2) Documents. The documents which used as document analysis include the collection of data in the form of government regulations related to the provision of public transportation such as the regulation about the provision of public transportation by the private sectors, regulations from private sectors related to their authority and responsibility, regulations about basic standards which should be fulfilled in order to operate public transportation.

Those documents are basis of references for the researcher to obtain information in the public transport provision.

- 3) Reference books. Reference books which used are books that contain basic theories related to the public transport and public service concept in public transportation sectors.
2. Observation. In this research, the researcher will make notes and records about the situation in research locations regarding with the condition of public transportation in local area and opinions from the community.
3. Interview. The researcher develops and uses an interview guide that contains a list of questions and topics that need to be covered during the conversation. The interviewer follows the interview guide and the topical trajectories in the conversation that may stray from the interview guide when the researcher feels this is appropriate. Gathering data by interview may take one of several different forms. McNabb (2002, p: 294) mentioned that “the method used most often in public administration research is the in-depth personal interview”. According to McNabb, the researcher chooses semi-structured interviewing as a type of interview to collect the data from key informants. In conducting interview, McNabb (2002, p: 294) explained as following:

In order to collect data by semi-structure, the researcher as an interviewer and respondents engage in a formal interview. Moreover, the researcher develops and uses an 'interview guide' that contains a list of questions and topics that need to be covered during the conversation. The interviewer follows the interview guide, but is able to follow topical trajectories in the conversation that may stray from the interview guide when the researcher feels this is appropriate.

### 3.3. Data Analysis

Miles and Huberman (1994, p: 10) mentioned data analysis as consisting of four concurrent flows of activity, namely, data collection, data reduction, data display, and conclusion drawing/verification.

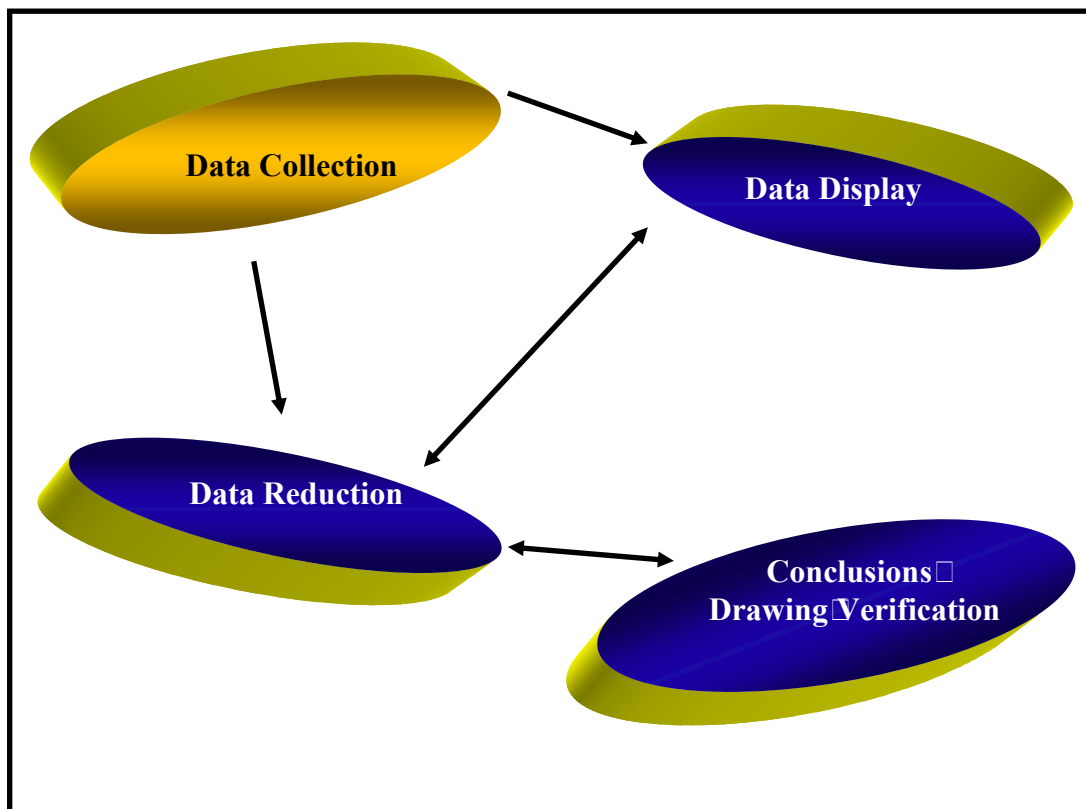


Figure 3. Components of Data Analysis: Interactive Model

Source: Matthew B. Miles and A. Michael Huberman (1994, p: 12)

According to Figure 3., Huberman explained those concurrent flows of data analysis as following:

1. Data Collection. In this research, data collection process involves three methods which mentioned in methods of data collecting. The methods include interview, observation, and document analysis. Each method has explained by detail in methods of data collecting.
2. Data reduction. This process refers to the process of selecting, focusing, simplifying, abstracting, and transforming the data that appear in written-up field notes. Data reduction occurs continuously throughout the life of any qualitatively oriented project. Even before the data are actually collected, anticipatory data reduction is occurring as the researcher decides which conceptual framework, which cases, which research questions, and which data collection approaches to choose.
3. Data Display. This process is the third major activity which the researcher should go through, and this means taking the reduced data and displaying it in an organized, compressed way so that conclusions can be more easily drawn.
4. Conclusions (drawing/verification). In this process the researcher begins to decide what things mean.

In applying the flow of data analysis from Huberman, the researcher will apply data collection process by using document analysis, observation process, and interview process. The next step is data reduction. In reducing the data, the researcher will select some data which has correlation with the research objectives. Furthermore, data will be displayed as the research results. The last step is to arrange the conclusion which concluded from the research results to answer the research questions.

### 3.4. Type and Source of Data

Data source is an important factor to be considered in determining the method of data collection. The definition of data sources in research is the subject of any data can be obtained. There are two types of data sources, namely primary and secondary data which explained as follows (McNabb, 2002, p: 56):

*Primary data* are original data that researcher gathers from original sources such as responses to a questionnaire or interview. *Secondary data* are data that have been collected by someone else for another purpose such as government statistical reports, articles in professional journals or agency records. Primary and secondary data are important or necessary for the accuracy of information relevant to the data for simplifying the research and data to be collected, so that research can make conclusions from the data collected.

The main difference between primary and secondary data explained as following (McNabb, 2002, p: 56):

1. Primary data collection is necessary when a researcher cannot find the data needed in secondary sources. The primary data collection may often be necessary when looking at effects of regulations or procedures and needs of specific groups/ institutions/ subsectors. This is conducted using some means of questioning usually via a survey or interview and the information can be gathered through observation.
2. Secondary research gathers information which has already been collected. This is a valuable way to start a research project if possible, as it identifies any relevant data before time and money are spent on new primary research, which may result in duplication. Secondary data usually refers to commentaries or claims made on other data by other researchers, reporters or commentators.

According to the explanation about primary and secondary data by McNabb, the researcher will conduct some means of questioning via an interview and the information can be gathered through observation. Primary data in this research is collected from key informants by conducting interview process. Another source is secondary data which collected from the relevant laws, regulations, documents, archival records, and literatures related to the case studies.



### 3.5. Data Validity

Validity is seen as strength of qualitative research, but it is used to suggest determining whether the findings are accurate from the standpoint of the researcher, the participant, or the readers an account (Creswell, 2003, p: 223-224). Terms abound in the qualitative literature that speak to this idea, such as "trustworthiness," "authenticity," and "credibility". According to Creswell, procedural perspective recommended for research proposals is to identify and discuss one or more strategies available to check the accuracy of the findings.

In ensuring internal validity, the following strategies will be employed based on Creswell's concept (Creswell, 200 , p: 22 -224):

1. Triangulation of data. Data will be collected through multiple sources to include interviews, observations and document analysis.
2. Member checking. The informant will serve as a check throughout the analysis process. An ongoing dialogue regarding interpretations of the informant's reality and meanings will ensure the truth value of the data.
3. Long terms and repeated observations at the research site. Regular and repeated observations of similar phenomena and settings will occur on-site over a research period time.

## **CHAPTER 4**

### **RESULTS AND DISCUSSION**

#### **4.1. Results**

##### **4.1.1. Conditions of Public Transportation**

South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand are developing countries. As developing countries, both cities concern to have developmental planning in all sectors such as eco-friendly development for residence and industry area, education sectors, housing sectors, and public transportation sectors as well.

Condition of public transportation in both South Tangerang City and Hat Yai City Municipality influenced by the supporting facilities provision, the driver, the implementation of public transportation policy, safety and security guarantee for the passengers. Those factors will be mentioned on this research as the problems in the performance of public transportation in both South Tangerang City and Hat Yai City Municipality.

According to the interview process with The Head of Developmental Planning Board in South Tangerang City, Indonesia, Mr. Eddy Malonda, and Non-governmental Organization in Hat Yai City Municipality, Thailand; which concern to the developmental planning, Mr. Sitisak Tanmongkol, it is known that public transportation sectors need to be improved. The improvement includes the public transportation mode, the management from government in the policy form, the supporting facilities, and the road

improvement.

The opinion from Mr. Eddy Malonda and Mr. Sitisak Tanmongkol can be summarized as follows:

*Angkot as local public transportation in South Tangerang City is a heritage when South Tangerang City was Tangerang Regency. South Tangerang City will improve the performance of angkot and will connect it as a feeder with the railways public transportation system...  
...Related to the supporting facilities, South Tangerang City does not have terminal for angkot. It will be built soon to support the operationalization of angkot... (Mr.Eddy Malonda).*

*...songthaew as the one of local public transportations which operates in Hat Yai is not safe for the passengers. Its shape is not appropriate for public transportation. It is not for human transport but for the goods transport. There should be an improvement in providing the public transportation mode... (Mr Sitisak Tunmongkol).*

**a. South Tangerang City, Indonesia**

Discussing about public transportation, Mr. Eddy Malonda, The Head of Regional Development Planning Board in South Tangerang City, explained that generally there are two methods in developing public transportation system in South Tangerang City; macro and micro plans. Macro plans include planning of road transportation network system, planning of railway transportation network system, the transportation infrastructure improvement based on integrated public transport, and the improvement of services in terms of infrastructure system such as urban infrastructure which is integrated, equitable, and sustainable by giving priority to the environmental conservation. While micro plans include terminals provision for public transportation, implement the road improvements, bike lane provision, and pedestrian pathway provision. All those methods will be implemented for all public transportations which operate in South Tangerang City.

Formally, public transportation which operated in the local area of South Tangerang City is *angkot* which has specific routes. This mode of public transportation becomes the object on this research. Moreover, there are several modes of public transportation which operated in South Tangerang City namely the *Inter-City Inter-Provincial Transport*, *Inter-City in Province*, and Railways. Those modes of public transportation are not only operating in local areas of South Tangerang city but also linking South Tangerang City with the area outside South Tangerang both in the same province and different provinces.

Another public transportation mode which operated in the local area of South Tangerang City is motorcycle taxi which is known as *ojek*. This public transportation mode is not formally regulated by the Office of Transportation, Communication, and Information Official in South Tangerang City. The presence of *ojek* is based on the needs of community such as a short distance public transportation which deliver people from their housing area to some areas which have short distance. On this research, the researcher focuses on *angkot* and motorcycle taxi (*ojek*) which operate in the local area of South Tangerang City.

#### 1) *Angkot*

According to the public transportation models explained by Richard Iles (Iles, 2005, p: 49), *angkot* is known as minibus. Normally, the capacity of *angkot* is ten passengers. *Angkot* as minibus is categorized as paratransit. Vuchic (Shimazaki & Rahman, 1996, p: 2) explained that paratransit is urban

passenger transportation service usually in highway vehicles operated on public streets and highways in mixed traffic; it is provided by private or public operators and it is available to certain groups of users or to the general public, but adoptable in its routing and scheduling to individual user's desires in varying degrees.

Historically, *angkot* is a public transportation mode which has been operated since South Tangerang City was Tangerang Regency. Mr. Ferdaus, Head Section of Road and Air Transport of *Dishubkominfo* South Tangerang City, mentioned that as a new autonomous city which formed in 2008, the public transportation improvement in South Tangerang City will be implemented gradually. The existence of *angkot* is a heritage from the past period when it was Tangerang Regency. Nowadays, it is continually operated in South Tangerang City. Moreover, South Tangerang City will improve the existence of *angkot* by connecting *angkot* as feeder transportation for railways system.



Figure 4.1 *Angkot* in South Tangerang City, Indonesia

The operational of *angkot* based on the certain route which decided by *Dishubkominfo* joined with *Organda*. Determination of the route for *angkot* as public transportation in the local area of South Tangerang city is based on *Tatralok* (Local Transportation Administration). According to the Decree of the Minister of Transportation KM 35/2003, establishing a route network must be based on road transport network with the following criteria:

- a) Starting and ending the journey in terminals which appropriate with the service criteria.
- b) Having a fixed line and appropriate with the road class.

Technically, determination of route networks and the needs for a vehicle includes several stages of preparation

- a) Conducting research on the departure and arrival zones according to type of transportation service.
- b) Counting distribution of trip.
- c) Making decision for the model of road.
- d) Counting the frequency and capacity of the vehicle.

The differences of routes are implemented by giving different color and number code for each *angkot*. The route is described in Table 4.1.

Table 4.1. Inventory Lists of Urban Transport Trajectory & AKDP (Urban Transport Intercity in One Province) *Organda*, South Tangerang City

No.	Code	Trajectory	Color of Vehicle	Distance (Km)	Implementation		Details
					*Mb 10-15	The Amount of Vehicle	
1.	B-04	Ter.BSD-Cikokol	Yellow-Purple	20	Mb	52	**O
2.	B-07	Muncul-Ps.Serpong-Kalideres	Light green-Dark green	17	Mb	12	O
3.	C-02	Ciledug-Jombang	Yellow-Dark blue	16	Mb	4	Not active
4.	C-05	Aren-Ulujami-Keb.Lama	White striped green	9	Mb	122	O
5.	C-09	Arinda-Rempoa-Lebak Bulus	White striped green	10	Mb	176	O
6.	C-11	Ciputat-Pd. Kacang	White striped green	17	Mb	244	O
7.	C-12	Pd. Aren-Cipadu-Kreo-Keb.Lama	Green striped green	10	Mb	92	O
8.	D-01	Ciputat-Pd.Pinang-Kebayoran lama	White-Green	19	Mb	96	O
9.	D-02	Ciputat-Lebak Bulus-RS. Fatmawati	White striped green	14	Mb	109	O
Details		*Mb = Mini Bus **O = has been Operated					

Source: *Organda* South Tangerang City, 2011

Table 4.1. Inventory Lists of Urban Transport Trajectory & AKDP (Urban Transport Intercity in One Province) *Organda*, South Tangerang City (continued)

No.	Code	Trajectory	Color of Vehicle	Distance (Km)	Implementation		Details
					*Mb 10-15	The Amount of Vehicle	
10.	D-03	Ciputat-Lembah bukit	White striped green	14	Mb	127	O
11.	D-05	Ciputat, Cinangka, Parung	White striped green	8	Mb	72	O
12.	D-06	Ciputat-Jombang	Light green-Dark green	10	Mb	52	O
13.	D-07	Ciputat-Pamulang-Muncul	White striped green	9	Mb	119	O
14.	D-08	Ciputat-Kp.Sawah-Ter.BSD	White striped green	12	Mb	168	O
15.	D-09	Ciputat-Bintaro Plaza-	White striped green	9	Mb	55	O
16.	D-10	Ciputat-Pd.Aren	White-Orange	16	Mb	78	In process
17.	D-11	Ciputat-Pamulang-Muncul	Green combination	17	Mb	34	O
18.	D-12	Ciputat-Sarua-K.Kecamatan	White striped orange	17	Mb	4	Trial process
Details		*Mb = Mini Bus **O = has been Operated					

Source: *Organda* South Tangerang City, 2011



Table 4.1. Inventory Lists of Urban Transport Trajectory & *AKDP* (Urban Transport Intercity in One Province) *Organda*, South Tangerang City

No.	Code	Trajectory	Color of Vehicle	Distance (Km)	Implementation		Details
					*Mb 10-15	The Amount of Vehicle	
19.	D-12 A	Ciputat-Sarua-Ciater-Ter.BSD	White-Yellow	18	Mb	20	O
20.	D-13	Ciputat-Pamulang-Renijaya	White striped red	12	Mb	10	In process
21.	D-14	Ciputat-Pamulang2-Pd.Benda	Pink-Green	17	Mb	35	O
22.	D-15	Pamulang-Gaplek-Lb.Bulus	White striped yellow	20	Mb	65	O
23.	D-16	BSD-Muncul-Suradita	White striped yellow	17	Mb	24	O
24.	D-16 A	Ps.Serpong-Muncul-Prumpung	Green	13	Mb	40	O
25.	D-17	Ciputat-Kp.Utan-Pd.Betung	White striped yellow	16	Mb	4	Not active
26.	D-18	Ciputat-Bintaro-Ciledug	White striped yellow	17	Mb	52	O
27.	D-19	Ciputat-Legoso-Cinere	White-Green	19	Mb	132	In process
28.	D-21	Pd.Pakulonan-Ter.BSD-Viktor	Light blue-Dark blue	17	Mb	20	O
Details		*Mb = Mini Bus **O = has been Operated					
*Mb = Mini Bus							

**O = has been Operated Details	
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Source: *Organda* South Tangerang City, 2011

Table 4.1. Inventory Lists of Urban Transport Trajectory & *AKDP* (Urban Transport

Intercity in One Province) *Organda*, South Tangerang City

No.	Code	Trajectory	Color of Vehicle	Distance (Km)	Implementation		Details
					*Mb 10-15	The Amount of Vehicle	
29.	D-22	Ciledug-Bintaro Plaza	Yellow-Green	22	Mb	34	O
30.	D-23	Ciputat-Pd.Cabe-Pd.Labu	Light green-Dark green	10	Mb	10	In process
31.	D-24	Ciputat-Sasak Tinggi-Bukit	Hino green	23	Mb	11	O
32.	D-25	Melati Mas-Arinda	White striped yellow	16	Mb	106	O
33.	D-26	Ruko Pamulang-Bintaro Plaza	Blue-Yellow	17	Mb	38	O
34.	D-27	Komp.Duta Bintaro-Alam Sutra	Light blue-Dark blue	22	Mb	42	O
35.	D-28	Ciputat-Cinangka-Sawangan	Light blue-Dark blue	26	Mb	106	O
36.	KSS	Prumpung-Ps.Serpong		16	Mb	-	
Details		*Mb = Mini Bus **O = has been Operated					

Source: *Organda* South Tangerang City, 2011

The operationalization of *angkot* is different for each area. According to the interview *process* with the *angkot* drivers in “Muncul” and “Pamulang”, it is known that they have different duration for operating *angkot*. In “Muncul”, the drivers are able to operate *angkot* 24 hours while the drivers in “Pamulang” are not allowed to operate 24 hours. They have to stop operating *angkot* before 5:00 pm each day.

## 2) Motorcycle Taxi (*Ojek*)

Similar with *angkot*, motorcycle taxi (*ojek*) in South Tangerang City is categorized as paratransit. According to Vuchic (Shimazaki & Rahman, 1996, p: 2), paratransit services are mostly operated in terms of small to medium-sized, motorized, and non-motorized vehicle ranging from human-powered rickshaws (*becak*, tricycles) and two-and three-wheel motorized vehicles (motorcycle taxi, *tuk-tuk*, *bajaj*) to minibus (vans, *matau*, *mikrolets*).

*Ojek* in South Tangerang City is poor organized. Most of *ojek*'s drivers explained that they only have to get driving license, vehicle number license, and personal identity in order to get authorization in having motorcycle. The usage of motorcycle as motorcycle taxi (*ojek*) is implemented without specific regulation. The owners of motorcycle are able to operate their motorcycle as *ojek* and take passengers with certain fare based on the distance. Moreover, the drivers do not have uniform as their personal identity.

Being an *ojek* driver is the main livelihood for some drivers. Motor cycle which is used as *ojek* is privately owned. The revenue is not fixed, approximately 30.000 - 50.000 IDR (100 – 167 THB) per day. There is no time limitation for the operation of *ojek*. The place used by the driver for parking their motorcycle and waiting passengers is known as *Pangkalan Ojek*. They select *pangkalan ojek* based on the proximity area with their residence. People who want to join as motorcycle taxi driver should ask to the head of group in the *pangkalan ojek* in order to get permit for the place and their operationalization area.

There is no limitation operational area for *ojek*. *Ojek* drivers are allowed to take passengers and drop off them to areas outside South Tangerang City such as International Airport and other areas in Jakarta. Determination of tariff for passengers is based on distance (10.000 IDR or 33 THB per 3 Km) but it will be cheaper for the regular customers.

In providing *pangkalan ojek*, chairman of the group have to get permission from the person who responsible for the location around *pangkalan ojek*. For instance, *pangkalan ojek* which built in Puspiptek Residential area should get permit from the management division of the residential area. In the provision of facilities, several motorcycle taxi drivers provide facilities to passengers such as ordering by phone. The complete facilities such as helmet and raincoat for passengers are provided but only on weekdays because many passengers have long distance destination which needs helmet.

Based on the interview process with the *ojek* driver, it is known that there is no specific schedule for the operationalization of *ojek*. The drivers are

allowed to operate their *ojek* 24 hours or less than 24 hours. It depends on the driver. In operating *ojek*, the motorcycle which is used as *ojek* has no specific differences. It has similar color for its license number plate; black color. According to the government regulation, the vehicle which used as public transportation and take some passengers should change the license number plate from black color into yellow color. The color of license number plate for motorcycle which used as *ojek* is similar with motorcycle which used as private vehicle because there is no specific process for changing motorcycle into *ojek* as public transportation.



Figure 4.2. *Ojek* in South Tangerang City, Indonesia

#### **b. Hat Yai City Municipality, Thailand**

According to Mr. Rangsarit Vorasriha, Transport Technical Officer (Senior Professional) of Provincial Land Transportation Department in Songkhla Province; local public transportation in Hat Yai City Municipality needs to be improved related to the security and safety guarantee. Moreover, in macro level, it is important to build mass rapid transit in Hat Yai City Municipality by connecting it to other public transportation modes in order to

create integrated public transportation.

In this research, the researcher chooses *tuk-tuk*, *songthaew*, and motorcycle taxi (motorcycle *rubjang*) as objects.

#### 1) *Tuk-tuk*

Similar with *angkot* and *ojek* in South Tangerang City, according to Vuchie (Tangphaisankun, 2010, p: 12), *tuk-tuk* is categorized as paratransit. The model of *Tuk-tuk* in Hat Yai is different with *tuk-tuk* in Bangkok. In Bangkok, *tuk-tuk* has three wheels while in Hat Yai *tuk-tuk* has four wheels. The shape of *tuk-tuk* in Hat Yai and South Tangerang City is similar; has four wheels. The difference is the entrance door. The door in *angkot* is in the left side while *tuk-tuk* in the back side.



Figure 4.3. *Tuk-tuk* in Hat Yai City Municipality, Thailand

Normally, the capacity of *tuk-tuk* is ten passengers, similar with *angkot* in South Tangerang City. The operationalization of *tuk-tuk* is based on the request from the passengers. *Tuk-tuk* is not regulated by specific route. However, the operationalization *tuk-tuk* needs to be controlled and managed

by public and private organization. Public organization refers to the government sectors. In this case, there are some government sectors which have important roles related to the operationalization of *tuk-tuk*; central government as the policy maker located in the capital city, municipality office, provincial land transportation department located in Songkhla Province, and police station. Another organization is private organization which refers to the *sahakon*. This private organization has many roles as follows:

- a) To accommodate the owner and the driver of *tuk-tuk*.
- b) To control the operation of *tuk-tuk*.
- c) To share the revenue with the owner and the driver of *tuk-tuk* as a member in *sahakon*.

There are three *sahakons* for *tuk-tuk* based on its color; *sahakon* for red *tuk-tuk*, *sahakon* for light-blue *tuk-tuk*, and *sahakon* for dark-blue *tuk-tuk*. There is another color for *tuk-tuk*, white color. Another color is white color *tuk-tuk*. The owners of white color accommodated and managed by company. In this research, the researcher focuses on the *tuk-tuk* which controlled and managed by *sahakon* because it has similar form with *organda* which controlled and managed *angkot* in South Tangerang City. It will be compared between *sahakon* and *organda* in controlling and managing by private ownership form.

## 2) *Songthaew*

Similar with the previous public transportation modes, such as *angkot*, *ojek*, *tuk-tuk*, *songthaew* is categorized as paratransit. The shape of *songthaew* is bigger than *angkot* in South Tangerang City and *tuk-tuk* in Hat Yai City Municipality. The capacity of *songthaew* is fourteen passengers. However, there are some cases when the *songthaew* drivers take passengers more than its capacity. Similar with *tuk-tuk*, there are two organizations which accommodate and manage the owners of *songthaew*; *sahakon* and company.



Figure 4.4. *Songthaew* in Hat Yai City Municipality, Thailand

The operationalization of *songthaew* is similar with *angkot* which based on the certain route. According to the secondary data from the Provincial Land Transportation Department in Songkhla Province, there are four type of *songthaew* which operated in Hat Yai City Municipality based on the road



number. The type of *songthaew* which operated in Hat Yai City Municipality is described in Table 4.2.

Table 4.2. The Route of *Songthaew* in Hat Yai City Municipality

No.	License Number	Road Number	Route	The Amount of Vehicle
1	1/2548	4	Talaat Ban ko'mee – Ban neen pichai	81
2	1/2549	5	Transport station (near greenway market) – Ban ko'mee	43
3	2/2549	6	Hat Yai Amnuaiwitt School – Ban Tananghoom	25
4	1/2552	7	Hat Yai – Ban naa kuwwan school	19

Source: Provincial Land Transportation Department, 2011

### 3) Motorcycle *Rubjang*

Motorcycle *rubjang* as the form of motorcycle taxi in Hat Yai City Municipality is categorized as paratransit. As mentioned by Vuchie (Tangphaisankun, 2010, p: 12), paratransit services are mostly operated in terms of small to medium-sized, motorized, and non-motorized vehicle ranging from human-powered *rickshaws* (*becak*, tricycles) and two-and three-wheel motorized vehicles (motorcycle taxi, *tuk-tuk*, *bajaj*).

Compared to South Tangerang City, motorcycle *rubjang* in Hat Yai City Municipality is more organized. There are specific policies related to the process in getting permit license to operate motorcycle as motorcycle *rubjang*. Based on the documents from The Provincial Land Transportation Department in Songkhla Province, Thailand, it is known that there are requirements for the

owner who will operate their motorcycle as public transportation.

The requirements are explained as follows:

- 1) Change the driver license into public transportation license. The plate number on the motorcycle is changed from white color into yellow color and it is valid for 3 years.
- 2) The driver should be more than 20 years old.
- 3) The driver should prepare the license card for motorcycle *rubjang* 1 year before starting to operate motorcycle *rubjang*.
- 4) The driver should choose the shortest ways for their route.
- 5) The driver should wear polite clothes.
- 6) The driver should wear jacket that mention about their personal identity such as number of their license.

In operating motorcycle *rubjang*, Provincial Land Transportation Department has specific regulation to regulate the drivers in order to protect the passengers from the bad habit of the drivers. The regulation explained as follows:

- 1) Do not deny the passengers; except the people who may lead to the dangerous such as drunk passenger and passengers who have many belongings.
- 2) Do not smoke.
- 3) Do not say rude words to the passengers.
- 4) Having good attitude.

- 5) Do not insult the passengers.
- 6) Do not consume addictive drugs or alcohol.
- 7) Do not ride under punishment from government.
- 8) Do not charge with expensive price to the passengers. It should be adjusted with the distance.

Government will withdraw the license card from the driver if there is a mistake made by the driver as sanction. This sanction is based on certain condition as following:

- 1) If the drivers violate the regulation, they are not able to operate their motorcycle (maximum 6 months).
- 2) Act Section 18; the government will withdraw the license card if:
  - a) The driver violates the regulation in the same case within 1 month.
  - b) The driver is not able to give rational reason to registration office in province related to the violation of regulation.
- 3) The driver takes high fare from the passengers (irrational price).

Regarding with the operation of motorcycle *rubjang*, there is annual tax and fee which have to be paid by the owner of motorcycle *rubjang* as follows:

- 1) Annual Tax (Act section 31)
 

For motorcycle which is used privately or as a public transportation should pay 100 THB or 30.000 IDR/year.
- 2) Fee for License Card (Act Section 26)
  - a) To make a new license card should pay 50 THB or 15.000 IDR/card.

- b) Have to renew the license card every 5 years and pay 250 THB or 75.000 IDR.
- c) Motorcycle which is used for privately; should pay 250 THB or 75.000 IDR.
- d) Motorcycle which is used as public transportation should pay 500 THB or 150.000 IDR/3 years

In certain cases, the drivers have to pay fine payment as following:

1. (Act Section 24) If the drivers do not have license card for motorcycle *rubjang*, they have to give fine payment (maximum 2000 THB or 600.000 IDR).
2. (Act Section 28) If the drivers drive motorcycle *rubjang* with expired license (under punishment of the government), they have to give fine payment (maximum 2000 THB or 600.000 IDR).
3. (Act Section 28) If the drivers deny passengers/ smoking when ride motorcycle/ doing impolite action to passengers/ annoying others drivers, they have to give fine payment (maximum 1000 THB or 300.000 IDR).
4. If the drivers consume addictive drugs or alcohol, they have to stay in the Jail or give fine payment (minimum 2000 THB or 600.000 IDR).
5. If the drivers consume addictive drugs and alcohol, they have to stay in the Jail and give fine payment (minimum 2000 THB or 600.000 IDR).
6. If the drivers take high fare to the passengers (irrational price), they have to give fine payment (maximum 5000 THB or 1.500.000 IDR).

The operationalization area of motorcycle *rubjang* is based on the drivers without any area limitation and monitored by three government sectors; Hat Yai City Municipality Office, Hat Yai Police Station, and Provincial Land Transportation Department in Songkhla. Related to the monitoring process, there is classification for the motorcycle *rubjang* which can be seen from the jacket which used by the drivers; red color controlled by Hat Yai Police Station, yellow color controlled by Hat Yai Municipality Office, and green color controlled by *Amphoe* Hat Yai.

Physically, there are specific identities to recognize the motorcycle which is used as public transportation; motorcycle *rubjang*. The drivers have their personal number which is written in the jacket which shows the registration number and they have specific plate number for their vehicle which is registered as public transport by yellow plate number. Motorcycle *rubjang* is described in Figure 4.5.



Figure 4.5. Motorcycle *rubjang* in Hat Yai City Municipality, Thailand

#### **4.1.2. The Implementation of Public Transportation**

##### **4.1.2.1. Performance**

According to the research result which about the performance of public transportation which written on the previous research by Simona, the performance of a public transport system can be measured qualitatively (Simona, 2010, p: 471). Simona mentioned that the service quality can be approached only from the consumer point of view. Furthermore, Simona (2010, p: 471) explained that performance indicators of a public transport system could be availability, service monitoring, safety and security, and transport capacity (number of passengers). In the other hand, Simona said that measuring service quality is a procedure to be considered from the point of view of public service consumers, the vehicle and the driver, the private company which administrates public transport services, and the community.

Based on Simona's statement, the researcher collected the information about quality of public service in public transportation sector in South Tangerang City and Hat Yai City Municipality by observing to government sectors, private sectors, and the civil society as well in order to measure the existence of local public transportation in South Tangerang City and Hat Yai City Municipality in terms of availability, service monitoring, safety and security, and transport capacity (number of passengers) as mentioned by Simona on the previous research.

**a. South Tangerang City, Indonesia**

In measuring the performance of *angkot* and *ojek* in South Tangerang City, the researcher follows the qualitatively measure by Simona by looking at four sectors; availability, service monitoring, safety and security, and transport capacity.

**1) Availability**

According to Simona (Simona, 2010, p: 469), comfort is the main indicator in order to evaluate the availability of the public transportation performance. Generally, based on the perception of the passenger, *angkot* and *ojek* give the different comfortable condition. As mentioned in Table 4.3, 80% people disagree that *angkot* is comfort for them.

Table 4.3. The Comfort Condition of *Angkot*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	2	10.0
Agree	1	5.0
Neutral	0	0.0
Disagree	16	80.0
Strongly Disagree	1	5.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

For *ojek*, as mentioned in Table 4.4, 35% people disagree that *ojek* is comfort for them.

Table 4.4. The Comfort Condition of *Ojek*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	0	0
Agree	11	55.0
Neutral	2	10.0
Disagree	7	35.0
Strongly Disagree	0	0.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Another factor which criticized by the researcher related to the availability of local public transportation in South Tangerang City is the feasibility of physical condition from *angkot* and *ojek*. Physically, *angkot* and *ojek* in South Tangerang City are feasible to be operated. As reported in Table 4.5, both *angkot* and motorcycle which used as *ojek* are feasible to be operated. 30% people agree that *angkot* is feasible as public transportation.

Table 4.5. The Physical Condition of *Angkot*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	9	45.0
Agree	6	30.0
Neutral	0	0.0
Disagree	5	25.0
Strongly Disagree	0	0.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011



Similar with *angkot*, motorcycle which used as *ojek* has good physical condition. It is supported statistically by some arguments from the user of public transportation as described in Table 4.6 that 75% people agree that motorcycle which used as *ojek* is feasible to be operated.

Table 4.6. The Physical Condition of *Ojek*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	5	25.0
Agree	15	75.0
Neutral	0	0.0
Disagree	0	0.0
Strongly Disagree	0	0.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

## 2) Monitoring

Related to the operation of *angkot*, monitoring process is conducted directly by The Office of Transportation, Communication, and Information (*Dinas Perhubungan, Komunikasi, dan Informasi/ Dishubkominfo*) and Organization of National Entrepreneur of Motorized Transport on the Road (*Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan/ Organda*).

*Dishubkominfo* will conduct monitoring process relain South Tangerang City has a sub-division; (*Waspada/Pengawasan dan Pengendalian Operasional*). This sub-division has authorities to

manage and control the operationalization of public transportation in order to monitor the condition of public transportation. Another organization is *organda* as a private sector which accommodate the owners and drivers as the member of *organda*. In monitoring the operation of *angkot*, *Organda* has cooperative work with Working Group Sub-Unit (Kelompok Kerja Sub Unit/KKSU). In South Tangerang City there are 34 routes which have Working Group Sub-Unit (Kelompok Kerja Sub Unit/KKSU). KKSU is formed on the basis of the decree issued by *Organda*. KKSU serves to control the problems that exist in each route and create relationship with the local community. Monitoring result which is conducted by KKSU will be reported to the *Organda*.

### **3) Safety and Security**

*Angkot* and *ojek* are safety enough for the passengers. Sometimes, there is an accident which involves those public transportations but the level of accident is in low scale. The safety level of those public transportations is measured by collecting the opinion from some passengers. Table 4.7 describes that the accident which involves *angkot* rarely happens with total percentage is 65%.

Table 4.7. The Accident of *Angkot*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	2	10.0
Occasionally	5	25.0
Rarely	13	65.0
Never	0	0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Table 4.8 describes the accident which involves *ojek* rarely happens with total percentage is 65%.

Table 4.8. The Accident of *Ojek*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	0	0
Occasionally	7	35.0
Rarely	13	65.0
Never	0	0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Regarding with the security, *ojek* is more secure than *angkot*.

The criminal action in those public transportations has different level. The security level of those public transportations is measured by collecting the opinion from some passengers.

Table 4.9 describes the criminal action in *angkot* frequently happens with total percentage is 55%.

Table 4.9. The Criminal Action in *Angkot*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	1	5.0
Frequently	11	55.0
Occasionally	6	30.0
Rarely	2	10.0
Never	0	0.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Table 4.10 explains the criminal action in *ojek* occasionally happens with total percentage is 55%.

Table 4.10. The Criminal Action in *Ojek*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	0	0
Occasionally	11	55.0
Rarely	9	45.0
Never	0	0
<b>Total</b>	20	100.0

Source: Pimary data collection by researcher, 2011

#### 4) Transport Capacity

In measuring or evaluating qualitatively about the performance of public transportation, the researcher refers to the theory from Simona (Simona, 2010, p: 469) which mentioned about the transport capacity as the factor that can be used for measuring the performance of public transportation. The transport capacity has correlation with the overloaded passenger.

Discussing about South Tangerang, there is a case about overloaded passenger. Based on the interview process with the user of public transportation, 70% interviewee argued that there is a case about overloaded passenger in *angkot*. The situation of overloaded passenger in *angkot* is described in Figure 4.6.



Figure 4.6. Passengers Overloaded in *Angkot*

### b. Hat Yai City Municipality, Thailand

In comparing the performance of local public transportation in South Tangerang City and Hat Yai City Municipality, measuring the performance of *angkot* and *ojek* in South Tangerang City, the researcher follows the qualitatively measure by Simona by looking at four sectors; availability, service monitoring, safety and security, and transport capacity.

#### 1) Availability

According to Simona (Simona, 2010, p: 469), comfort is the main indicators in order to evaluate the availability of the public transportation performance. Generally, *songthaew*, *tuk-tuk*, and motorcycle *rubjang*, are comfort for the passengers.

As mentioned in Table 4.11, 20% people disagree that *songthaew* is comfort for them.

Table 4.11. The Comfort Condition of *Songthaew*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	4	20.0
Agree	9	45.0
Neutral	2	10.0
Disagree	4	20.0
Strongly Disagree	1	5.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

For *tuk-tuk*, as mentioned in Table 4.12, 25% people disagree that *tuk-tuk* is comfort for them.

Table 4.12. The Comfort Condition of *Tuk-tuk*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	1	5.0
Agree	8	40.0
Neutral	5	25.0
Disagree	5	25.0
Strongly Disagree	1	5.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

For motorcycle *rubjang*, as mentioned in Table 4.13, 10% people disagree that motorcycle *rubjang* is comfort for them.

Table 4.13. The Comfort Condition of Motorcycle *Rubjang*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	4	20.0
Agree	10	50.0
Neutral	2	10.0
Disagree	2	10.0
Strongly Disagree	2	10.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Similar with South Tangerang City, the researcher observed the physical condition of local public transportation in Hat Yai City Municipality; *songthaew*, *tuk-tuk*, and motorcycle *rubjang*. As mentioned in Table 4.14, 5% people agree that *songthaew* is feasible as public transportation.

Table 4.14. Physical Condition of *Songthaew*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Disagree	0	0
Agree	1	5.0
Neutral	6	30.0
Disagree	9	45.0
Strongly Disagree	4	20.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011

The physical condition for *tuk-tuk* in Hat Yai City Municipality is lack of feasibility. It is mentioned in Table 4.15 that 5% people agree that *tuk-tuk* is feasible as local public transportation.

Table 4.15. Physical Condition of *Tuk-tuk*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	0	0
Agree	1	5.0
Neutral	11	55.0
Disagree	8	40.0
Strongly Disagree	0	0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011



Another public transportation is motorcycle *rubjang*. Table 4.16 describes 20% people agree that motorcycle *rubjang* is feasible as local public transportation.

Table 4.16. Physical Condition of Motorcycle *Rubjang*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Strongly Agree	1	5.0
Agree	4	20.0
Neutral	4	20.0
Disagree	8	40.0
Strongly Disagree	3	15.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011

## 2) Monitoring

Monitoring process in the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* conducted by the government sector and private sector. The role in monitoring the operation of those public transportation modes answers the question which is used to explain the involvement of local governance that explained by Bifulco about the dynamics of local governance by relaying them to four main questions: *who* participates in *what* and *how* (Bifulco, 2008, p: 212).

In this process the monitoring process answers the question *what*; the monitoring process is conducted to evaluate the weaknesses in the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang*. The question “*who*” can be answered by

government sector and private sectors. Government sectors include Provincial Land Transportation Department and Traffic Division in Hat Yai Police Station in order to monitor *tuk-tuk*, *songthaew*, and motorcycle *rubjang* while private sectors include *sahakons* which has responsibility to monitor the operation of *tuk-tuk* and *songthaew*.

The question *how* is answered by explaining the role of those sectors which involved in the monitoring process. Provincial Land Transportation Department has its role in order to monitor by implementing the policies which mandated by the central government. The implementation of the policies is monitored by conducting cooperative work with Hat Yai Police Station. The violation of the policies by *tuk-tuk*, *songthaew*, and motorcycle *rubjang* will have the consequences based on the policies which have been formulated.

### **3) Safety and Security**

*Tuk-tuk*, *songthaew*, and motorcycle *rubjang* are safety enough for the passengers. Sometimes, there is an accident which involves those public transportations but the level of accident is in low scale. The safety level of those public transportations is measured by collecting the opinion from some passengers. Table 4.17 describes that the accident which involves *songthaew* rarely happens with total percentage is 55%.

Table 4.17. The Accident of *Songthaew*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	2	10.0
Occasionally	6	30.0
Rarely	11	55.0
Never	1	5.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011

Table 4.18 describes the accident which involves *tuk-tuk* rarely happens with total percentage is 35%.

Table 4.18. The Accident of *Tuk-tuk*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	1	5.0
Frequently	2	10.0
Occasionally	9	40.0
Rarely	7	35.0
Never	1	5.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011

According to Table 4.19, the accident which involves motorcycle *rubjang* rarely happens with total percentage is 40%.

Table 4.19. The Accident of Motorcycle *Rubjang*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	2	10.0
Frequently	4	20.0
Occasionally	5	25.0
Rarely	8	40.0
Never	1	5.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

Source: Primary data collection by researcher, 2011

Regarding with the security, *tuk-tuk*, *songthaew*, and motorcycle *rubjang* are secure enough for the passengers. The criminal action in those public transportations is rarely happened and even it is never happened in *tuk-tuk*. The security level of those public transportations is measured by collecting the opinion from some passengers. Table 4.20 describes the criminal action in *songthaew* rarely happens with total percentage is 35%.

Table 4.20. The Criminal Action in *Songthaew*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	2	10.0
Occasionally	6	30.0
Rarely	7	35.0
Never	5	25.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

The criminal action in *tuk-tuk* which mentioned in Table 4.21 rarely happens with total percentage is 25%.

Table 4.21. The Criminal Action in *Tuk-tuk*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	0	0
Occasionally	8	40.0
Rarely	5	25.0
Never	7	35.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

Table 4.22 explains that the criminal action in motorcycle *rubjang* rarely happens with total percentage is 30%.

Table 4.22. The Criminal Action in Motorcycle *Rubjang*

<b>Opinion</b>	<b>Frequency</b>	<b>Percent</b>
Very Frequently	0	0
Frequently	2	10.0
Occasionally	10	50.0
Rarely	6	30.0
Never	2	10.0
<b>Total</b>	20	100.0

Source: Primary data collection by researcher, 2011

#### 4) Transport Capacity

In measuring or evaluating qualitatively about the performance of public transportation, the researcher refers to the theory from Simona (Simona, 2010, p: 469) which mentioned about the transport capacity as the factor that can be used for measuring the performance of public transportation. The transport capacity has correlation with the overloaded passenger.

Discussing about Hat Yai, there is a case about overloaded passenger. Based on the interview process with the user of public transportation, 60% interviewee argued that there is a case about overloaded passenger especially *songthaew*. The situation of overloaded passenger in *songthaew* is described in Figure 4.7.



Figure 4.7 Passengers Overloaded in *Songthaew*

Generally, the availability as the qualitative measurement for local public transportation in both locations can be divided into comfort and physical condition indicators. Regarding with the comfort condition, it can be concluded that comfort condition of local public transportation in both both South Tangerang City and Hat Yai City Municipality needs to be improved. Another category for the availability is physical condition. Related to this category local public transportation in South Tangerang City is more feasible than Hat Yai City Municipality to be operated.

Moreover there are monitoring process, safety and security guarantee, and transport capacity as the indicator for the qualitative measurement. In the monitoring process, *angkot*, *songthaew*, *tuk-tuk*, and motorcycle *rubjang* have well-organized process. The problem is lack of monitoring process for *ojek* as motorcycle taxi in South Tangerang City related to the absence of

the specific regulation in giving permit for motorcycle to be operated for public transportation.

Discussing about safety and security, there are two indicators; accident and criminal action. Related to the accident, local public transportations in both locations are safe enough because the accident which involves public transportation is occasionally and rarely happens. While the level of criminal action which happens in local public transportation in South Tangerang City is higher than Hat Yai City Municipality especially in *angkot*.

The last indicator for the qualitative measurement of local public transportation is transport capacity. According to the research result, there is overload passenger in the operation of *angkot* and *songthaew*.

The analysis of the local public transportation performance is summarized in Table 4.23.

Table 4.23. The Performance of Local Public Transportations

Indicator	South Tangerang City		Hat Yai City Municipality		
	<i>Angkot</i>	<i>Ojek</i>	<i>Songthaew</i>	<i>Tuk-tuk</i>	Motorcycle <i>Rubjang</i>
<b>Availability</b>					
Comfort	80% disagree of comfort	35% disagree of comfort	20% disagree of comfort	25% disagree of comfort	10% disagree of comfort
Physical Condition	30% agree of feasibility	75% agree of feasibility	5% agree of feasibility	5% agree of feasibility	20% agree of feasibility
<b>Monitoring</b>					
	✓	-	✓	✓	✓
<b>Safety and Security</b>					
Safety (accident)	65% rarely happens	65% rarely happens	55% rarely happens	35% rarely happens	40% rarely happens
Security (criminal action)	10% rarely happens	45% rarely happens	35% rarely happens	25% rarely happens	30% rarely happens
<b>Transport capacity</b>	70% overload passengers in <i>angkot</i>		60% overload passengers in <i>songthaew</i>		

Source: Primary data collection by researcher, 2011

According to Table 4.23 there are some indicators which describe the performance of public transportation in both cities. The influence factor of those conditions explained in the part of discussion. Generally, the performance of public transportation on this research is measured by asking arguments from the user of private vehicles and public transportations. *First* is the availability. It is measured by looking at the comfort and physical condition. Based on the comfort condition, Hat Yai City Municipality is more comfort than South Tangerang City. While



in physical condition, *angkot* and *ojek* are more feasible to be operated than *songthaew*, *tuk-tuk*, and motorcycle *rubjang* in Hat Yai City Municipality.

*Second* is monitoring process. All those public transportation modes in both cities have monitoring process from the authorized organizations except for *ojek*. *Ojek* as a motorcycle taxi in South Tangerang City operated without any specific regulation regarding with the operational process of private motorcycle as a public transportation. Compared to *ojek*, motorcycle taxi in Hat Yai City Municipality which known as motorcycle *rubjang* is more organized with the specific monitoring process as explained in the description of public transportation in Hat Yai City Municipality.

*Third* is about safety and security condition. The indicators for both measurements are accident and criminal action which involves and happens related to the operation of those public transportation modes. Regarding with the safety condition, all public transportation modes on this research are safety enough because the percentage dominantly shows that accident which involves those public transportations is rarely happens. Another indicator is criminal action. The public transportation modes on this research are secure enough except *angkot*. Comparing all public transportation modes on this research, the lowest percentage which show the criminal action is 10% rarely happens

in *angkot*. In Table 4.9, it shows that 55% argue that criminal action frequently happens in *angkot*. Both data show that the security condition for *angkot* is low compared to other public transportations.

*The fourth* is transport capacity. In both cities, there is similarity about overload passengers. In South Tangerang City, the overload passenger happens inside *angkot*. While in Hat Yai City Municipality, it happens inside *songthaew*.

#### **4.1.2.2. Cooperation among Stakeholders**

The performance of local public transportations in South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand involves some stakeholders in terms of local governance. According to Freeman (Fontaine et al, 2006, p: 3), the traditional definition of a stakeholder is “any group or individual who can affect or is affected by the achievement of the organization’s objectives”. He argued that the organization itself should be thought of as grouping of stakeholders and the purpose of the organization should be to manage their interests, needs and viewpoints. According to Freeman’s concept, the researcher interprets stakeholders on this research are both public and private organization

Stakeholders on this research will be focused in local governance concept. As mentioned by UNDP (UNDP, 2000, p: 27), such terms as local governance should be seen as deriving from or being linked to basic concepts of governance as follow:

*“ . . . the set of values, policies and institutions by which a society manages its economic, political and social affairs through interactions among the government, civil society and private sector. It is the way a society makes and implements decisions-achieving mutual understanding, agreement and action. It comprises the mechanisms and processes for citizens and groups to articulate their interests, mediate their differences, and exercise their legal rights and obligations. Its rules, institutions and practices set limits and provide incentives for individuals, organizations and firms.”*

Based on the understanding from UNDP, stakeholders on this research are government sectors, private sectors, and civil society in terms of public transportation provision as a form of public service. Related to the control management of local public transportation, it is explained based on the cooperation among the government sectors as policy maker, *organda* and *sahakon* as private sector, and mass media as civil society.

#### **a. South Tangerang City, Indonesia**

*Angkot* and *Ojek* in South Tangerang City have different process in getting operation license. In getting operation license for *angkot*, the owner has to register their *angkots*. They have to get "Principle Approval" from the Office of Transportation, Communication, and Information (*Dishubkominfo*) in South Tangerang City and "Permit Letter" to get license vehicle number plate with yellow color for public transportation. Moreover, the owners have to join as the member of *Organda*. Another public transportation is *Ojek*. People who have motorcycle are allowed to use their own motorcycle as public transportation without

changing the license vehicle number plate into public transportation with yellow plate. However, in order to get driving license, the owner of motorcycle has to follow the regulation.

Generally, in managing and controlling *angkot* and *ojek* as local public transportation in South Tangerang City, there are stakeholders who involved. The researcher focused on the stakeholders who have direct control in the local area of South Tangerang City.

#### **1. Regional development planning board (*Badan Perencanaan Pembangunan Daerah/Bappeda*)**

Regarding with the provision of local public transportation in local area South Tangerang City, *Bappeda* has roles related to the policy formulation of policies which implemented in South Tangerang City such as education policy, waste management policy, infrastructure policy, and public transportation policy.

Related to the public transportation, central government gives instructions to the governor in each province to implement local public transportation based on the regulation which formulated by central government. Each province has the authority to implement instructions from the central government and adapt based on the conditions in local area. The local government of South Tangerang City has authorities to regulate the process of implementing the central government's

instructions. In providing public transport, *angkot* as a local public transportation in South Tangerang City has been operated since South Tangerang City was regency.

In providing public transport in South Tangerang City, local government establish cooperation with other government organizations, especially Office of Transportation, Communication, and Information which control and manage the operation of public transportation. In addition, local government has cooperation with private sectors. All forms of cooperation are carried out as a form of local government authority of South Tangerang City in providing public transportation based on the instructions from central government.

According to the interview process with The Head of *Bappeda*, Mr.Eddy Malonda, in providing and improving public transportation, *Bappeda* has cooperation with other sectors by implementing three concepts as follows:

1. Technocratic; involving experts/ specialists in the field of public transportation.
2. Participatory; stakeholders are involved in giving ideas in the development of public transportation.
3. Politics; considering the political situation in deciding a policy and make adjustment with the incumbent government instructions.

Related to the transportation policy, Mr. Eddy Malonda, The Head of *Bappeda* South Tangerang City, explained that South Tangerang City has two concepts in developing the public transportation; micro and macro level. All those policies are mentioned in *Rencana Tata Ruang Wilayah (RTRW)*/ Spatial Planning of South Tangerang City. Policies in micro plan are implemented within a near term while the macro plans are implemented 10 - 20 years later.

a) Macro Plan

1. Spatial Planning Policy

Develop a system of Transit Oriented Development (TOD) which involves the construction and development of the terminal / station in the public area, railways station, shelters for mass transit, terminal for public transport which is integrated with the road network development.

- a. Develop and improve transportation infrastructure based on integrated public transport.
  - Opening the opportunities for investment and partnership between private and public sector in providing infrastructure and means of transportation.
  - Maintain the function of road.

- Increase the capacity of the road network by managing the traffic, developing, and widening the road.
  - Make a priority for the integration of mass public transit system.
  - Provide adequate parking facilities and which is integrated with centers of activities.
  - Establish system "park and ride" by widening parking lots in suburban and some areas which is used as a transit place to the downtown.
  - Optimize the control and operation process of urban transport systems.
- b. Improve the quality and range of services in terms of infrastructure system, urban infrastructure which is integrated, equitable and sustainable by giving priority to environmental conservation.
- Develop a network system of infrastructure for road and rail transport as urban services.
  - Define the space along the railroad network as a green space.

## 2. Network System Policy in Urban Area

In this policy, there are three categorizations, as following:

### a. Planning of Road Transportation Network System

Road network development planning in South Tangerang City cannot be separated from the context of the development planning in the surrounding areas of South Tangerang City. Road network system must be integrated based on the characteristics of road in South Tangerang City by determining the function of roads, the road class, and traffic infrastructure. Some policies are applied as follows:

- Develop road-based mass transit systems which are directed as a mode of public transport on the main roads that have strategic value such as the corridor Pamulang-Ciputat-Muncul, Pamulang-Pondok Aren-Serpong, Ciputat-Pondok Aren, Ciputat-Serpong, and other corridors which connect all the existing corridors.
- Develop a road-based mass transit system which is integrated with mass public transport system on the route of Jabodetabekpunjur such as Serpong-



Tangerang, Serpong-Bogor, Ciputat-Jakarta, BSD-Ratu Plaza, and BSD-Harmony by passing road toll Jakarta-Tangerang.

b. Planning of Railway Transportation Network System

- Developing the new railway networks.
- Build a monorail railway line from Puspiptek to Soekarno-Hatta International Airport.
- Support an improvement of double track railway line from Serpong to Merak.
- Develop new facilities and intra-city railways network that links all the central services.
- Develop the existing railway stations as follows:
  - “Serpong” Railways Station
  - “Rawa Buntu” Railways Station.
  - “Sudimara” Railways Station.
  - “Jurangmangu” Railways Station.
  - “Pondok Ranji” Railways Station.
- Establish an integrated railway station.
- Provide private vehicle parking facilities with the concept of "parking and riding".

b) Micro Plan

1. Provide terminals for public transportation.
2. Implement the road improvements.
3. Provide a bike lane.
4. Provide a pedestrian pathway.

Public transportation development in South Tangerang City will be conducted by analyzing the potential of each geographic region. For example, *Bappeda* make an analysis in South Tangerang City to determine the characteristics of the region according to its potential to build houses, malls, school buildings, offices. Regarding with the operation of public transportation, *Bappeda* will development of public transport by adjusting the mobility frequency with the appropriate transportation mode in the public areas. It is intended that the mobility of people in public areas are accessible by public transport. This is one of factors which require the determination of route for *angkot*.

**2. Office of Transportation, Communication, and Information (*Dinas Perhubungan, Komunikasi, dan Informasi/ Dishubkominfo*)**

The vision and mission of then Office of Transportation, Communication, and Information Official in South Tangerang City is not just limited to the provision of public transport, but also cover all the implementation process of transportation in

South Tangerang city. The vision of South Tangerang city Transportation Department is "Realizing Transportation service, Communications and Informatics which is safe, comfortable and professional. The missions are:

1. Improving the Quality Resources of Apparatus.

Resources of Apparatus are a very important factor in achieving organizational goals so that capability and quality of the apparatus need to be accelerated continuously to achieve the ideal conditions.

2. Improving Transportation Infrastructure, Communications and Information Technology.

Means of Transportation, Communications and Information Technology infrastructure is a key element in the implementation of transportation, communications and informatics. For the availability of facilities, transportation infrastructures, communications, and informatics plenary are main targets to be achieved by Office of Transportation, Communication, and Information in South Tangerang.

3. Improving Quality of Services Transportation, Communications and Information Technology.

Service community is the focus of the Office of Transportation, Communication, and Information Official in South Tangerang to give satisfaction to the

public. Thus, enhancing the service quality of transportation services, communications and informatics are starting point to provide an optimum service to the community.

4. Increase Discipline Value of Traffic.

Implementation of transportation, communication and informatics can run well if the traffic flow of people can proceed smoothly. It means that the implementation of transportation, communications and informatics is strongly influenced by the awareness of crew transportation in understanding the orderly traffic.

5. Improving the Safety of Transportation, Communication and Informatics.

Negative effects arising from the implementation of transportation is the result of motor vehicle exhaust gas generated and the impact of traffic accidents which caused by mobility of people. Therefore, the implementation of transportation needs to concern about safety and environmental sustainability factors.

Based on the Regulation from Mayor in South Tangerang No.12/2011, Office of Transportation, Communication, and Information in South Tangerang City has several basic duties and functions related with the monitoring process based on its division:

1. Public Transport Division; consists of Land and Air Transport Section, Technique Means Section, Terminal and Parking Section.

This division has several monitoring processes such as testing of vehicle condition, controlling the feasibility of the fleet, and giving standards for the construction vehicle as an evaluation monitoring process.

2. Traffic Division; consists of Traffic Engineering Management Section, Control and Operation Section, Safety Guidance and Accident Analysis Section.

Monitoring processes includes:

- a. Analysis and data collection of traffic by using Traffic Engineering Management techniques and provide recommendation of traffic impact analysis (*analisis dampak lalu lintas/andalalin*).
- b. Monitoring of the implementation of statutory provisions related to the operation of public passenger transportation.

- c. Inspection of public and non-public transportation, inspection of violation of statutory provisions on traffic and transportation sectors, and issuing evidence of violations of public transport vehicles and freight vehicles.
3. Communication and Informatics; consists of Communication Section, Informatics Section, Communication Means and Informatics Section. This field has responsibility for planning, implementing guidance and coordination, supervision and control of communications and informatics.

Cooperation between the central government with Office of Transportation, Communication, and Information in South Tangerang City is formed by decentralization system. It is started by arranging plans by the central government then forwarded to provinces, then set in a regulation to be implemented by the parties designated as implementer of public transportation provision. Regulations are set forth in the form of “Program and Determination” (*Program dan Ketetapan/Protap*).

**3. Organization of National Entrepreneur of Motorized Transport on the Road (*Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan/Organda*).**

Organda has been formed by the government in the 60's. There were many land transport organizations which made their own organization without clear purposes. Therefore, the government set rules that instruct those organizations to merge into one organization, which called *Organda (Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan)*. It is mentioned that that *Organda* is the national transport entrepreneur organization which has vision and mission as following:

1. Vision

As a means of national transport entrepreneurs which help the entrepreneurs share their aspirations and develop the transport business as a government partners in realizing the success of national development.

2. Mission

a. Increasing awareness of the members regarding with their responsibilities as citizens.

b. Developing the professional and managerial skills based on information systems technology in the road transport sector.

- c. Sharing the aspirations of all members related to the implementation of government policies in the land transport business.
- d. Developing the participation of members.

Authority of *Organda* in managing and controlling the operationalization of *angkot* is authorized in three government policies in the form of decree as follows:

1. The decree of *Direktorat Jenderal Perhubungan* No. 19/1984 about The Dues of *Organda's* Member.
2. The Decree of *Kementerian Perhubungan* No. KP.1/1989 about The Existences of *Organda*.
3. The Decree of *Kementerian Perhubungan* No. KU. 002/1990 about Entrance Fee and Dues of *Organda's* Member
4. The Decree of Governor of Banten Province No. 8/2004 about the Operation of Public Transportation mentioned that *Organda* is a professional organization so that the chairman of *Organda* needs to make some effort to get funding without subsidies from government. Related to the financial support, *Organda* received support from the government in the form of government regulation.

It is mentioned that there are some requirements to be fulfilled for everyone who apply for the ownership and operational permit letter of *angkot*:



1. The Decree of *Kementerian Perhubungan* which explains that all public transport either transportation for people or goods have to become member of *Organda*.
2. As a member of *Organda*, it is required to pay the dues as a member.

In addition, the Governor of Banten Province issued a Governor's Decree No.8/2004 which is mentioned that every member should extend the operational permit 20,000 IDR (67 THB) per day. This cost is much cheaper when compared to payment which is taken by touts 1.000 IDR or 3 THB per day or 30.000 IDR or 100 THB per year.

### **3. Mass media *Tangsel Pos***

There is a specific role of mass media. Mass media plays role as control agent. It means that mass media acts to control the condition in South Tangerang City including the condition of local public transportation. The function as a control agent will be conducted in several ways as following:

1. Accommodate the aspirations, complaints, and opinions of the citizens in South Tangerang City related to the public transport conditions in local area. Those aspirations, complaints, and opinions, will be published by mass media. It is intended to provide advice to the government of South Tangerang City to improve and

develop public transportation based on the needs of community in South Tangerang City.

2. Socialize the public transportation policies which have been authorized by the government of Tangerang City South in order to provide information to the public to understand the purpose of government policies that are implemented including the policies in public transportation sectors.

Mass media "Tangsel Pos" in carrying out its role as a control agent has a part in their rubric where people are able to share their aspirations, complaints, and opinions related to the condition of South Tangerang City including the public transportation sector. This part is provided in several ways as follows:

1. SMS (Short Message Service) Rubric in Page 2 "*Metro Tangsel*".
2. In a form of redaction report. In this part, *Tangsel Pos* will publish some news based on the report from community in South Tangerang City.

#### **b. Hat Yai City Municipality, Thailand**

The operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* in Hat Yai City Municipality involve some government sectors to regulate by implementing policies and controlling the operation

based on government regulation. Other sectors are private sector which manages the owners of those public transportation modes and mass media as a control agent to monitor the conditions which have correlation with public service and to accommodate the opinion and critics from the citizen.

### **1) Municipality Office**

Hat Yai City Municipality Office conducts its role in implementing policies which legitimated by the central government including transportation sectors. However, the specific regulation to manage and control the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* is implemented by Provincial Land Transportation Department in Songkhla Province.

Related to the operation of public transportation, Hat Yai Municipality Office give the supports by giving good infrastructure such as road infrastructure and traffic symbol to manage the operation of public transportation and all transportation modes. In playing its role, there is Traffic Engineering Division which has an authority to improve the road infrastructure in supporting the operation of transportation. Moreover, Traffic Engineering Division Department has an authority to make annual program related to support the operation of public transportation and give safety to the people in traffic sector. The annual program is described in Table 4.24.

Table 4.24. Development Planning of Traffic and Transportation

(2555 - 2557/2012 - 2014)

No.	Development Planning	Purpose	Target	Financial Planning			Expectation
				2555	2556	2557	
1.	Giving a guidance in form of the name of street and main road	To give clear information about the location	Put 30 banner on the street	600.000	-	-	Have a clear information about the name road
2.	Improve the traffic light on the crossroad (digital countdown system)	Create comfort and safety condition	Improve 20 traffic lights	1.520.000	-	-	To create comfort condition
3.	Put banner to give information about the location of every place	Giving clear information	Put 20 banners on the crossroad	3.200.000	-	-	To create comfort condition
4.	Put mirror on the wavy road	To give safety guarantee	Put 20 mirrors	280.000	-	-	To create comfort condition
5.	Build the guiderail from Khlong (canal) Thei and Khlong Ro 1	To give safety guarantee	Build guiderail with length 200 meters and width 80 centimeters	420.000	-	-	To give safety guarantee

Source: Traffic Engineering Division, Hat Yai Municipality Office, 2011

Table 4.24. Development Planning of Traffic and Transportation

(2555 - 2557/2012 - 2014) (continued)

No.	Development Planning	Purpose	Target	Financial Planning			Expectation
				2555	2556	2557	
6.	Build a small circle in the u-turn ways	To give safety guarantee	Build it with diameters 3 meters	-	220.000	-	To give safety guarantee
7.	Repairing traffic light (between Thanon Samchai and Soi Bunrhat)	To give safety guarantee	Put 32 traffic lights	-	700.000	-	To give safety guarantee
8.	Repairing traffic light (between Khlong Rian 1 and Thanon Wongwanitch)	To give safety guarantee	Put 32 traffic lights	-	700.000	-	To give safety guarantee
9.	Change the old traffic light into LED with electricity	Create comfort and safety condition	Change the old traffic light into LED with electricity	-	3.300.000	-	To create comfort condition
10.	Put warning banner LED by solid cell (energy from the sun)	Create comfort and safety condition	Put totally 40 banner in front of school	-	600.000	-	To create comfort condition

Source: Traffic Engineering Division, Hat Yai Municipality Office, 2011

## **2) Provincial Land Transportation Department in Songkhla Province**

Provincial Land Transportation Department in Songkhla Province control and manage the implementation of public transportation policies which have been legitimated by the central government. The administration area of Hat Yai City Municipality Office is Songkhla Province so that the public transportation modes which operated in Hat Yai City Municipality are controlled by Provincial Land Transportation Department in Songkhla Province. The vision of Provincial Land Transportation Department is to provide the effective service of Public Transportation for the community.

Understanding the explanation from Mr.Rangsarit Vorasriha, Transport Technical Officer (Senior Professional) of Provincial Land Transportation Department in Songkhla Province, it is explained that in controlling public transportations which operated in Hat Yai City Municipality, Provincial Land Transportation Department implements specific regulation for *tuk-tuk*, *songthaew*, and motorcycle *rubjang* such as the route, the requirements to build *sahakon*, the requirements for motorcycle *rubjang*, the annual tax and fee payment, the requirements for everyone who wants to establish the *Sahakon* such as car checking, the route, status of the owner, the safety and security guarantee for the passengers.

### 3) Hat Yai Police Station

The vision of Hat Yai Police Station, especially traffic division, is to ensure an orderly traffic flow and give safety guarantee for people by implementing the legal traffic, socialization about traffic, law enforcement, and evaluate the performance and public relations campaign to improve traffic flow.

Regarding with the operation of motorcycle *rubjang*, traffic division in Hat Yai police station has a project to give socialization for the motorcycle *rubjang* driver about safety riding and give health check for the drivers. These activities conducted by Hat Yai Police Station in order to manage and monitor the operation of motorcycle *rubjang*. Compared to *ojek* as motorcycle taxi in South Tangerang City, motorcycle *rubjang* in Hat Yai City Municipality is more organized because it is managed regularly and regulated by Hat Yai Police Station especially traffic division. There are some activities to socialize about safety riding to motorcycle *rubjang* drivers and implement regularly check. Those activities described in Figure 4.8.



Figure 4.8. Training about Safety Riding and Health Care for Motorcycle *rubjang* Drivers by Hat Yai Police Station

Regarding with the operation of *tuk-tuk* and *songthaew*, Hat Yai Police Station has directly cooperative work with *sahakon* and Land Transportation Department in Songkhla Province. Traffic Division in Hat Yai Police Station controls the condition of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* on the road. Traffic division has cooperative work with traffic engineering division in Hat Yai Municipality Office to repair the condition of road to support the operation of those public transportations.



#### 4) *Sahakon*

*Sahakon* is an organization facilitated by a management process where many persons work together with their willingness as they are equal and have a right to treat themselves to develop their property. The owner of *sahakon* is everyone who is joined in the *sahakon* and everything is managed by all members to make profits for themselves as a member (Khlommen Pittaya Longkhon, The Former of Sahakon, Thailand). The role of *Sahakon* in Hat Yai City Municipality is similar with *Organda* in South Tangerang City. Generally, the similarity of the role of *Sahakon* and *Organda* explained in Table 4.25.

Table 4.25. The Similarity of *Sahakon* and *Organda*

No.	<i>Sahakon</i>	<i>Organda</i>
1.	Private company where the owners of <i>tuk-tuk</i> and <i>songthaew</i> are joined as the member.	Private company where the owners of <i>angkot</i> are joined as the member.
2.	The members of <i>sahakon</i> have to pay membership fees.	The members of <i>organda</i> have to pay membership fees.
3.	<i>Sahakon</i> has a purpose to increase the economic sector from the members as their welfare.	<i>Organda</i> has a purpose to increase the economic sector from the members as their welfare.
4.	As the members, the owners of <i>tuk-tuk</i> and <i>songthaew</i> have to follow regulations from <i>sahakon</i> which is formulated by the Provincial Land Transportation Sector in Songkla Province in order to get operation permit.	As the members, the owners of <i>angkot</i> have to follow regulations from <i>organda</i> which is formulated by the <i>Dishubkominfo</i> in the local area of South Tangerang City in order to get operation permit.

Source: Primary data collection by Researcher, 2011

Table 4.25. The Similarity of *Sahakon* and *Organda* (continued)

No.	<i>Sahakon</i>	<i>Organda</i>
5.	The operational cost of <i>sahakon</i> collected from the member fees.	The operational cost of <i>organda</i> collected from the member fees.
6.	<i>Sahakon</i> involved in the regularly check for <i>tuk-tuk</i> and <i>songthaew</i> .	<i>Organda</i> involved in the regularly check for <i>angkot</i> .

Source: Primary data collection by Researcher, 2011

### 5) Mass media in local area (Focus News and Thai PBS)

Mass media in Hat Yai City Municipality which involved on this research are Focus News and Thai PBS. Comparing *Tangsel Pos* in South Tangerang City to Focus News and PBS, it has similarity. All those forms of mass media have a role as control agent related to the issues which give impact to the civil society.

Regarding with the issue in public transportation sectors, both Focus News and Thai PBS publish the issues in order to give general view to people about the real situation of public transportation problem. By informing the public transportation issues, it is expected that the local government concerns to a certain issue and try to find comprehensive problem solving. Moreover, both Focus News and Thai PBS give transparent information about the condition in public transportation sectors. It is conducted by both mass media in order to open chances for civil society in giving their responses and critics which help local

government improve the condition of local public transportation especially in Hat Yai City Municipality.

Focus News gives facility to people in sending their opinion related to the current issue such as local public transportation sectors. People are able to give their opinion by sending a report to the Focus News Office or by phone while Thai PBS actively finds the issue by observing to the location where the issue is happened and receiving report from the news reporter as well.

In summary, both Focus News and Thai PBS have role to publish the current issue including public transportation sector issues and cover the opinions and critics transparently in order to give more chances for people in giving their voice.

#### **4.1.2.3. Ownership**

*Angkot, ojek, tuk-tuk, songthaew, and motorcycle rubjang* are owned privately. It means that all those public transportation modes owned individually who organized in an organization as private organization which follows the government's rules. All those public transportation in both South Tangerang City and Hat Yai City Municipality; *angkot, ojek, tuk-tuk, songthaew, and motorcycle rubjang*, are owned individually which has partnership among the owners who joined in private organization as cooperative work. The ownership of those public

transportation modes have to follow the policies from the government.

1. *Angkot*.

In South Tangerang City, *angkot* owned individually. In order to get license for operating *angkot*, the owners have to register as *Organda*'s member. In South Tangerang City, there is no limitation for everyone to have *angkot*. *Organda* only makes regulation for the amount of *angkot* in each route. The driver for *angkot* is decided by the owner. The owner has an authority to choose the driver.

Regarding with the revenue from the operation of *angkot*, it belongs to the owner and the driver. They have their authority to share each other. As the member of *organda*, the owners have responsibility to pay the operational cost by giving membership fees to *Organda* and license fees or levy fees to the Office of Transportation, Communication, and Information (*Dishubkominfo*) in South Tangerang City.

The owners of *angkot* have to get operation permit and legal ownership of *angkot* by giving some documents to *organda* as follows:

1. "Principle Approval" from the Office of transportation, communication, and information (*Dishubkominfo*) in South

Tangerang City and "Permit Letter" to get "Yellow Plate" as their vehicle number.

2. Copy of STNK (*Surat Tanda Nomor Kendaraan*)/ Letter of Vehicle Number.
3. Copy of Identity Card.
4. Copy of Book "KIR"/ regularly vehicle test.
5. Membership card as an *Organda* membership.
7. Decree of the Governor / Mayor / Regent.
8. Letter of Supervision.

In operating their *angkot*, the owners must extend annually the operational permit by preparing some documents to be legalized annually as following:

1. Membership card as an *Organda* membership.
2. Permit letter from Office of transportation, communication, and information (*Dishubkominfo*) in South Tangerang City
3. Letter of Supervision.

Another regulation which should be followed by the owner is a condition test of *angkot* every six months and makes a renewal of the decree letter related to the existence of the decree from mayor in South Tangerang City.

## 2. *Ojek*.

*Ojek* as a motorcycle taxi in South Tangerang City owned privately. In South Tangerang City, there is no specific regulation

for the owners of motorcycle to operate their motorcycle as *ojek*. Moreover, there is no legal organization which established to manage the operation of *ojek*.

The owners of motorcycle are able to operate their motorcycle as *ojek* independently. The drivers have their own group and place as their team. They choose the group and the place to stop their motorcycle based on the proximity with their residence area.

The daily revenue from each drivers is belongs to them. There is no revenue sharing among the drivers and the drivers do not have responsibility to pay membership fees because the absence of legal organization as a group for *ojek* and the individual ownership. The owners of motorcycle who use their motorcycle as *ojek* do not have responsibility to pay annual tax for their motorcycle as public transportation.

### 3. *Tuk-tuk* and *songthaew*

*Tuk-tuk* owned individually; everyone who has *tuk-tuk* is able to operate their *tuk-tuk* as public transportation. In operating *tuk-tuk*, the owners have to join in *sahakon* and company. For white *tuk-tuk*, the owners are joined in the company. Similar with *tuk-tuk*, the ownership of *songthaew* is individually and the owners are joined in *sahakon* except white *songthaew*. The owners of white *songthaew* are joined in the company. The

researcher focuses on the members who joined in the *sahakon* because it has similarity with *organda* as the private sector which accommodate the owners of *angkot*. Both *sahakon* and *organda* has similar form in the budget system and in managing the operation of *tuk-tuk*, *songthaew*, and *angkot*.

As the member of *sahakon*, the owners and the driver have to make their own identity card. The identity card of the owner and the driver described in Figure 4.29 and 4.30.



Figure 4.29. *Sahakon* Member ID card for Vehicle Owner



Figure 4.30. *Sahakon* Member ID card for Vehicle Driver

#### 4. Motorcycle *rubjang*.

The ownership of motorcycle *rubjang* is individually. The drivers have their own group based on their operation area. The motorcycle *rubjang* drivers have to pay some payment related to the operation license of the motorcycle as a public transportation; motorcycle *rubjang*.

#### 4.1.3. The Problems

According to the interview process which conducted by the researcher with government sectors, private sectors, and civil society in both South Tangerang City and Hat Yai City Municipality, there are some problems related to the provision of local public transportation.

The problems in both South Tangerang City and Hat Yai City Municipality are not only caused by the driver of public transportation but also caused by the availability the supporting facilities and insufficient of policies to manage the local public transportation.

Regarding with the performance of local public transportation, it includes some problems related to the availability, the monitoring process, transport capacity, safety and security.

##### a. South Tangerang City

The problems which faced in the existence of *angkot* and motorcycle taxi (*ojek*) have a correlation with the absence of supporting facilities, the inappropriate manner from the driver, and the lack of assertive regulations. There are different problems which faced



by the government sector, the private sector, and civil society. Those problems can be classified based on each sector.

### **1. Regional Development Planning Board (“*Bappeda*”/*Badan Perencanaan Pembangunan Daerah*)**

*Bappeda* in South Tangerang City is a government organization which has a role in the development planning in micro and macro level. Based on the interview process with The Head of *Bappeda*, there are some problems as following:

- 1) Sometimes the presence of public transportation causes congestion. For instance, when *angkot* drivers stop in a long time to wait passengers on the highway, it creates traffic congestion because *angkot* drivers stop at any place (not in terminals) for a long time to wait passengers. In addition, the congestion caused by public transportation are also caused by the habit of public transportation driver who stop his vehicle in the road side for pick up and drop off passengers.
- 2) Lack of supporting infrastructure availability. This condition requires the expansion of road network to facilitate the support the operationalization of public transportation.
- 3) Lack of parking space so that many vehicles are parked on the road side and causes congestion.

In order to improve the availability of local public transportation in South Tangerang City, Eddy Malonda as The Head of *Bappeda* has some suggestions as following:

- 1) Road infrastructure development. This is necessary in order to accommodate public transportations which are passing on highways.
- 2) Required sanction from law enforcement agencies to the public transportation drivers who violate traffic rules in order to create smooth traffic.
- 3) Overall, it is necessary to have innovation in providing public transportation modes such as mass rapid transit (rapid railway) and integrating it with other modes of public transport that already exists. For example, *angkot* and buses are used as a feeder to deliver the people to the departure place of mass rapid transit. This should be in a macro scale to connect South Tangerang City with other areas outside South Tangerang City.

**2. Office of Transportation, Communication, and Information; including Traffic Division (*"Dishubkominfo"/ Dinas Perhubungan, Komunikasi, dan Informatika*)**

*Dishubkominfo* as a government organization has authorities to control and manage the operationalization of public transportation in local area. There are some problems in South Tangerang City related to the operationalization of public transportation which argued by Mr. Tito

Satrijo Widioetomo (Head of Transport Division of *Dihubkominfo* South Tangerang City), Mr. Wijaya Kusuma (Head of Traffic Division of *Dihubkominfo* South Tangerang City), Mr. Ferdaus (Head Section of Road and Air Transport of *Dihubkominfo* South Tangerang City), Mr. Budi Jatmiko (Head Section of Safety Guidance and Accident Analysis of *Dihubkominfo* South Tangerang City). Those problems can be explained as follows:

- 1) The limitation of public transportation choices because South Tangerang City as a new autonomous city needs more time to make diversification in public transportation sector.
- 2) There is an imbalance between the amount of *angkot* and the existence of infrastructure to support it.
- 3) Ineffectiveness of terminal for *angkot*. There are some terminals which are located far from the public places. But there is one sample of effectiveness of the existence of terminal such as terminals which are located near BSD Modern Market. It makes people easy to reach terminals when they need to wait *angkot*.
- 4) There is no assertiveness in law enforcement to punish the traffic offender.
- 5) The traffic congestion is happened when *angkot* drivers stop to pick up and drop off passengers. Besides that, it can be caused when *angkot* drivers stop at anyplace (not in terminals) for a long time to wait passengers. This activity is known as *ngetem*.

- 6) The availability of infrastructure. Regarding with infrastructure, it needs improvements and expansions of road networks to create traffic smooth for the operationalization of public transportation. Moreover, it needs additional terminals around public places for *angkot* to make people easy to reach terminals.
- 7) The improvement of public transportation modes. South Tangerang City is a new autonomous city which formed in 2008. The existence of *angkot* as public transportation in local area of South Tangerang City is a heritage from the previous time when it was a Tangerang Regency. As a new autonomous city, South Tangerang City needs other public transportation modes which cover the community needs by safe, comfort, fast and high capacity public transportation.
- 8) The amounts of *angkot* as public transportation in the local area of South Tangerang City are higher than the demand of passengers.

In order to improve the availability of local public transportation in South Tangerang City, there are some suggestions which given by some divisions in *Dishubkominfo* South Tangerang City such as The Head of Transport Division (Tito Satrijo Widioetomo, SE.), The Head of Traffic Division (Wijaya Kusuma, SE, MM.), The Head Section of Road and Air Transport (Ferdaus, ST.), The Head Section of Safety Guidance and Accident Analysis (Budi Jatmiko, A.Md LLAJ.).

The suggestions explained as follows:

- 1) Provide new road network as an access to the development of traffic circulation and public transport.
- 2) Separation of the road network for public transport and non-public transportation.
- 3) Conducting land acquisition as a transitional flow of traffic.

**3. Land Transport Organization/Organization of National Entrepreneur of Motorized Transport on the Road (“Organda”/Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan)**

Based on Organda perspective, there are some problems in South Tangerang City related to the operationalization of Public Transportation. Mr. Yusro Siregar, The Head of *Organda* mentioned some problems in the operation of *angkot* as following:

- 1) There is traffic congestion because of the condition of road infrastructure such a hole on the road. The operationalization of *angkot* is disturbed by this condition. Moreover, this condition will be easy to break *angkot's* tire so that need a high costs to maintain the condition of *angkot*.
- 2) There are several *angkots* turn the route direction before arrive on the last route and passengers are taken down and transferred to another fleet.
- 3) There is no terminal.

- 4) There are a lot of 'informal person' in the permit process of the operationalization of *angkot*, in the regularly test of *angkot*, license renewal and maintenance costs.
- 5) There are many touts in the safety and security test process. If there is little damage on the fleet, it can be tolerated and passed easily by paying to the touts illegally. This is the main problem in giving guarantee for safety and security of the operation of *angkot*.
- 6) In some areas, there is a negative competition between motorcycles taxi and *angkot*. In a certain time, *angkots* are prohibited by the motorcycle taxi drivers to enter a certain area. This condition needs an approach to the public figures in the surrounding area to resolve this dispute. This process needs an additional cost or a new job for motorcycle taxi driver as their personal job as their livelihood. Solving this problem needs coordination between government and some institutions which are involved in transportation sector. Historically, when South Tangerang City was a village, the communities have to choose the head of village. In the campaign period, the candidates gave promises to maintain and give permit for the operationalization of motorcycle taxi as well as the welfare of drivers. Moreover, the candidates gave promise to give priority for motorcycle taxi related to the operationalization area. All these promises were given by the candidates in order to get supports from motorcycle taxi drivers as a dominant community in the past time.

The changing of political condition nowadays gives new mechanism for the election so that there is no election for the head of village. The ways to get support from the community is done by the different ways. However, in some areas, the owner of motorcycle taxi has a strong position in political perspective. Some of them are involved in government institution and get support from the motorcycle taxi driver in the election. This condition gives an impact in eliminating and managing motorcycle taxi. They will give priority to motorcycle taxi related to its operationalization area. This is the reason why in some areas in South Tangerang City have a gap between motorcycle taxi and angkot regarding with the operationalization area.

- 7) There are several obstacles in the renewal process of *angkot*. The producers of the type of *angkot* fleet stop their production process to produce the old type. For instance, *Indo Mobil* and *Toyota* no longer produce the same type of the old type of *angkot*. In solving this problem, there is an alternative way such as make damage repair process of the old type *angkot* without change the fleet with the new type because it will take higher costs.
- 8) In carrying out its functions, *Organda* involved in the regulations that formulated by the local government and the Office of transportation, communication, and information in South Tangerang City. *Organda* is involved in the policy formulation

process. However, *Organda* not involved in the policy socialization process before the policy is implemented.

Improving the condition of local public transportation in South Tangerang City, Yusro Siregar as The Head of *Organda* suggested his idea as following:

- 1) Provide and create comprehensive public transportation systems which are supported by the supporting facilities.
- 2) Create mass public transportations and use *angkot* as a feeder transport.
- 3) Implement the infrastructure improvements. The damage road increases the operational costs of *angkot* because maintenance process should be implemented regularly because tires and some parts of *angkot* will easily damage.

#### **4. The User of Public Transport and Private Vehicle**

According to the user of public transportation and private vehicles in South Tangerang City as civil society sector, there are some problems which can be summarized as follows:

- 1) There is no terminal for *angkot*. This condition creates traffic congestion because many *angkot* drivers stop their *angkot* at the road side for waiting passengers or parking their *angkot*.
- 2) There is no specific control from local government in the operationalization of motorcycle taxi (*ojek*) so that there is a lack of safety and security guarantee for the passengers.



- 3) Many *angkot* drivers violate the traffic regulation.
- 4) There is a lack of assertive sanction.
- 5) In some areas, there are bad conditions of the roads such as hollow roads. This condition disturbs the operationalization of *angkot* and motorcycle taxi.
- 6) There is an overloaded passenger inside *angkot*.
- 7) Some motorcycle taxi drivers do not provide helmet and rain coat for passengers.
- 8) Generally, *angkot* in South Tangerang City is feasible to be operated. However, there are some *angkots* which is needed to be repaired in some parts such as seats and windows.
- 9) *Angkot* drivers turn before reaching the last route.
- 10) In some areas, it is difficult to find *angkot* at midnight because in some areas there is a restriction as an informal regulation for *angkots* to be operated before 5:00 pm. The informal regulation is related to the past condition when South Tangerang City was a village and the communities have to choose the head of village. In the campaign period, the candidates gave promises to maintain and give permit for the operationalization taxi drivers and gave welfare for the drivers as well. Moreover, the candidates gave promise to give priority for motorcycle taxi regarding with the operational area. All these promises were given by the candidates in order to get supports from motorcycle taxi drivers as dominant community in the past time. In addition, from the political perspective, there

are some government officials who have a lot of motorcycles which is operated as motorcycle taxi so they have power to implement informal regulation in order to give priority to the operationalization of motorcycle taxi.

- 11) There is traffic congestion in some public areas such as market and railways station due to the large number of *angkot* which are operated and the habit of *angkot* driver which parking their *angkot* at the road side to wait passengers.
- 12) There is a lack of safety guarantee in the operationalization of *angkot* because there is criminal action inside *angkot* such as a sexual harassment and pick pocketing.

Related to the operation of *angkot* and *ojek* in South Tangerang City, there are suggestions from the user of private vehicle and the user of public transportation as their expectation for the improvement of local public transportation in South Tangerang City as follows:

- 1) Related to the operationalization, the number of *angkot* should be limited and controlled to avoid the traffic congestion.
- 2) Government needs to regulate the operation of *angkot* in order to give assertive sanctions for the drivers who violate the traffic regulations.
- 3) Improving the infrastructure to support the operationalization of *angkot*.
- 4) Legality of operating licenses should be done by following formally process.

- 5) Provide supporting facilities to support the operationalization of *angkot* as a local public transportation in South Tangerang City.
- 6) Government should consistent in implementing their planning.
- 7) Implement the renewal process for old *angkots*.
- 8) It needs a control related to routes because there is an overlapping route. For example, there are several *angkot* which have same route. This condition should be regulated such as divert some *angkot* who have same route to other routes to avoid road density.
- 9) Conducting training for drivers about traffic discipline.
- 10) Regulate and ratify legally the existence of motorcycle taxi in government regulations in order to ensure the security and safety of society as a passenger.
- 11) Fulfill all facilities that are needed to support the operationalization of *angkot* such as seat, window, and door.
- 12) Build creativity to attract people to choose *angkot* in their daily activities. Based on the experience in Lampung (city in another province of Indonesia), there is an interesting things such as provide a fan and radio tape inside *angkot*. This creativity can be adapted in South Tangerang City by looking at the basic operational standard in providing *angkot*.
- 13) Make a planning to connect *angkot* as feeder for other public transportation modes which are connected local area with other areas outside South Tangerang City.

- 14) Provide the specific place for receiving complaint from the citizen related to the operationalization of *angkot*.
- 15) Provide identification card at any *angkot* which contains license plate. It will help passengers to recognize the detail of *angkot*. It will be easy for them to complain if they have problem in using *angkot* which make them uncomforted.
- 16) Increasing the tax for the ownership of private vehicle.

## **5. Mass Media**

Mr. M. Istijar, The Coordinator of News in *Tangsel Pos* (Jawa Pos Group), explained some problems related to the operationalization of public transportation based on the reports obtained from the community by “Tangsel Pos” explained as follows:

- 1) Lack of provision of terminals for a short distance.
- 2) Lack of valid data on the number of *angkot*. It will be difficult to analyze the needs of *angkot* in South Tangerang City based on the road availability.
- 3) Bad habit of *angkot* drivers such as violates the traffic regulations which cause traffic congestion.
- 4) There are many touts in conducting "feasibility test" for the fleet of *angkot* so that the result of this test is not valid.
- 5) The existence of *angkot* causes traffic congestion. It is happened because of bad habits from drivers such as stop on the roadside around market, malls, and railways stations in a long time to wait

passengers. This condition makes the width of the road becomes more narrow.

- 6) Most of the private vehicles which pass in South Tangerang City come from outside regions around South Tangerang City including Jakarta. In this condition, the road density in South Tangerang City is increased.
- 7) The existence of *angkot* as public transportation in the local area of South Tangerang City does not give comfort because there is a lack of awareness from the drivers to obey traffic regulations.

*Tangsel Pos* as a local mass media in South Tangerang City plays a role as a control agent. As a control agent, *Tangsel Pos* has suggestions for South Tangerang City to improve local public transportation condition as following:

- 1) As a new autonomous city, South Tangerang City already has a good infrastructure. However, South Tangerang City needs to build supporting facilities to support the operationalization *angkot* as a local public transportation such as terminals. It is important because South Tangerang City does not have terminal.
- 2) Creating a transportation network system. It is expected in the future South Tangerang City will create public transportation both to operate in local area and connect South Tangerang City with other cities by improving the existing public transportation.
- 3) Conducting the maintenance of the existing *angkot* as an asset of South Tangerang City by managing the operation of *angkot*.

Moreover, there should be a link and match between policies made by the government and the provision of *angkot* based on the community needs. It needs to be supported by a scientific study so that the budget which is provided to improve the operationalization of *angkot* will be sufficient.

## **6. Motorcycle Taxi (*Ojek*) Drivers**

Problems related to the operationalization of public transportation based on the motorcycle taxi driver perspective can be explained as following:

- 1) Problem which is faced by motorcycle taxi driver is congestion. Congestion is spending a lot of time but the fare which paid by passengers is fixed.
- 2) The safety of motorcycle taxi drivers is not guaranteed. There are criminal acts threaten motorcycle taxi driver such as deceive them and rob their motorcycle.
- 3) In some areas there are bumpy roads. It is important to repair the road condition.

According to the operation of *ojek*, the driver has some suggestions as their expectations such as the existence of motorcycle taxi is expected to be approved by the government as a formal public transportation in the local area of South Tangerang City. Moreover the licensing process should be controlled and managed in formal

regulation in order to ensure the safety and security guarantee for passengers and motorcycle taxi drivers.

### **7. *Angkot* Drivers**

Problems related to the operationalization of public transportation based on the *angkot* driver perspective can be explained as following:

- 1) In some areas, *angkot* is prohibited to be operated after 5:00 pm because it becomes a time for the operationalization of motorcycle taxi.
- 2) The main problem faced in South Tangerang city is the unavailability of terminals.
- 3) Congestion at the intersection of roads hinders the operation of *angkot*. For instance, there is no traffic light in the Victor crossroads. At the intersection, there are some "informal polices" (informal persons) who regulate the traffic. However, some "informal polices" give priority to the drivers who give them money for passing the intersection. This condition gives bad impact to the passengers who use *angkot* because they lose their time. Actually, it is important to give fair priority especially for *angkot* because there are many students and workers who want to get their destination places on time.

Regarding with the condition of the operation of *angkot* in South Tangerang City, some drivers suggest that the operation of *angkot* should be supported by the provision of terminal. In some areas, it

needs to be controlled related to the existence of gap between *angkot* and *ojek* which create time limitation for the operation of *angkot*.

## **b. Hat Yai City Municipality**

Problems which faced in Hat Yai City Municipality have correlation with the inappropriate habit from the drivers and the condition of public transportation itself. There are some problems argued by different sectors such as government sector, private sector, and the user of public transportation as civil society.

### **1. Hat Yai Municipality Office**

The Vice Mayor of Hat Yai City Municipality, Mr.Adulsak Mukern, and The Head of Traffic Engineering Division, Mr.Srirat Triranyapetch, mentioned some problems related to the operation of local public transportation as following:

- 1) Many drivers violate the traffic regulation.
- 2) The authority of central government is more dominant than local government.
- 3) There is less comfort from *tuk-tuk*, *songthaew*, and motorcycle *rubjang* because of the inappropriate habit from the driver.
- 4) It is difficult to control the fare which charged from the motorcycle *rubjang* drivers to the passengers.
- 5) It is difficult to motivate people to use public transport because the public transportation condition needs to be improved and it is important to renew the fleets of *tuk-tuk* and *songthaew*.



- 6) The central government should give more authority to local government in managing and formulating policies related to the operation of public transportation because in some cases the local government is more understand the real problem in the field.
- 7) There is a lack of financial support to create the modern public transportation in order to improve the existence of local public transportation in Hat Yai.

In improving the existence of local public transportation in Hat Yai City Municipality, The Vice Mayor of Hat Yai City Municipality, Mr.Adulsak Mukern, and The Head of Traffic Engineering Division, Mr.Srirat Triranyapetch suggested that the central government should give more authority to the local government related to the local authority for establishing government institutional in the local area of Hat Yai City Municipality to manage directly the operation of local public transportation. Moreover, there should be assertive policies in regulating the operation of local public transportation and giving punishment to the driver who violate the regulation.

## **2. Provincial Land Transportation Department in Songkhla Province**

Mr.Rangsarit Vorasriha, Transport Technical Officer (Senior Professional) of Provincial Land Transportation Department in Songkhla Province mentioned some problems in the operation of local public transportation in Hat Yai as follows:

- 1) There is an overloaded passenger inside *songthaew*. Some passengers stand up in the entrance door.
- 2) The amount of private vehicle has been increased. It is difficult to control the increase of private vehicle. This situation gives impact to the existence of local public transportation such as *tuk-tuk* and *songthaew*.
- 3) There is no comprehensive system among *tuk-tuk*, *songthaew*, and motorcycle *rubjang*. Those public transportation modes are able to be modified as feeder which connected to the bus rapid transit.
- 4) There are many drivers who violate traffic regulation.

Related to the provision of local public transportation in Hat Yai City Municipality, it is important to improve the bus system such as provide the bus which operated around Hat Yai City Municipality.

### **3. Hat Yai Police Station**

The Head of Traffic division in Hat Yai Police Station, Police Lieutenant Colonel Surachet Suwannamas, argued his opinion about the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* based on the daily monitoring. The problems mentioned as follows:

- 1) The clothes from the driver is not polite. It is not appropriate with the regulation which is mentioned that the drivers should wear polite clothes.

- 2) The operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* are not comfort for the passengers because of the inappropriate habit from the drivers.
- 3) There is a weakness in implementing policies related to the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang*.
- 4) Each driver competes with others to take more passengers so that many drivers drive with high speed.

In order to create traffic flow, Mr Surachet Suwannamas as The Head of Traffic Division in Hat Yai Police Station, explained that it is important to give strict punishment to everyone who violate the traffic regulation including the driver of local public transportation. Another thing which should be implemented is improve the parking area. It important to support the traffic flow in the roadside including supporting the traffic flow in the operation of local public transportation.

#### **4. *Sahakon***

The problems which collected from the *sahakon* are based on the interview process with The Head of *Sahakon*. The problems are:

- 1) It is difficult to control many *tuk-tuks*, *songthaews*, and motorcycle *rubjang* when the drivers operate their own vehicles especially who violate the regulation.
- 2) Many people interested to use their own vehicle.

- 3) It is difficult to manage the drivers who violate the traffic regulation.
- 4) There are some *songthaew* drivers who choose inappropriate route. It creates a problem among the drivers.

Regarding with the operation of *tuk-tuk* and *songthaew*, the government should concern with the illegal operational.

### **5. *Tuk-tuk* Driver**

Problems related to the operationalization of public transportation based on the *tuk-tuk*'s driver perspective can be explained as following:

- 1) Lack of annual health insurance for the drivers.
- 2) *Sahakon* should provide the insurance for the drivers in the case of accident.
- 3) It is important to improve bus stop for *tuk-tuk*, *songthaew*, and motorcycle *rubjang*.

Regarding with the existence of *sahakon* for controlling and managing the ownership and the operation of *tuk-tuk*, there is a suggestion for the *sahakon*. It is important for *sahakon* to concern about the welfare of the drivers. The drivers suggest that the *sahakon* could give more health insurance.

## **6. *Songthaew* Driver**

Problems related to the operationalization of public transportation based on the *songthaew*'s driver perspective can be explained as following:

- 1) It is important to repair the damage road to support the operation of *songthaew*. If there is a damage road, it will create high cost for the maintenance of *songthaew* related to the condition of its machine.
- 2) *Sahakon* needs to control the operation of *songthaew* properly because there is a case which caused by the overlapping routes such as the drivers take inappropriate route. It is a problem for other drivers who have their own route.

## **7. Motorcycle *Rubjang* Driver**

The problems which faced by the motorcycle *rubjang*'s driver is related to the negative competition because there are illegal motorcycles *rubjang* without legal license in operating motorcycle as public transportation. In order to create a safety motorcycle *rubjang*, the local government should give assertive sanction for the driver who operates the motorcycle as motorcycle *rubjang* without a license.

### 8. Mass Media; Thai PBS and Focus News

According to the interview process with the reporter news in Thai PBS and the public relation officer in Focus News, the problems related to the existence of local public transportation in Hat Yai can be summarized as follows:

- 1) Lack of good service because many drivers violate the traffic regulation frequently. It causes traffic congestion.
- 2) Some drivers drive roughly.
- 3) It is important to have renewal fleet for *tuk-tuk* and *songthaew*.
- 4) Some drivers drive with high speed. It is not safe for the passengers.

Similar with the role of mass media in South Tangerang City, as a control agent, Thai PBS and Focus News as local mass media in Hat Yai City Municipality have suggestion to improve the local public transportation in Hat Yai City Municipality as follows:

- 1) The *Sahakon* should concern about the operation of *songthaew* and *tuk-tuk* which correlated with the safety condition for the passengers.
- 2) It is important to implement assertive policies to control the operation of local public transportation in local area.
- 3) The driver of *songthaew*, *tuk-tuk*, and motorcycle *rubjang* should have awareness about the traffic regulations.

- 4) It is prohibited to do corruption in the provision of local public transportation as a public service in the public transportation sector.

### **9. The User of Public Transport and Private Vehicle**

The problems which faced by the user of public transport and private vehicle in Hat Yai mentioned as following:

- 1) Sometimes *tuk-tuk* drivers charge the passengers with high fare.
- 2) There is no safety guarantee in the operation of *tuk-tuk*, *songthaew*, and motorcycle *rubjang*.
- 3) Sometimes motorcycle *rubjang* drivers give high fare to the passengers.
- 4) Some drivers drive with high speed (*tuk-tuk*, *songthaew*, and motorcycle *rubjang*).
- 5) There is lack of assertive laws.
- 6) The fare of motorcycle *rubjang* should be set by fare meter.
- 7) There is overload passengers in *songthaew*.
- 8) Some drivers of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* are too old.
- 9) Some drivers of *tuk-tuk*, *songthaew*, and motorcycle *rubjang* parking their vehicle in forbidden areas.
- 10) In some cases, motorcycle *rubjang* drivers give high fare for the passengers.
- 11) Some motorcycle *rubjang* drivers do not have complete facility

such as helmet and rain coat.

- 12) Physically, *tuk-tuk* is quite old.
- 13) There are some motorcycle *rubjang* drivers without legal permit.
- 14) There is no promotion from the local government as the socialization process of using public transportation.

The users of private vehicles and public transportations have high expectation related to the provision of local public transportation. It is important to improve the existence of *songthaew*, *tuk-tuk*, and motorcycle *rubjang* in order to motivate people to use those public transportation modes and it will be better if there is an improvement of an existing public transportation mode in Hat Yai City Municipality. There are some suggestions from the users of private vehicles and public transportations as following:

- 1) The drivers should have polite attitude.
- 2) It is important to do regularly check for the fleets of *songthaew* and *tuk-tuk*.
- 3) The local public transportation should have punctuality related to the arrival time.
- 4) It is important to control the standard fare for motorcycle *rubjang* because some drivers charge the passengers with high fare.
- 5) In some areas, the road should be repaired to support the operation of *songthaew*, *tuk-tuk*, and motorcycle *rubjang*.
- 6) The drivers need to be paid back when they don't abide by the traffic rules.



- 7) Motorcycle *rubjang* drivers should concern about the safety condition for the passengers such as provide helmet for the passenger and follow the safety riding guidance.

## 4.2. Discussion

According to Regin (1987, p: 4), it is common to define a comparative study research as a research that uses comparable data from at least two societies. Based on that understanding, a comparative study will be explained by comparing two cities in different countries, namely, South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand in terms of the existence of local public transportation.

### 4.2.1. The Condition of Public Transportation

Discussing about the condition of local public transportation in South Tangerang City and Hat Yai City Municipality, there is similarity in terms of the local public transportation models. Describing the public transportation models, there are some theories argued by some researcher as follows:

Paratransit, especially in developing countries, is defined as an urban passenger transport mode, almost always, private sector operated on public streets in mix traffic and its services are adaptable in routing and scheduling to meet various user desires. Paratransit services are mostly operated in terms of small to medium-sized, motorized, and non-motorized vehicle ranging from human-powered rickshaws (*becak*, tricycles) and two-and three-wheel motorized vehicles (motorcycle taxi, tuk-tuk, bajaj) to minibus (vans, matau, mikrolets). Paratransit services are usually fall between private transport and conventional public transport. (Vuchie in Tangphaisankun, 2010, p: 12).

Paratransit is urban passenger transportation service usually in highway vehicles operated on public streets and highways in mixed traffic; it is provided by private or public operators and it is available to certain groups of users or to the general public, but adoptable in its routing and scheduling to individual user's desires in varying degrees. (Shimazaki& Rahman, 1996, p: 2).

Generally paratransit system can be broadly classified into two types; non-motorized and motorized. Both types are again been sub-classified into 3 groups based on their seating capacity. They are individual type (seating capacity less than 4), shared type (seating capacity 5-10) and collective type (seating capacity 11-20). (Shimazaki & Rahman (1996, p: 3).

According to those public transportation theories, *angkot*, *ojek*, *tuk-tuk*, *songthaew*, and motorcycle *rubjang* are categorized as paratransit. The condition of those public transportations has similarities and differences. The similarities are explained as follows:

1. In South Tangerang City and Hat Yai City Municipality, there are two local public transportations operated by fixed routes, namely, *angkot* (in South Tangerang City) and *songthaew* (in Hat Yai City Municipality).
2. Both South Tangerang City and Hat Yai City Municipality have motorcycle taxi as local public transportation mode which operated without fixed route and the price is decided based on the distance without meters.
3. Mass media in South Tangerang City and Hat Yai City Municipality has similar important roles as a control agent. The function as a control agent conducted as following:
  - a. Accommodate the suggestions, complaints, and opinions of the citizens related to the public transport conditions in local area. Those comments will be published by mass media. This is intended to provide advice to the regulatory

bodies to improve and develop public transportation to satisfy the needs of community.

- b. Socialize the public transportation policies which have been authorized by the government in order to provide information to the public to understand the purpose of government policies that are implemented including the policies in public transportation sectors.

Those roles conducted by mass media in both South Tangerang City and Hat Yai City Municipality in order to open chances for civil society in giving their responses and critics which help local government improve the condition of local public transportation.

4. There are some ownerships models for public transportation argued by Iles as follows:

There are numerous forms of ownership and structure in the public transport industry throughout the developing world. Transport undertakings may be publicly or privately owned, or owned jointly by public and private sectors. (Iles, 2005, p: 123)

The principal forms of private ownership are ownership by individuals; private companies, such as family businesses or partnerships owned by small numbers of participants; cooperatives; and owned by large numbers of private shareholders. A typical form of ownership in developing countries is the small fleet owner, particularly in the paratransit and taxi category, is the individual owner-driver, who both owns and drives his own vehicle. (Iles, 2005, p: 130).

Regarding with the ownership of local public transportation, both South Tangerang City and Hat Yai City Municipality have private or individually ownership; the individual owner-driver, who both owns and drives his own vehicle.

5. In South Tangerang City and Hat Yai City Municipality, there are private organizations which accommodate the owners and drivers of local public transportation and manage the daily operational as well. Those organizations are *Organda*; for *angkot* in South Tangerang City and *Sahakon*; for *tuk-tuk* and *songthaew* in Hat Yai City Municipality.

Another side that has been observed by the researcher is the differences of local public transportation in South Tangerang City and Hat Yai City Municipality. The differences summarized as following:

1. Regarding with the control and management process of local public transportation, South Tangerang City is more decentralized than in Hat Yai City Municipality. In Hat Yai City Municipality, the policies to control and manage local public transportation legitimated by the central government. The central government will give mandate to the public organization in provincial administration to implement the policies. In this case, the central government gives mandate to the Provincial Land Transportation Department in Songkhla Province to implement the policies. According to the administrative division, Hat Yai City Municipality is located in Songkhla Province. In this position, regarding with the control and management process of local public transportation, Hat Yai City Municipality has directly responsibility to provincial government. The local government in Hat Yai City Municipality implements the policies based on the policies from central government which have been instructed to the provincial government.

In South Tangerang City, the policies which have been legitimated by the central government distributed to the provincial government. The governor as the head of provincial government gives instruction and mandates to the mayor as the head of the city. The mayor will delegate public organization in transportation sector to control and manage the provision and operation of local public transportation. In South Tangerang City, the mayor gives authority to the which related to the Office of Transportation, Communication, and Information (*Dinas Perhubungan, Komunikasi, dan Informasi/ Dishubkominfo*). Each city in the provincial administration has this organization to control and manage the operation of local public transportation in the local area by conducting the instructions which mandated by the governor as the head of provincial government.

According to both systems, the local government in South Tangerang City has more authority than Hat Yai City Municipality in controlling and managing the operation of local public transportation. There is an advantage of the system in South Tangerang City in controlling and managing local public transportation. The local government which understands the real situation is able to improve polices based on the condition in local area by making coordination with the provincial government. In this case, there is two-ways coordination among local government in South Tangerang City and provincial government.

2. Motorcycle *rubjang*, a motorcycle taxi in Hat Yai City Municipality, is more organized than *ojek*, a motorcycle taxi in South Tangerang City. It is proved by the research results which described the operation of both motorcycle taxis. The differences include the jacket which used by the drivers as their personal identity. In South Tangerang City, the drivers operate their motorcycle without jacket which decided by the government. In some area in South Tangerang City, there are some drivers who wear jacket but it is made by their own group and without register number. While, in Hat Yai City Municipality, motorcycle *rubjang* as motorcycle taxi regulated by the government with registered number in the driver's jacket. The jacket categorized based on the control area; red color controlled by Hat Yai Police Station, yellow color controlled by Hat Yai Municipality Office, and green color controlled by *Amphoe* Hat Yai.

Another difference of motorcycle taxi in both research locations is the color of the vehicle number license plate. In Hat Yai City Municipality, the operation of motorcycle taxi is regulated by the specific polices related to the registration process of motorcycle as public transportation and some policies to legitimate the fine payment if the drivers violate the regulation. By this condition, the government changes the vehicle number license plate from black into yellow color as public transportation to take passengers. It will be easy to control the operation of motorcycle taxi by looking at the color of vehicle number license plate. This condition is more organized compared to motorcycle

taxi in South Tangerang City. Based on the research results, *ojek* as motorcycle taxi is operated without any specific policies to change the motorcycle as public transportation to take passengers. Moreover, there is no policy which manages the responsibility of the drivers to pay some operational cost to the government and control the attitude of the drivers. All people who have motorcycle are able to operate their motorcycle as public transportation and take passengers.

Regarding with the welfare of the motorcycle taxi's drivers, the government in Hat Yai City Municipality concern to give them the health care services and invite them to the socialization of safety riding. The drivers invited by the Hat Yai Police Station not only for giving the health care and socialization of safety riding but also to check their identity as the drivers related to the vehicle number license plate and the driving license.

3. Related to the local public transportation mode, there is *tuk-tuk* in Hat Yai City Municipality as local public transportation mode. Physically, the mode of *tuk-tuk* is similar with *angkot* in South Tangerang City but it has differences. The differences are the physical shape and the operational process. The operational process of *angkot* in South Tangerang City similar with *songthaew* in Hat Yai City Municipality.

*Tuk-tuk* as paratransit public transportation mode operated without fixed route and fixed price for the passengers. The route of *tuk-*

*tuk* is based on the request from the passengers and the fare is decided by making agreement between the driver and passenger.

#### **4.2.2. The Implementation of Public Transportation**

The desirable characteristics explained by Leake are the guidelines for the researcher to criticize the provision of local public transportation in both South Tangerang City and Hat Yai City Municipality as a form of public service.

##### **1. Convenience.**

Analyzing the research results from the people who use public transportation in South Tangerang City, it is concluded that related to the convenience, 80% disagree that *angkot* is comfort and 35% agree that *ojek* as motorcycle taxi is comfort. While in Hat Yai City Municipality 20% disagree that *songthaew* is comfort, 25% disagree that *tuk-tuk* is comfort, and 10% disagree that motorcycle *rubjang* is comfort. So, compared to South Tangerang City, public transportation in Hat Yai City Municipality is more convenience.

According to research results in South Tangerang City, inconvenience is dominantly caused by the inappropriate habits from *angkot* drivers such as turn the direction before reaching the last route and stops their *angkot* in prohibited area because there is no terminal for *angkot*. Moreover the inconvenience is caused by *ojek* drivers who do not provide helmet and rain coat for passengers, the absence of specific control and regulation related to the operation of *ojek*, the overloaded passenger inside *angkot*, waiting for long time to wait



passenger which create inconvenience for the people who wait inside *angkot*.

## 2. Image.

Based on the explanation from Leake, the image of local public transportation in South Tangerang City and Hat Yai City Municipality has similarity. Physically, the fleets which used as *angkot*, *ojek*, *songthaew*, *tuk-tuk*, and motorcycle *rubjang* are feasible to be operated. Research results describe that *angkot* and *ojek* in South Tangerang City is feasible to be operated. The feasibility of physical condition is argued by 30% people agree that *angkot* which used as public transportation is feasible to be operated and 75% people agree that motorcycle which used as *ojek* is feasible to be operated as public transportation.

Comparing the physical condition between South Tangerang City and Hat Yai City Municipality, local public transportation in South Tangerang City is more feasible. In Hat Yai City Municipality 5% people agree that *songthaew* has good physical condition, 5% people agree that *tuk-tuk* has good physical condition, and 20% people disagree that motorcycle *rubjang* has good physical condition.

Based on the research result, the lack of feasibility of local public transportation in South Tangerang City is described by the performance from the old *angkot*, the damage of its window, door, and seats. The old *angkot* which is operated in South Tangerang City has been

improved gradually by the renewal process. Analyzing the research results, it is reported that there is renewal process for some old *angkots* by new *angkot* with different brand product. For instance, *Indo Mobil* and *Toyota* are no longer produce the same type of the old type of *angkot*. In solving this problem, there is an alternative way such as operating *angkot* with new fleets which produced by another brand product such as *Daihatsu Gran Max*.

In Hat Yai City Municipality such as *songthaew* is not feasible because of the physical condition. As mentioned by Mr. Sitisak Tanmongkol, *songthaew* is not feasible to be used as public transportation. Physically, *songthaew* is not safe for human transport and it is more appropriate to be used for goods transport.

Analyzing the physical condition of local public transportation in both research locations especially *angkot* and *songthaew*, it is important to have renewal process those public transportation modes in order to create convenience and modern image. By implementing renewal process, it is expected that modern image which gives convenience for passengers is able to motivate people to choose public transportation in their daily activities.

### 3. Information.

Discussing about information, public transportation should have fixed schedules. Local public transportations which involved on this research are paratransit transport which operated without fixed

schedule. The one of criteria which mentioned by Leak about information is “‘real-time’ information should be available at stations/stops, giving current information on actual running times and the time of arrival of the next vehicle”. As paratransit, *angkot*, *songthaew*, and *tuk-tuk* are operated without current information on actual running times and the time of arrival of the next vehicle.

The theory about paratransit has been explained by Vuchic. Vuchic that mentioned “paratransit is urban passenger transportation service usually in highway vehicles operated on public streets and highways in mixed traffic; it is provided by private or public operators and it is available to certain groups of users or to the general public, but adoptable in its routing and scheduling to individual user's desires in varying degrees” (Shimazaki & Rahman, 1996, p: 2). By understanding the theory from Leake, it is known that some paratransit has a route and the fixed schedule which based on the request from the passengers. For instance, *angkot* and *songthaew* have the fixed route and the route is clear enough to be published to the passengers but some of drivers turn the direction before reaching the last route and both transportation modes operated without fixed schedule.

Those public transportation modes operated without fixed schedule. Giving good service in public transportation sector, it needs to be completed with the fixed schedule because it is good information for the passenger to calculate their trip. The fixed schedule must be followed by the supporting terminals for each public transportation

mode. The operation of *angkot* and *songthaew* must be facilitated by supporting terminal with fixed scheduled which published in each terminal.

#### 4. Safety and Security.

Regarding with the safety condition, both South Tangerang City and Hat Yai City Municipality is safe enough. In South Tangerang City, 65% people argue that accident which involves *angkot* is rarely happens and 65% people argue that accident which involves *ojek* is rarely happens. Similar with the safety condition in South Tangerang City, *songthaew*, *tuk-tuk*, and motorcycle *rubjang* in Hat Yai City Municipality is safety enough; 55% people argue that accident which involves *songthaew* is rarely happens, 35% people argue that accident which involves *tuk-tuk* is rarely happens, and 40% people argue that accident which involves motorcycle *rubjang* is rarely happens.

In contrast with the safety condition, both South Tangerang City and Hat Yai City Municipality have different security condition. Compared to the South Tangerang City, Hat Yai City Municipality is more secure. 10% people argue that criminal action in *angkot* rarely happens and 45 % argue that criminal action which involves *ojek* is rarely happens. While in Hat Yai City Municipality 35% people argue that criminal action in *songthaew* is rarely happens, 25% people argue that criminal action in *tuk-tuk* is rarely happens, and 30% people argue that criminal action in motorcycle *rubjang* is rarely happens.

According to the research results in South Tangerang City, 55% criminal action frequently happens because many *angkot* owners choose dark window films to cover the window. It has made driver's recklessness, threat of robbery, and risk of sexual harassment assaults to be always lurking. While in Hat Yai City Municipality, 35% criminal action occasionally happens in *songthaew* because of the physical shape of *songthaew* is not secure for the passengers. As mentioned by Mr. Sitisak Tangmongkol, the physical shape of *songthaew* is not appropriate for human transport.

The provision of public transportation has correlation with the public service provision. It should be provided based on the needs of passengers as users in order to create feasible and convenience public transportation. According to O'toole, there is an ideal of public service. O'toole explained about the public service provision as follows:

Those in official positions of public authority regard the interests of the whole society as being the guiding influence over all public decision-making, that their personal or class or group interests are to be set aside when making decisions and that they are public servants purely out of a perceived duty to serve the public. (O'toole, 2006, p: 3).

Based on the statement from O'toole, the researcher argues that the government in South Tangerang City and Hat Yai City Municipality should provide the means of public transportation and supporting facilities to support the operation of public transportation as an embodiment from the community needs without any hidden interest from the government and other sectors as the service providers. Analyzing the research results, it is mentioned that in South Tangerang City needs terminals for *angkot* because there is no terminal.

It is important to provide terminals for *angkot* because as mentioned by O'Flaherty (O'Flaherty, 1997, p: 186-187), it is important to have convenience public transportation by completing the supporting facilities in order to compete with private vehicle to create comfortable condition for people.

Moreover, there is political purpose in the provision of local public transportation. For instance, analyzing the research results in South Tangerang City, there is political influence in the operation of *angkot* which is limited by the operation of *ojek* as motorcycle taxi. According to the research result from The Head of *Organda*, Yusro Siregar, there is a negative competition between *ojek* and *angkot*. In a certain time, *angkot* are prohibited by the *ojek* drivers to enter a certain area. Yusro explained that it caused by the political situation. Historically, when South Tangerang City was a village, the communities have to choose the head of village. In the campaign period, the candidates gave promises to give permit for the operation of *ojek* as well as the welfare of drivers. All these promises were given by the candidates in order to get supports from *ojek* drivers as the community who has dominant supports for the candidates.

The changing of political condition nowadays gives new mechanism for the election so that there is no election for the head of village. The way how to get support from the community is conducted by the different way. However, in some areas, the owner of *ojek* has a strong position in government sectors. This condition gives an impact in giving more priority to *ojek*. This is the reason why there is a gap between *angkot* and *ojek*. The political perspective should not be involved in influencing the provision of

local public transportation. The operation of *angkot* should be based on the demand from the passenger by operation 24 hours without any limitation area. It should cover all areas to facilitate people in their daily activities. Regarding with the provision of local public transportation in South Tangerang City which influenced by the political purpose, it is important for the policy actors in Hat Yai City Municipality to implement public transportation policies without any hidden interest. The provision of *songthaew*, *tuk-tuk*, and motorcycle *rubjang* in Hat Yai City Municipality as a form of public service must be implemented with social purposes for the citizen.

Discussing about the provision of local public transportation as a form of public service provision, there is one concept mentioned by Elcock regarding with the requirements which need to be conducted by the service provider in order to facilitate people with feasible public transportation.

The responsibility of the service provider explained by Elcock as following:

Giving a public service to citizen needs a depth understanding from the service providers. They have to know the services wanted by the public; be close to the customer, and seek out customer views such as complaints and suggestions (Elcock, 2005, p: 107).

Concerning the explanation from Elcock, the researcher criticizes the problems which faced by South Tangerang City and Hat Yai City Municipality related to the provision of *angkot*, *ojek*, *songthaew*, *tuk-tuk*, and motorcycle *rubjang*. Concluded from the problem which argued by the user of public transportations, it is dominantly caused by the physical condition of public transportation itself, the inappropriate habit from the drivers, the lack of supporting facilities, the lack of assertive from the law enforcement in

implementing public transportation policies. The government and the private sectors as the public transportation providers must concern with those problems to fulfill the needs of citizen in public transportation sector.

#### **4.2.3. The Problems**

According to Iles (Iles, 2005, p: 8), public transport services in developing countries are far from satisfactory. The root causes of the problem are complex and inter-related. For instance, there is a lack of maintenance of the vehicles; this in turn may be due to lack of funds, which itself attributable to the form of regulation arising from inappropriate political decisions. Other causes explained by Iles about the main contributory factors to the public transport problems of most developing countries such as rapid growth in population, low standards of safety, and poor enforcement of regulations.

Discussing about problems which faced by South Tangerang City and Hat Yai City Municipality related to the operation of local public transportation, it has similarity with the problems faced by other developing countries as mentioned by Iles. According to the research results, the problems in South Tangerang City and Hat Yai City Municipality include the political situation, lack of safety guarantee, poor enforcement regulation, inappropriate habit from the drivers, criminal actions, and lack of supporting facilities. Concerning to the problem solving of public transportation, it is needed to provide adequate public transportations as an embodiment of good public service provision for the community. Based on the research results, the



problems which faced by three stakeholders in South Tangerang City and Hat Yai City Municipality summarized in Table 4.26.

Table 4.26. Public Transportation Problems

No.	South Tangerang City	Hat Yai City Municipality
<b>Inappropriate habits of the driver</b>		
1.	There are several <i>angkot</i> drivers turn the route direction before arrive on the last route and passengers taken down and transferred to another fleet.	There is a case related to the inappropriate habit from several <i>songthaew</i> drivers. Some of them transfer their passengers to another fleet because they turn the route direction before arrive on the last route.
2.	There is a negative competition between motorcycles taxi drivers and <i>angkot</i> driver by implementing illegal regulation. For instance, in <i>Pamulang</i> , <i>angkot</i> is prohibited to be operated after 5:00 pm because it will be a chance for <i>ojek</i> to be operated with more operational time.	<i>Songthaew</i> driver has competition with other drivers to take more passengers so that many drivers drive with high speed.
3.	Many <i>angkot</i> and <i>ojek</i> drivers violate the traffic regulation.	Many <i>songthaew</i> and <i>tuk-tuk</i> drivers violate the traffic regulation.
4.	Some <i>ojek</i> drivers do not have complete facility such as helmet and rain coat.	Some motorcycle <i>rubjang</i> drivers do not have helmet and rain coat.
5.	Some drivers of <i>angkot</i> drive roughly.	Some drivers of <i>songthaew</i> and <i>tuk-tuk</i> drive roughly.
6.	Most of <i>ojek</i> drivers do not have license permit to operate their motorcycle as public transportation.	There are illegal motorcycles <i>rubjang</i> drivers without legal license in operating motorcycle as public transportation.
7.	There are some <i>angkot</i> drivers who choose inappropriate route. It creates a problem among the drivers.	There are some <i>songthaew</i> drivers who choose inappropriate route.
8.		The clothes from the driver is not polite. It is not appropriate with the regulation which is mentioned that the drivers should wear polite clothes.

Source: Primary data collection by Researcher, 2011

Table 4.26. Public Transportation Problems (continued)

No.	South Tangerang City	Hat Yai City Municipality
<b>Supporting facilities</b>		
9.	There is no terminal for <i>angkot</i> .	It is needed to provide more parking areas.
10.	In some areas, there are bad conditions of the roads such as hollow roads. This condition disturbs the operationalization of <i>angkot</i> and motorcycle taxi.	It is important to repair the damage road to support the operation of <i>songthaew</i> . If there is a damage road, it will create high cost for the maintenance of <i>songthaew</i> related to the condition of its machine.
11.	There is traffic congestion because of the condition of road infrastructure such a hole on the road.	
<b>The physical condition</b>		
12.	There is an obstacle in the renewal process of <i>angkot</i> . The producers of the type of <i>angkot</i> fleet stop their production process to produce the old type. For instance, <i>Indo Mobil</i> and <i>Toyota</i> no longer produce the same type of the old type of <i>angkot</i> .	It is difficult to motivate people to use public transport because the public transportation condition needs to be improved and it is important to renew the fleets of <i>tuk-tuk</i> and <i>songthaew</i> .
<b>Security guarantee</b>		
13.	There is a lack of security guarantee in the operationalization of <i>angkot</i> because there is criminal action inside <i>angkot</i> such as a sexual harassment and pick pocketing. The criminal action frequently happens because most of <i>angkot</i> 's windows covered by black film plastic.	There is a lack of security guarantee in the operationalization of <i>songthaew</i> because of the shape of <i>songthaew</i> . The shape of <i>songthaew</i> is not secure enough to be operated as human transport. It is more appropriate to be operated as goods transports.
<b>The welfare of the drivers</b>		
14.	Lack of annual health insurance for the drivers	Lack of annual health insurance for the drivers
<b>The overload passengers</b>		
15.	There is an overloaded passenger inside <i>angkot</i> .	There is an overloaded passenger inside <i>songthaew</i> . Some passengers stand up in the entrance door.

Source: Primary data collection by Researcher, 2011

Table 4.26. Public Transportation Problems (continued)

No.	South Tangerang City	Hat Yai City Municipality
<b>The implementation of regulation</b>		
16.	There are a lot of 'informal person' in the permit process of the operationalization of <i>angkot</i> .	The authority of central government is more dominant than local government.
17.	There are many touts in the safety test process. If there is little damage on the fleet, it can be tolerated and passed easily by paying to the touts illegally. This is the main problem in giving guarantee for safety and security of the operation of <i>angkot</i> .	It is difficult to control the fare which charged from the motorcycle <i>rubjang</i> drivers to the passengers.
18.	There is no assertiveness in law enforcement to punish the traffic offender.	There is no assertiveness in law enforcement to punish the traffic offender.
19.	There is limitation of public transportation choices because South Tangerang City as a new autonomous city needs more time to make regulation to implement the diversification of local public transportation.	There is no comprehensive system among <i>tuk-tuk</i> , <i>songthaew</i> , and motorcycle <i>rubjang</i> . Those public transportation modes are able to be modified as feeder transportations which connected to the bus rapid transit or railways system.
		It is difficult to regulate the improvement in order to improve the existence of local public transportation in Hat Yai because there is a lack of financial support.

Source: Primary data collection by Researcher, 2011

#### 4.2.4. Problem Solutions by Stakeholders

Based on the research results, stakeholders on this research suggested problem solutions as their expectations in the future which will be summarized in Table 4.27.

Table 4.27. Problem Solutions

<b>SOUTH TANGERANG CITY</b>	<b>HAT YAI CITY MUNICIPALITY</b>
<b>Government Sector</b>	<b>Government Sector</b>
<ol style="list-style-type: none"> <li>1. Road infrastructure development. This is necessary in order to accommodate public transportations which are passing on highways.</li> <li>2. Required sanction from law enforcement agencies to the public transportation drivers who violate traffic rules in order to create smooth traffic.</li> <li>3. Overall, it is necessary to have innovation in providing public transportation modes such as mass rapid transit (rapid railway) and integrating it with other modes of public transport that already exists. For example, <i>angkot</i> and buses are used as a feeder to deliver the people to the departure place of mass rapid transit. This should be in a macro scale to connect South Tangerang City with other areas outside South Tangerang City.</li> <li>4. Provide new road network as an access to the development of traffic circulation and public transport.</li> <li>5. Provide the specific area for <i>angkot</i> stop in the public places such as market, hospital, and mal.</li> <li>6. Conducting land acquisition as a transitional flow of traffic.</li> </ol>	<ol style="list-style-type: none"> <li>1. The central government should give more authority to the local government related to the local authority for establishing government institutional in the local area of Hat Yai City Municipality to manage directly the operation of local public transportation.</li> <li>2. There should be assertive policies in regulating the operation of local public transportation and giving punishment to the driver who violate the regulation.</li> <li>3. It is important to improve the bus system such as provide the bus which operated around Hat Yai City Municipality.</li> <li>4. There should be strict punishment to everyone who violates the traffic regulation including the driver of local public transportation.</li> <li>5. Improve the parking area.</li> </ol>

Source: Primary data collection by Researcher, 2011

Table 4.27. Problem Solutions (continued)

<b>SOUTH TANGERANG CITY</b>	<b>HAT YAI CITY MUNICIPALITY</b>
<b>Private Sector</b>	<b>Private Sector</b>
<ol style="list-style-type: none"> <li>1. Provide and create comprehensive public transportation systems which are supported by the supporting facilities.</li> <li>2. Create mass public transportations and use <i>angkot</i> as a feeder transport.</li> <li>3. Implement the infrastructure improvements. The damage road increases the operational costs of <i>angkot</i> because maintenance process should be done regularly because tires and some parts of <i>angkot</i> will easily damaged.</li> </ol>	<p>The government should concern with the illegal operational of <i>songthaew</i>, <i>tuk-tuk</i>, and motorcycle <i>rubjang</i>.</p>

Source: Primary data collection by Researcher, 2011

Table 4.27. Problem Solutions (continued)

SOUTH TANGERANG CITY	HAT YAI CITY MUNICIPALITY
Civil Society	Civil Society
<ol style="list-style-type: none"> <li>1. Related to the operationalization, the number of <i>angkot</i> should be limited and controlled to avoid the traffic congestion.</li> <li>2. Government needs to regulate the operation of <i>angkot</i> in order to give assertive sanctions for the drivers who violate the traffic regulations.</li> <li>3. Improving the infrastructure to support the operationalization of <i>angkot</i>.</li> <li>4. Provide supporting facilities to support the operationalization of <i>angkot</i> as a local public transportation in South Tangerang City.</li> <li>5. Government should consistent in implementing their planning.</li> <li>6. Implement the renewal process for old <i>angkots</i>.</li> <li>7. It needs a control related to routes because there is an overlapping route. For example, there are several <i>angkots</i> which have same route. This condition should be regulated such as divert some <i>angkot</i> who have same route to other routes to avoid road density.</li> <li>8. Conducting training for drivers about traffic discipline.</li> <li>9. Regulate and ratify legally the existence of motorcycle taxi in government regulations in order to ensure the security and safety of society as a passenger.</li> </ol>	<ol style="list-style-type: none"> <li>1. Regarding with the existence of <i>sahakon</i> for controlling and managing the ownership and the operation of <i>tuk-tuk</i>, there is a suggestion for the <i>sahakon</i>. It is important for <i>sahakon</i> to concern about the welfare of the drivers. The drivers suggest that the <i>sahakon</i> should give more health insurance.</li> <li>2. In order to create a safety motorcycle <i>rubjang</i>, the local government should give assertive sanction for the driver who operates the motorcycle as motorcycle <i>rubjang</i> without a license.</li> <li>3. The <i>Sahakon</i> should concern about the operation of <i>songthaew</i> and <i>tuk-tuk</i> which correlated with the safety condition for the passengers.</li> <li>4. It is important to implement assertive policies to control the operation of local public transportation in local area.</li> <li>5. The driver of <i>songthaew</i>, <i>tuk-tuk</i>, and motorcycle <i>rubjang</i> should have awareness about the traffic regulations.</li> <li>6. It is prohibited to do corruption in the provision of local public transportation as a public service in the public transportation sector.</li> </ol>

Source: Primary data collection by Researcher, 2011

Table 4.27. Problem Solutions (continued)

SOUTH TANGERANG CITY	HAT YAI CITY MUNICIPALITY
Civil Society	Civil Society
<p>11. Related to the operationalization, the number of <i>angkot</i> should be limited and controlled to avoid the traffic congestion.</p> <p>12. Fulfill all facilities that are needed to support the operationalization of <i>angkot</i> such as seat, window, and door.</p> <p>13. Build creativity to attract people to choose <i>angkot</i> in their daily activities. Based on the experience in Bandar Lampung (capital city of Lampung Province of Indonesia), there is an interesting things such as provide a fan and radio tape inside <i>angkot</i>. This creativity can be adapted in South Tangerang City by looking at the basic operational standard in providing <i>angkot</i>.</p> <p>14. Make a planning to connect <i>angkot</i> as feeder for other public transportation modes which are connected local area with other areas outside South Tangerang City.</p> <p>15. Provide the specific place for receiving complaint from the citizen related to the operationalization of <i>angkot</i>.</p> <p>16. Provide identification card at any <i>angkot</i> which contains license plate. It will help passengers to recognize the detail of <i>angkot</i>. It will be easy for them to complain if they have problem in using <i>angkot</i> which make them uncomforted.</p>	<p>7. The drivers should have polite attitude.</p> <p>8. It is important to do regularly check for the fleets of <i>songthaew</i> and <i>tuk-tuk</i>.</p> <p>9. The local public transportation should have punctuality related to the arrival time.</p> <p>10. It is important to control the standard fare for motorcycle <i>rubjang</i> because some drivers charge the passengers with high fare.</p> <p>11. In some areas, the road should be repaired to support the operation of <i>songthaew</i>, <i>tuk-tuk</i>, and motorcycle <i>rubjang</i>.</p> <p>12. The drivers need to be paid back when they violate the traffic rules.</p> <p>13. Motorcycle <i>rubjang</i> drivers should concern about the safety condition for the passengers such as provide helmet for the passenger and follow the safety riding guidance.</p>

Source: Primary data collection by Researcher, 2011

Table 4.27. Problem Solutions (continued)

SOUTH TANGERANG CITY	HAT YAI CITY MUNICIPALITY
Civil Society	Civil Society
<p>17. Related to the operationalization, the number of <i>angkot</i> should be limited and controlled to avoid the traffic congestion.</p> <p>18. Increasing the tax for the ownership of private vehicle.</p> <p>19. As a new autonomous city, South Tangerang City already has a good infrastructure. However, South Tangerang City needs to build supporting facilities to support the operationalization <i>angkot</i> as a local public transportation such as terminals. It is important because South Tangerang City does not have terminal.</p> <p>20. Creating a transportation network system. It is expected in the future South Tangerang City will create public transportation both to operate in local area and connect South Tangerang City with other cities by improving the existing public transportation.</p> <p>21. Conducting the maintenance of the existing <i>angkot</i> as an asset of South Tangerang City by managing the operation of <i>angkot</i>. Moreover, there should be a link and match between policies made by the government and the provision of <i>angkot</i> based on the community needs. It needs to be supported by a scientific study so that the budget which is provided to improve the operationalization of <i>angkot</i> will be sufficient.</p>	

Source: Primary data collection by Researcher, 2011



Table 4.27. Problem Solutions (continued)

SOUTH TANGERANG CITY	HAT YAI CITY MUNICIPALITY
Civil Society	Civil Society
<p>22. Related to the operationalization, the number of <i>angkot</i> should be limited and controlled to avoid the traffic congestion.</p> <p>23. The existence of motorcycle taxi is expected to be approved by the government as a formal public transportation in the local area of South Tangerang City. Moreover the licensing process should be controlled and managed in formal regulation in order to ensure the safety and security guarantee for passengers and motorcycle taxi drivers.</p> <p>24. The operation of <i>angkot</i> should be supported by the provision of terminal. In some areas, it needs to be controlled related to the existence of gap between <i>angkot</i> and <i>ojek</i> which create time limitation for the operation of <i>angkot</i>.</p>	

Source: Primary data collection by Researcher, 2011

Discussing about the problem solutions in public transportation sector which summarized from the expectations of stakeholders, it can be correlated to the understanding of public service provision by Elcock. Elcock explained as following:

Giving a public service to citizen needs a depth understanding from the service providers. They have to know the services wanted by the public; be close to the customer, and seek out customer views such as complaints and suggestions (Elcock, 2005, p: 170).

According to the understanding from Elcock, the improvement of local public transportation in both South Tangerang City and Hat Yai City Municipality as a form of good public service in public transportation sector should be based on the local community needs in order to serve the local community with the feasible public transportation.

The improvement of the local public transportation in South Tangerang City and Hat Yai City Municipality will motivate people to choose public transportation.

## CHAPTER 5

### CONCLUSION AND RECOMMENDATIONS

#### 5.1. Conclusion

This study was designed to see the differences of public transportation provision between South Tangerang City and Hat Yai City Municipality in terms of conditions, implementation, and problems. Moreover, it was expected to get suggestion from local governance actors; government, private sector, and civil society in order to improve the existing local public transportation in both South Tangerang City and Hat Yai City Municipality.

*Angkot, ojek, songthaew, tuk-tuk, and motorcycle rubjang* used as local public transportation modes in this research are categorized as paratransit. These public transportation modes have many similarities and differences. The similarities are as follows:

1. In South Tangerang City and Hat Yai City Municipality, there are two local public transportations operated as fixed routes, namely, *angkot* (in South Tangerang City) and *songthaew* (in Hat Yai City Municipality).
2. Both South Tangerang City and Hat Yai City Municipality have motorcycle taxi as local public transportation mode with no meter and do not have fixed route, and the fare is negotiated based on the distance.
3. Mass media in South Tangerang City and Hat Yai City Municipality has similar influence roles as a control agent in the following manners:

- a. Represent the suggestions, complaints, and opinions of the citizens related to the public transport services in local area. Those comments are publicized by mass media. This is intended to provide advice to the regulatory bodies to improve and develop public transportation to satisfy the needs of community.
- b. Socialize the public transportation policies which have been authorized by the government in order to provide information to the public to understand the purpose of government policies which are implemented.

These roles conducted by mass media in both cities open ways for community to give their responses and criticism to help local government improve the service of local public transportation.

4. Regarding with the ownership of local public transportation, both cities have private or individual ownership - the individual owner-driver, who both owns and drives his own vehicle.
5. In South Tangerang City and Hat Yai City Municipality, there are private organizations which represent both owners and drivers of local public transportation and manage their daily operation as well. These organizations are *Organda* for *angkot* in South Tangerang City, and *Sahakon* for *tuk-tuk* and *songthaew* in Hat Yai City Municipality.

For the differences in services of the local public transportations in this study are summarized as follows:

1. Regarding with the control and management process of local public transportation, South Tangerang City is more decentralized than those in Hat Yai City Municipality.

2. Motorcycle *rubjang* in Hat Yai City Municipality is more organized than *ojek* in South Tangerang City.
3. Physically, the vehicle of *tuk-tuk* is similar to *angkot*. However, the operational process of *angkot* in South Tangerang City is similar to *songthaew* in Hat Yai City Municipality. *Tuk-tuk* as paratransit public transportation mode operated without either fixed route or fixed fare for the passengers. The destination of *tuk-tuk* depends on the passengers but the path is chosen by the driver, by negotiation.

Comparing the problem related to the provision of local public transportation in both South Tangerang City and Hat Yai City Municipality, it is summarized from the three sectors in local governance concept; government, private sector, and civil society.

From the perspective of those sectors, the problems which faced in South Tangerang City and Hat Yai City Municipality are related to the inappropriate habits of the driver, supporting facilities, the physical condition, security guarantee, the welfare of the drivers, the overload passengers, and the implementation of regulation.

On the problems which faced in both South Tangerang City and Hat Yai City Municipality related to the provision of local public transportation, it is correlated with the provision of local public transportation as a form of public service. The desirable characteristics explained by Leake are used as the guidelines for the researcher to analyze the provision of local public transportation in both South Tangerang City and Hat Yai City Municipality as a form of public service.

1. Convenience.

According to research results in South Tangerang City, inconvenience is dominantly caused by the inappropriate behavior from *angkot* drivers such as u-turning instead of stopping at the destination ahead and stop their *angkots* in prohibited area because there is no terminal for *angkot*. Moreover the inconvenience is caused by *ojek* drivers who do not provide helmet and rain coat for passengers, the absence of specific control and regulation related to the operation of *ojek*, the overloaded passenger inside *angkot*, waiting for long time for more passenger which create inconvenience for the existing inside passengers.

2. Image.

Comparing the physical condition between South Tangerang City and Hat Yai City Municipality, local public transportation in South Tangerang City is more attractive. Analyzing the physical condition of local public transportation in both research locations especially *angkot* and *songthaew*, it is important to have vehicle renewal provision to create convenience and modern outlook. By implementing this renewal provision, it is expected that modern outlook will be perceived as comfort by passengers and will motivate them to choose public transportation in their daily activities.

3. Information.

Discussing about information, public transportation should have fixed schedule. Local public transportations which involved on this research are paratransit operated without fixed schedule. The one of criteria which mentioned by Leake about information is "real-time' information should be available at stations/stops, giving current information on actual running times and the time of arrival of the next

vehicle”. As paratransit, *angkot*, *songthaew*, and *tuk-tuk* are operated without current information on actual running times and the time of arrival of the next vehicle.

These public transportation modes operated without fixed schedule. Giving good service in public transportation sector, it needs to have fixed schedule. The fixed schedule is good information for the passenger to plan their trip. The fixed schedule must be accompanied by supporting stop terminal for each public transportation mode. Therefore the operation of *angkot* and *songthaew* should have fixed schedule published in each stop terminal.

#### 4. Safety and Security.

Regarding with the safety condition, both South Tangerang City and Hat Yai City Municipality is safe enough. In contrast to the safety condition, however both South Tangerang City and Hat Yai City Municipality have different security conditions. Compared to the South Tangerang City, Hat Yai City Municipality is more secure according to the research results in South Tangerang City. It shows that criminal action frequently happens in South Tangerang City because many *angkots* choose dark window films to cover the window. This has made driver's recklessness, threat of robbery, and risk of sexual harassment assaults to be always lurking. While in Hat Yai City Municipality, criminal action happens mostly by outsiders in *songthaew* because the enclosed roof structure has many openings easily interrupted. As mentioned by Mr. Sitisak Tunmongkol, the physical shape of *songthaew* is more appropriate for goods than human transport.

## 5.2. Recommendations

### 5.2.1. Recommendations for Research Locations

According to the research results, the researcher suggests two levels of recommendations at macro and micro scales as follows:

#### 1. Macro Scale

In solving public transportation problems, comprehensive policies are needed. Both South Tangerang City and Hat Yai City Municipality need to consider not only the transportation aspect but also other aspects such as developmental planning, coordination in implementing policies, and the promotion of public transportation.

##### 1) Developmental planning.

Both South Tangerang City and Hat Yai City Municipality must concern on the developmental planning which includes the strategy to build education facilities, housing areas, business areas, and shopping areas. This strategy could be implemented by *Bappeda* in South Tangerang City and Hat Yai Municipality Office. All these sectors mentioned above have to be connected and have accesses for all public transportation modes. In South Tangerang City, most people work in outside area such as Jakarta. *Angkot* should be improved as feeder transport for the railway transportation system which serves to connect people in reaching out their destination places outside South Tangerang City.

Similar with *angkot*, *songthaew* in Hat Yai City Municipality should be improved related to the physical condition. There must be vehicle renewal process provision for the fleets of *songthaew*. Other public transportations are *tuk-tuk* and motorcycle *rubjang*. Those public transportation modes should not



be operated for long distance. Both *tuk-tuk* and motorcycle *rubjang* could be operated for connecting places which located in short distance. For instance, *ojek* and motorcycle *rubjang* as motorcycle taxi and *tuk-tuk* as well, should not be operated for sending passengers to the airport. By connecting public transportation system and developmental planning, all those public transportation modes can be operated as integrated system.

The developmental planning has an important impact in dispersing among business centers in both South Tangerang City and Hat Yai City Municipality in order to avoid the traffic density which gives effect to the operation of local public transportation especially *angkot*, *ojek*, *songthaew*, *tuk-tuk*, and motorcycle *rubjang*.

2) Coordination. The coordination in implementing public transportation policies in both research locations is needed to be implemented by strengthening cooperative work among Provincial Land Transportation Department in Songkhla Province with *Sahakon* and Office of Transportation, Communication, and Information (*Dinas Perhubungan, Komunikasi, dan Informasi/ Dishubkominfo* with *Organda*. Those private sectors must be involved actively in making policies to control the operation of local public transportation.

3) The promotion of public transportation. The process is the way to attract the public transportation usage. The promotion of public transportation usage by the public transportation improvement is to motivate people to use public transportation in their daily activities. The promotion can be conducted

by improving the role of Non-Governmental Organization in public transportation sector.

## 2. Micro Scale

Specifically, according to the research results in South Tangerang City, Indonesia and Hat Yai, Thailand, there should be improvements in detail of public transportation in the local area as follows:

### 1) South Tangerang City.

1. Implement the macro plans properly which mentioned by Eddy Malonda, Head of *Bappeda* - covering planning of road transport network system and planning of railway transport network system. In implementing those macro plans, it should include the operation of *angkot* and *ojek*. The government should connect the existence of *angkot* as feeder transport for railway transport network system and repair the road pavement damage in some areas.
2. It is important to provide terminals for *angkot* as mentioned in the micro plan of *Bappeda*.
3. The discrepancy related to the operation hours between *angkot* and *ojek* have to be solved. Both public transportation modes should be operated equally in the same operation hours without any political favors.
4. Regarding with the operation of *ojek* as a motorcycle taxi in South Tangerang City, it should adopt the existence of motorcycle *rubjang* as motorcycle taxi in Hat Yai City

Municipality. There should be separated permit licenses for motorcycle which used as private vehicle and used for *ojek* as public transportation. Differentiation including the color for vehicle number plate and the specific vest as their personal identity should be given by the government. Moreover, there must be regular training of safety riding and organize regular health care for the driver.

5. Office of Transportation, Communication, and Information (*Dinas Perhubungan, Komunikasi, dan Informasi/ Dishubkominfo*) should strengthen the cooperative work with *Organda* in managing the operation of *angkot*.
  6. Continue the process of changing the black film which covers *angkot*'s window to avoid sexual harassment and pickpocketing inside *angkot*.
  7. *Organda* and the owners of *angkot* should look after the welfare of the drivers.
- 2) Hat Yai City Municipality.
1. Related to the physical condition of *songthaew* and *tuk-tuk*, there must be vehicle renewal provision for the fleets of both public transportation.
  2. The passenger overload of *songthaew* must be controlled. Traffic polices, who have direct control in the highway related to the operation of local public transportation, must give

assertive sanction to the *songthaew* drivers with overloaded passengers.

3. The decentralization process. It needs to give more authority to the local government to establish some local public institution which located in Hat Yai City Municipality in managing *songthaew* and *tuk-tuk*. The authority of Provincial Land Transportation Department in Songkhla Province needs to be decentralized in Hat Yai City Municipality as land public transportation office.
4. *Sahakon* together with the owners of *songthaew* and *tuk-tuk* should improve the welfare of the drivers.

### 5.2.2. Recommendations for Future Research

The focus of this research is a comparative study of the local governance concept as a part of public administration framework. Regarding with the similar future research, there are two types of recommendations; *comparative process* and *content of comparison* as follows:

#### 1. Comparative Process

- Qualitative comparative study needs some theories which used as categories in comparing the cases related to the research or objectives. By using similar categories, it will be easy to make conclusions among cases in terms of comparison.
- In comparing two or more cases as a comparative study, the researcher needs to have basic rational reason to compare those cases such as the similarity of population density, the characteristic of research locations, and the actual condition related to the research themes.
- In conducting qualitative comparative study in two or more places, especially which have different languages, it is important to know strategies to have depth understanding related to the difference of language. It is expected that there are translators involved in data collection process. The translators have to be given the understanding of our research to improve the questions during the interview process in order to help researcher in collecting important informations which are not mentioned in the interview guide.

## 2. Content of Comparison

- It is important to have fix amount of public transportation vehicles to be included as the research objects. It will be used to fix the calculation related to the ratio of the needs of vehicle in order to analyze the adequacy of public transport vehicles in the research location.
- Despite the public transportation research conducted in the social field by using qualitative methods, it is important to understand technically the provision of public transportation based on the legal public transportation policies. For instance, the operation standards, the requirements related to the physical condition, and the requirements to decide the route in order to give wide access for people to obtain and utilize public transport.
- The provision of public transportation as a form of public service in both cities has differences in terms of condition, implementation, and problem. The following questions offer possible focus areas to pursue the findings from this study in future:
  - a. Which form of cooperation should be implemented among stakeholders in order to have effective cooperation in implementing good public service in public transportation sectors?
  - b. What innovation which appropriate to be implemented to create public transportation network?

Finally, future research should initially be restricted to public transportation which operated in a predefined area. If research is viable, it can be extended to be more broadly defined area, which could include other areas in the provincial area and the capital city as the main destination for people regarding with their mobility.

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## APPENDICES

### Appendix A. Research Location

The research location is the subject matter in which researchers actually capture the real situation of the object being studied. Related with local governance, researcher decided to focus on South Tangerang (a new autonomous city) and Hat Yai City-Municipality and as research locations.

#### a. South Tangerang City

Basic Act Republic Indonesia (second amendment), Chapter VI, articles 18, verse 1 mentioned following (Wikipedia, 2011):

*"Negara Kesatuan Republik Indonesia dibagi atas daerah-daerah provinsi dan daerah provinsi itu dibagi atas kabupaten dan kota, yang tiap-tiap provinsi, kabupaten, dan kota itu mempunyai pemerintahan daerah, yang diatur dengan undang-undang."*

It means that Unitary Republic of Indonesia divided into provinces and each provinces divided into districts and cities. Province, city, and district have their own local administration regulated by law.

In general, both district and city have the same authority. District and the city are autonomous regions which authorized to regulate their own government affairs. Generally, administrative division in Indonesia can be seen in Figure A.1.

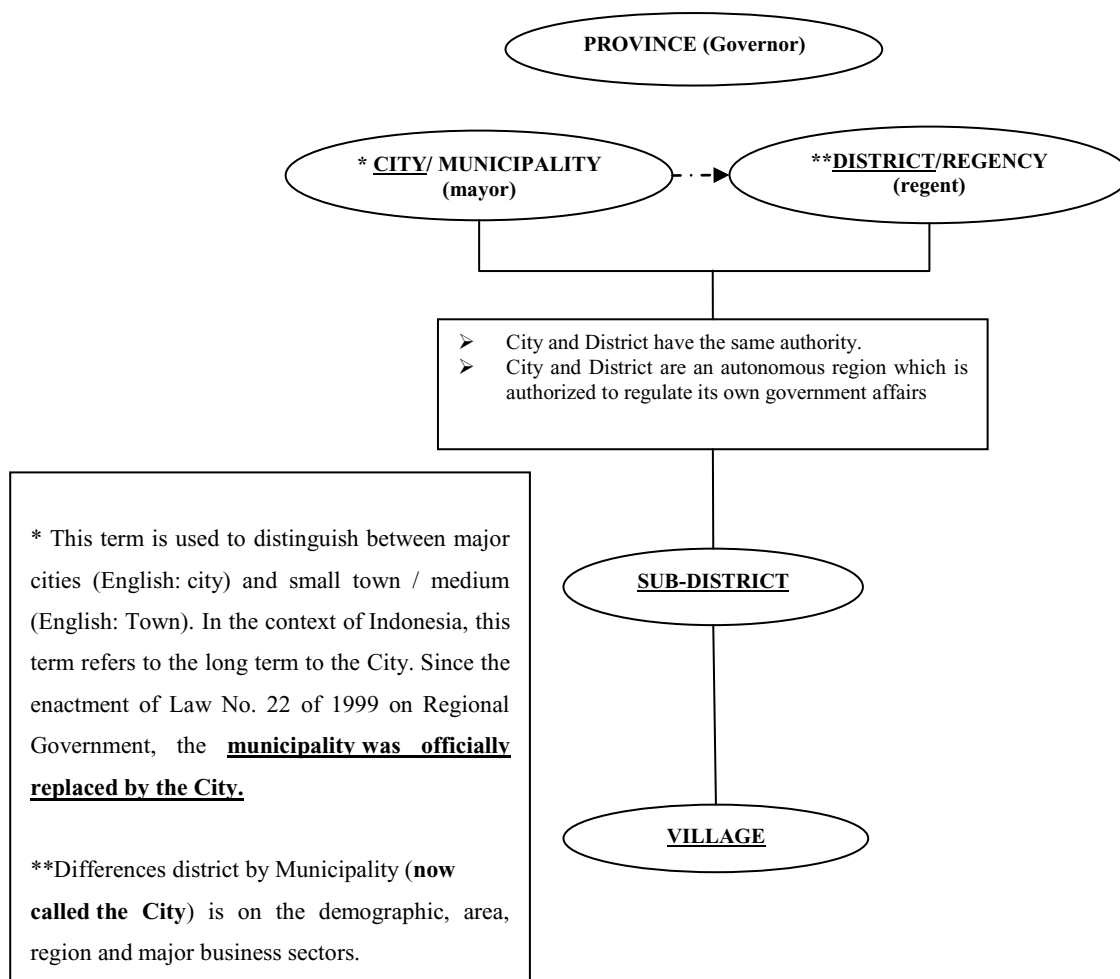


Figure A.1. Administrative Division in Indonesia  
Source: Wikipedia, 2011 (edited by researcher)

South Tangerang is one of the research location taken by the researcher. South Tangerang located in Banten Province, Indonesia.

**Banten** is a province on the island of Java, Indonesia. This province used to be part of the Province of West Java, but separated since 2000, with the decision of Act No. 23 of 2000. According to the Law of the Republic of Indonesia No. 23 year 2000 Banten area is 9.160,7 km<sup>2</sup>. Banten divided into 4 districts/regencies and 4 autonomous cities/cities, listed below with their (provisional) populations at the 2010 Census:

The 4 districts/ regencies are:

- a. Lebak (Rangkasbitung)
- b. Pandeglang (Pandeglang)
- c. Serang (Baros)
- d. Tangerang (Tigaraksa)

The 4 autonomous cities/cities are:

- a. Serang
- b. Cilegon
- c. Tangerang
- d. South Tangerang

Actually, South Tangerang City is an area division of Tangerang district/regency. South Tangerang City was inaugurated as a new autonomous city by the Minister of Home Affairs of Indonesia, Mardiyanto, on October 29/2008. South Tangerang City consists of 7 districts, which is divided again over 49 villages and 5 villages. Based on Act No. 51 of 2008, South Tangerang City is divided into 7 sub-districts, namely *Serpong*, *North Serpong*, *Ciputat*, *East Ciputat*, *Pondok Aren*, *Pamulang*, *Setu*.

Based on those explanations, researcher focuses on the implementation of public transportation system policy in South Tangerang City, Indonesia as a comparative study with Hat Yai, City-Municipality, Thailand.

#### **b. Hat Yai City Municipality**

In this research, Hat Yai City Municipality has been chosen by the researcher as the research location compared with South Tangerang City. In the administrative divisions of Thailand, City Municipality (*Thesaban Nakhon*) included into in local administration. Hat Yai City Municipality located in Songkhla Province and included to Hat Yai District. The administrative divisions described in Figure A.2 and A.3.



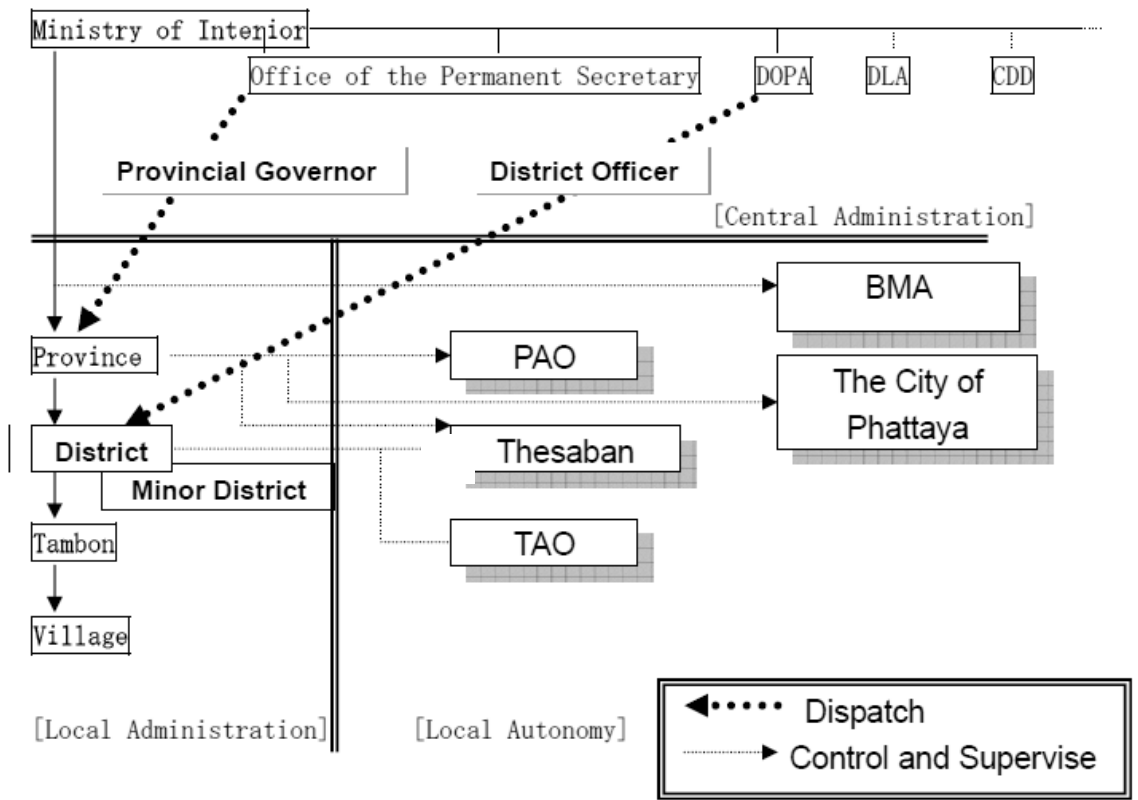


Figure A.2. Diagram of Control of Local Authorities by Interior Ministry (since October 2002)

Source: Nagai, 2008, p: 7

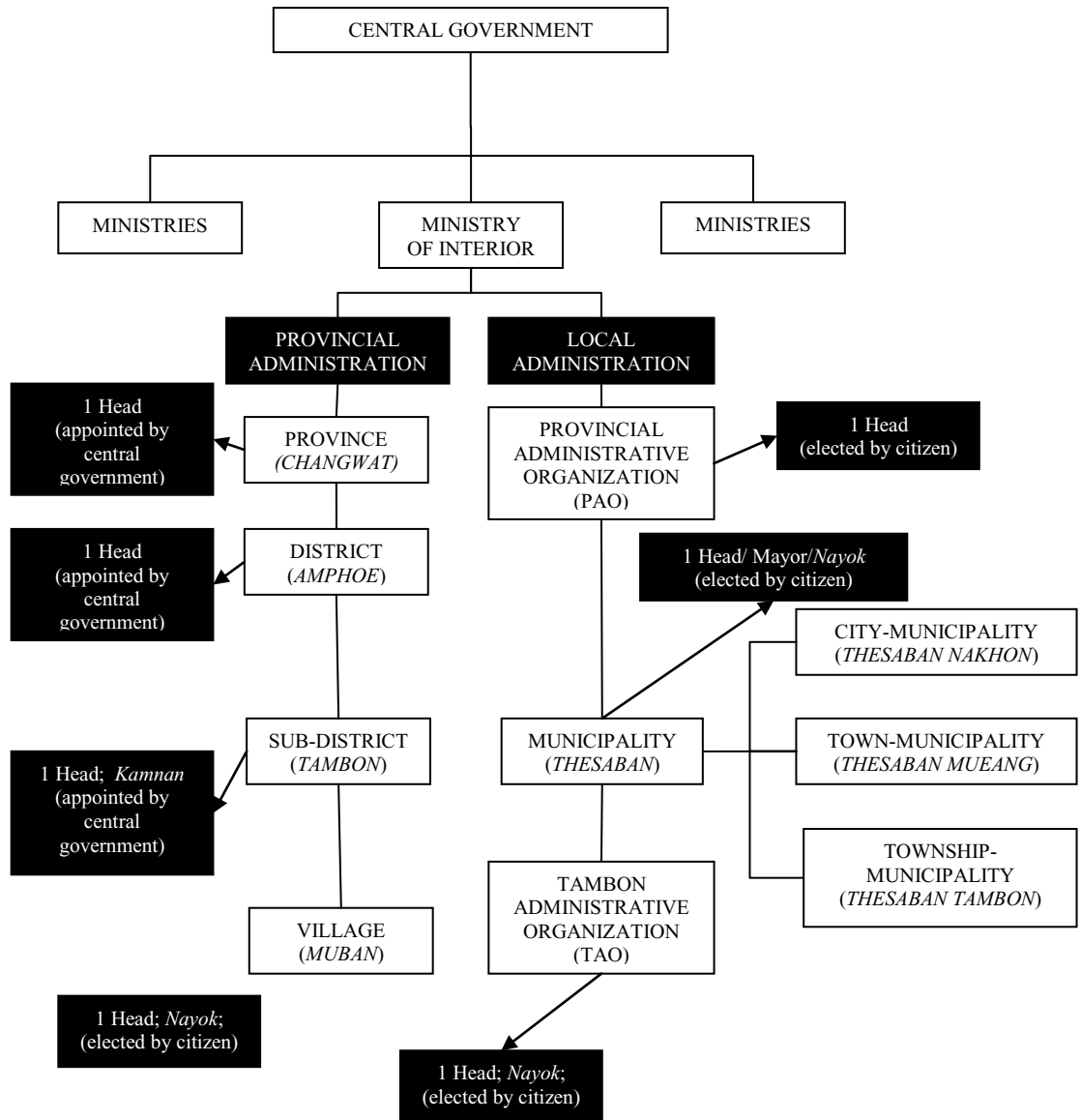


Figure A.3. Provincial and Local Administration in Thailand  
 Source: UNESCAP (edited by researcher)

Based on the secondary data from the Department of Local Administration, Municipalities (or *Thesaban* in Thai) are divided into 3 classifications based on the Thesaban Act of 2003 as follows:

Table A.1. The Classification of *Thesaban*

<p><b>1. <i>Thesaban nakhon</i></b> It is usually translated as city level municipality. Local administration units classified as <i>Thesaban nakhon</i> shall have population more than 50,000 and are able to generate sufficient revenues to perform functions and duties as specified in the Act.</p>	<p><b>2. <i>Thesaban mueang</i></b> It is usually translated as town level municipality. Local administration units classified as <i>Thesaban nakhon</i> shall have population more than 10,000 and are able to generate sufficient revenues to perform functions and duties as specified in the Act.</p>	<p><b>3. <i>Thesaban tambon</i></b> It is usually translated as district level municipality which are the lowest municipality level in Thailand. Local administration units are promoted to be <i>Thesaban tambon</i> by Ministry of Interior.</p>
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Source: Anonymous, 2010

According to another secondary data, Hat Yai is categorized as *Thesaban Nakhon* (City Municipality). It is supported by the secondary data which explained about the *Thesaban Nakhon* (City Municipality) (Anonymous, 2005) in Table A.2.

Table A.2. City Municipality

No.	City Municipality
1.	Nonthaburi---Nonthaburi Province---266,731---City Municipality (เทศบาลนครนนทบุรี)
2.	Pak Kret---Nonthaburi Province---164,966---City Municipality (เทศบาลนครปากเกร็ด)
3.	<b>Hat Yai---Song Khla Province---154,852---City Municipality</b> (เทศบาลนครหาดใหญ่)
4.	Nakhon Ratchasima---Nakhon Ratchasima Province---152,832---City Municipality (เทศบาลนครนครราชสีมา)
5.	Chiang Mai---Chiang Mai Province---151,052---City Municipality (เทศบาลนครเชียงใหม่)
6.	Udon Thani---Udon Thani Province---144,920---City Municipality (เทศบาลนครอุดรธานี)
7.	Khon Kaen---Khon Kaen Province---122,039---City Municipality (เทศบาลนครขอนแก่น)
8.	Surat Thani---Surat Thani Province---121,010---City Municipality (เทศบาลเมืองสุราษฎร์ธานี)
9.	Nakhon Si Thammarat---Nakhon Si Thammarat Province---104,973---City Municipality (เทศบาลนครนครศรีธรรมราช)
10.	Nakhon Sawan---Nakhon Sawan Province---93,823---City Municipality (เทศบาลนครนครสวรรค์)
12.	Ubon Ratchathani---Ubon Ratchathani Province---87,024---City Municipality (เทศบาลนครอุบลราชธานี)
13.	Nakhon Pathom---Nakhon Pathom Province---84,403---City Municipality (เทศบาลนครนครปฐม)
14.	Phitsanulok---Phitsanulok Province---80,504---City Municipality (เทศบาลนครพิษณุโลก)
15.	Song Khla---Song Khla Province---76,732---City Municipality (เทศบาลนครสงขลา)
16.	Phuket---Phuket Province---74,743---City Municipality (เทศบาลนครภูเก็ต)
17.	Chiang Rai---Chiang Rai Province---69,231---City (เทศบาลเมืองเชียงราย)
18.	Yala---Yala Province---65,595--- City Municipality (เทศบาลนครยะลา)
19.	Lampang---Lampang Province---61,504---City Municipality (เทศบาลนครลำปาง)
20.	Sara Buri---Sara Buri Province---61,444---City Municipality (เทศบาลเมืองสระบุรี)
21.	Trang---Trang Province---59,392---City Municipality (เทศบาลนครตรัง)
22.	Samut Prakan---Samut Prakan Province---57,471---City Municipality (เทศบาลนครสมุทรปราการ)

Table A.2. City Municipality (continued)

No.	City Municipality
23.	Samut Sakhon---Samut Sakhon Province---56,769---City Municipality (เทศบาลนครสมุทรสาคร)
24.	Nakhon Si Ayutthaya---Phra Nakhon Si Ayutthaya Province---55,257---City Municipality (เทศบาลนครนครศรีอยุธยา)
25.	Rayong---Rayong Province---54,400---City Municipality (เทศบาลนครระยอง)

Source: Anonymous, 2005

Understanding the general administrative division in research locations, there is a comparative study which involves South Tangerang City and Hat Yai City Municipality in public transportation sector.

The selection of those cities are based on several reasons:

**a. The similarity of their population density.**

There are several type for measuring population density (Wikipedia, 2011):

- a. Physiological density: The total population / area of arable land.
- b. Agricultural density: The total rural population / area of agricultural land.
- c. Residential density: The number of people living in an urban area / area of residential land.
- d. Urban density: The number of people inhabiting an urban area / total area of urban land.
- e. Ecological optimum: The density of population which can be supported by the natural resources.
- f. Arithmetic density: The total number of people / area of land (measured in km<sup>2</sup> or sq miles).

According to those types, arithmetic density is used by researcher as a parameter to compare South Tangerang City and Hat Yai City Municipality. Based on the arithmetic density, the approximate of population density between two cities is not significantly different. This condition is the one of reasons for the researcher in comparing both cities.

- a. South Tangerang City:  
The population: 918.783 (2008)  
The area: 147,19 km<sup>2</sup>  
**\*Population density: 6.242/km<sup>2</sup>**
- b. Hat Yai City Municipality :  
The population: 157.702 (2009)  
The area: 21 km<sup>2</sup>  
**\*Population density: 7.509/km<sup>2</sup>**

Regarding with the comparative study, there is different ratio related to the ratio of those public transportation modes which calculated by looking at the

amount of population and public transportation vehicle which operated around South Tangerang City and Hat Yai City Municipality.

1. *Angkot*; 2123 vehicles (Organda, 2011)

$$\frac{918.783}{2123} = 94$$

2. Blue *tuk-tuk*; 835 vehicles and red *tuk-tuk*; 982 vehicles (Provincial Land Transportation Department, Songkhla Province, 2011). Total amount of *tuk-tuk* 1817 vehicles.

$$\frac{157.702}{1817} = 87$$

3. *Songthaew*; 168 vehicles (Provincial Land Transportation Department, Songkhla Province, 2011)

$$\frac{157.702}{168} = 939$$

In comparing and calculating the ratio of public transportation modes, *ojek* and motorcycle *rubjang* as motorcycle taxi are not involved because in South Tangerang City, the amount of *ojek* as motorcycle taxi could not be calculated because of the absence of legal registration process for motorcycle which operated as *ojek*.

**b. The similarity of city characteristics.**

The similarity of both cities can be seen by their characteristics. Based on Kusnadi (2010, p: 2), cities can be categorized by looking at their functions:

- a. The city as a center of government.
- b. The city as a cultural center.
- c. The city as a center of education.
- d. The city as a health center.
- e. The city as an industrial center.
- f. The city as a trading center.

The economic and business potential in South Tangerang City is an elite housing such as Bintaro and Bumi Serpong Damai (BSD). Since inaugurated in 2009, South Tangerang City already projected to be a center of national and international university, center of industry, business, and trade.

In Hat Yai City Municipality, there are centers of trade, investment, and industry (Anonymous, 2007, p: 1). Hat yai City Municipality located in southern province Songkhla and it is considered to be the economic, educational and cultural center of South Thailand, as well as the third-largest business, second-largest financial and foreign trade city in the country (Beihai, 2010, p: 1).

Economic development was held in both cities increasing the mobility of society. The increasing of mobility needs to be supported by the provision of convenient public transportation. Unavailability of convenient and feasible public transportation will give serious problem such as the increasing of the use of private vehicles which causes traffic congestion.

Therefore, the characteristic of those two cities is one of reasons for researcher conducting comparative study in public transportation sector in both South Tangerang City and Hat Yai City Municipality.



## Appendix B. Interviewees

Table B.1. Government Sectors

No.	South Tangerang City	No.	Hat Yai City Municipality
<b>Regional development planning board (Badan Perencanaan Pembangunan Daerah/Bappeda).</b>		<b>Municipality Office</b>	
1.	The Head of <i>Bappeda</i> ; Mr. Eddy Malonda, Ir., ST., MT. <b>(August 4, 2011)</b>	1.	Vice Mayor; Mr.Adulsak Mukem. <b>(January 17, 2012)</b>
2.	The Head of Sub-Division of Statistics and Reporting Evaluation Division; Mrs. Siti Suryani. . <b>(August 4, 2011)</b>	2.	The Head of Traffic Engineering Division, Mr. Srirat Triranyapetch. <b>(January 17, 2012)</b>
3.	The Head of Physical Division; Mrs. Yulia Rahmawati, ST., MT., M.Sc. <b>(August 16, 2011)</b>		
<b>Office of transportation, communication, and information official (Dishubkominfo).</b>		<b>Provincial Land transportation department in Songkhla Province;</b>	
1.	The Head of Transport Division; Mr.Tito Satrijo Widioetomo, SE. <b>(August 19, 2011)</b>	1.	Mr.Rangsarit Vorasriha. <b>(January 18, 2012)</b>
2.	The Head of Traffic Division, Mr.Wijaya Kusuma, SE, MM. <b>(August 25, 2011)</b>		
3.	Head Section of Road and Air Transport; Mr.Ferdaus, ST. <b>(August 19, 2011)</b>		
4.	Head Section of Safety Guidance and Accident Analysis; Mr.Budi Jatmiko, A.Md LLAJ. <b>(August 25, 2011)</b>		
		<b>Hat Yai Police Station (Traffic division)</b>	
		1.	The Head of Traffic division in Hat Yai Police Station, Police Lieutenant Colonel Surachet Suwannamas. <b>(January 13, 2012)</b>

Table B.2. Private Sectors

No.	South Tangerang City	No.	Hat Yai City Municipality
	<b>Organization of National Entrepreneur of Motorized Transport on The Road (<i>Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan/ Organda</i>)</b>		<b><i>Sahakon for Songthaew and Tuk-tuk</i></b>
1.	The Head of <i>Organda</i> ; Mr. M. Yusro Siregar, Drs. ( <b>August 19, August 25, 2011</b> )	1.	The Head of Red <i>Sahakon</i> ; Mr. Suwat Keawbunchan. ( <b>December 12, 2011</b> )
		2.	The Head of Blue <i>Sahakon</i> ; Mr. Det Nuanphan. ( <b>January 27, 2012</b> )

Table B.3. Civil Society

No.	South Tangerang City	No.	Hat Yai City Municipality
<b>Mass Media</b>		<b>Mass Media</b>	
1.	The Coordinator of News, <i>Tangsel Pos</i> (Jawa Pos Group); Mr. M. Istijar. <b>(August 12, 2011)</b>	1.	Reporter News of Thai PBS; Mr. Kaweewong Theerakul. <b>(December 13, 2011)</b>
		2.	Focus News; Miss Kanida Phomcan/ Public Relation Officer. <b>(December 13, 2011)</b>
<b>Drivers of Angkot</b>		<b>Drivers of Tuk-tuk</b>	
1.	Mr. Faiz. <b>(September 20, 2011)</b>	1.	Unnamed. <b>(December 27, 2012)</b>
2.	Mr. Haryono. <b>(September 20, 2011)</b>	2.	Unnamed. <b>(December 27, 2012)</b>
		3.	Unnamed. <b>(December 27, 2012)</b>
		4.	Unnamed. <b>(December 27, 2012)</b>
<b>Drivers of Ojek (motorcycle taxi)</b>		<b>Drivers of Motorcycle Rubjang (motorcycle taxi)</b>	
1.	Unnamed. <b>(September 11, 2011)</b>	1.	Mr. Lohem Madadham (red jacket). <b>(November 10, 2011)</b>
2.	Unnamed. <b>(September 11, 2011)</b>	2.	Mr. Jhob Sukhong (Green Jacket). <b>(November 10, 2011)</b>
3.	Unnamed. <b>(September 11, 2011)</b>	3.	Mr. Thamunuun Phengthum (yellow jacket). <b>(November 10, 2011)</b>
		<b>Drivers of Songthaew</b>	
		1.	Unnamed. <b>(January 11, 2012)</b>
		<b>Non-Governmental Organization</b>	
		1.	Mr. Sitisak Tungmongkol. <b>(December 19, 2011)</b>
		2.	Mrs. Pitchaya

Table B.3. Civil Society (continued)

<b>No.</b>	<b>South Tangerang City</b>	<b>No.</b>	<b>Hat Yai City Municipality</b>
	<b>The User of Public Transportation</b>		<b>The User of Public Transportation</b>
1.	Mrs. Rudi. <b>(August 1, 2011)</b>	1.	Mrs. Benjawan Songakson (Librarian). <b>(Jan 10, 2012)</b>
2.	Miss Ina. <b>(August 1, 2011)</b>	2.	Mrs. Papai Chanin (Librarian). <b>(Jan 10, 2012)</b>
3.	Mrs. Siti. <b>(August 1, 2011)</b>	3.	Miss Kamonwan Kotchaphon (Employee). <b>(Jan 10, 2012)</b>
4.	Mrs. Ira. <b>(August 1, 2011)</b>	4.	Miss Naikhawan Chaichana (Student). <b>(Jan 10, 2012)</b>
5.	Miss Iis. <b>(August 2, 2011)</b>	5.	Mrs. Sukphon Krajem (Librarian). <b>(Jan 10, 2012)</b>
6.	Mrs. Nunik. <b>(August 2, 2011)</b>	6.	Mr. Banjok Sirirat (Seller). <b>(Jan 11, 2012)</b>
7.	Mrs. Wiwik. <b>(August 2, 2011)</b>	7.	Mr. Rachaphong Chatchawan. <b>(Jan 11, 2012)</b>
8.	Mrs. Sudjianah. <b>(August 4, 2011)</b>	8.	Mr. Worawut Binmad (Driver). <b>(Jan 11, 2012)</b>
9.	Mr. Wahyu. <b>(August 4, 2011)</b>	9.	Miss Tasanee Khawnlam. <b>(Jan 11, 2012)</b>
10.	Miss Verissa. <b>(August 4, 2011)</b>	10.	Miss Sureerat Yenchon. <b>(Jan 11, 2012)</b>

Table B.3. Civil Society (continued)

<b>No.</b>	<b>South Tangerang City</b>	<b>No.</b>	<b>Hat Yai City Municipality</b>
	<b>The User of Public Transportation</b>		<b>The User of Public Transportation</b>
1a.	Unnamed. <b>(August 7, 2011)</b>	1a.	Miss Kunadia (Nurse). <b>(Jan 11, 2012)</b>
2a.	Unnamed. <b>(August 7, 2011)</b>	2a.	Nuranassarin (Nurse). <b>(Jan 11, 2012)</b>
3a.	Unnamed. <b>(August 7, 2011)</b>	3a.	Miss Daree Prafadsap (Teacher). <b>(Jan 11, 2012)</b>
4a.	Unnamed. <b>(August 7, 2011)</b>	4a.	Mr. Phongsakorn Saranruekrai (Seller). <b>(Jan 11, 2012)</b>
5a.	Unnamed. <b>(August 7, 2011)</b>	5a.	Mr. Likasit (Seller). <b>(Jan 11, 2012)</b>
6a.	Unnamed. <b>(August 7, 2011)</b>	6a.	Miss Suwanna Wimukwan (Seller). <b>(Jan 11, 2012)</b>
7a.	Unnamed. <b>(August 7, 2011)</b>	7a.	Mr. Salan Duangchan (Student). <b>(Jan 11, 2012)</b>
8a.	Unnamed. <b>(August 7, 2011)</b>	8a.	Mrs. Chutarat (Government Officer). <b>(Jan 11, 2012)</b>
9a.	Unnamed. <b>(August 7, 2011)</b>	9a.	Mr. Nonchai (Seller). <b>(Jan 11, 2012)</b>
10a.	Unnamed. <b>(August 7, 2011)</b>	10a.	Miss Marisa (teacher). <b>(Jan 11, 2012)</b>

\*) 1a – 10a Data collected statistically

Table B.3. Civil Society (continued)

No.	South Tangerang City	No.	Hat Yai City Municipality
The User of Private Vehicle		The User of Private Vehicle	
1.	Mr. Arif. (August 1, 2011)	1.	Mrs. Champpe Baisri (Entrepreneur). (December 14, 2011)
2.	Mrs. Sri. (August 1, 2011)	2.	Miss Ladda Petcharad (College Student). (December 14, 2011)
3.	Mr. Budi. (August 1, 2011)	3.	Mrs. Kamonporn Suwannu. (Violin Teacher) (December 14, 2011)
4.	Mr. Teddy. (August 1, 2011)	4.	Mr. Nirote Siripuvadol (Engineer). (December 14, 2011)
5.	Mrs. Dwi. (August 2, 2011)	5.	Mr. Pranueng Limkatanyu (Engineer). (December 14, 2011)
6.	Mr. Sahroni. (August 2, 2011)	6.	Mrs. Kanokporn (Seller). (December 15, 2011)
7.	Mr. Erry Trimuntiatmo. (August 2, 2011)	7.	Mrs. Chatchadaporn Thongsang (Teacher). (December 15, 2011)
8.	Mr. Didi Setiadi. (August 2, 2011)	8.	Miss Pannipa Mora (Company Officer). (December 15, 2011)
9.	Miss Harly Rahma Dian. (August 4, 2011)	9.	Miss Piyatida Kuerkam (Bank Officer). (December 15, 2011)
10.	Miss Indah. (August 4, 2011)	10.	Mr. Trin Promindra (College Student). (December 16, 2011)

Table B.3. Civil Society (continued)

<b>No.</b>	<b>South Tangerang City</b>	<b>No.</b>	<b>Hat Yai City Municipality</b>
<b>The User of Private Vehicle</b>		<b>The User of Private Vehicle</b>	
1b.	Unnamed. <b>(August 7, 2011)</b>	1b.	Mr. Somphat (Government Officer). <b>(December 14, 2011)</b>
2b.	Unnamed. <b>(August 7, 2011)</b>	2b.	Mr. Ciraphat (Student). <b>(December 14, 2011)</b>
3b.	Unnamed. <b>(August 7, 2011)</b>	3b.	Mrs. Pornsawan Rukmak (teacher). <b>(December 14, 2011)</b>
4b.	Unnamed. <b>(August 7, 2011)</b>	4b.	Mr. Thawiyot Kotkiridetch (Government Officer). <b>(December 14, 2011)</b>
5b.	Unnamed. <b>(August 7, 2011)</b>	5b.	Mr. Pongsak (Shoes Seller). <b>(December 14, 2011)</b>
6b.	Unnamed. <b>(August 7, 2011)</b>	6b.	Miss Kanokwan Kongkaew (Government Officer). <b>(December 15, 2011)</b>
7b.	Unnamed. <b>(August 7, 2011)</b>	7b.	Miss Thanita Sae-Chee (Reporter). <b>(December 15, 2011)</b>
8b.	Unnamed. <b>(August 7, 2011)</b>	8b.	Miss Piyatida Kuerkam. <b>(December 15, 2011)</b>
9b.	Unnamed. <b>(August 7, 2011)</b>	9b.	Miss Kanokporn Tawornmard (Seller). <b>(December 15, 2011)</b>
10b.	Unnamed. <b>(August 7, 2011)</b>	10b.	Mr. Seamsak Onkong (Teacher). <b>(December 15, 2011)</b>

\*) 1b – 10b Data collected statistically

## Appendix C. Questionnaire

### A. SOUTH TANGERANG CITY, INDONESIA

#### Research Purpose

The result of this research will compare the differences of public transportation between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand in terms of condition, implementation, and problem. By looking at the differences in both research locations, we expect that the comparative in this research can be a comparative study in implementing and improving the performance of public transportation.

Please fulfill all the questions in order to give information for the researcher. The information will be used as supporting data in the research.

#### A. Traffic Condition

1. Private vehicles dominate the traffic in South Tangerang City.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
2. The large number of private vehicles creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
3. The existence of *angkot* creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
4. The existence of *ojek* creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree

#### B. Comfort

1. *Angkot* has been supported by the supporting facility such as terminal.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
2. The operationalization of *angkot* gives comfort.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
3. How often *angkot*'s drivers violate the traffic regulations?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
4. How often *angkot*'s drivers rotating the direction before reaching the last route?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
5. *Angkot*'s drivers stop in any place for a long time to wait passengers.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree



6. Physically, the condition of *angkot* is feasible to be operationalized.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
7. The operationalization of *ojek* has been supported by adequate facilities such as helmet and rain coat.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
8. How often *ojek*'s drivers violate the traffic regulations?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
9. The operationalization of *ojek* gives comfort.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
10. Physically, the condition of motorcycle which is used as *ojek* is feasible to be operationalized.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree

### C. Security

1. How often criminal action, such as pickpocketing, occurs inside *angkot*?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
2. How often criminal action occurs in the operationalization of *ojek*?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never

### D. Safety

1. How often traffic accident which involves *angkot* occurs in South Tangerang City?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
2. How often traffic accident which involves *ojek* occurs in South Tangerang City?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never

### E. The Existence of Public Transportation

1. Government gives high responsiveness in solving the public transportation problem.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
2. How important the public transport renewal should be done?  
a. Very Important b. Important c. Moderately Important  
d. Of Little Important e. Unimportant
3. New public transportation mode such as monorail needs to be implemented in South Tangerang City.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree

**Thank you for your participation in answering all the question**

## B. HAT YAI CITY MUNICIPALITY, THAILAND

### Research Purpose □

The result of this research will compare the differences of public transportation between South Tangerang City, Indonesia and Hat Yai City Municipality, Thailand in terms of condition, implementation, and problem. By looking at the differences in both research locations, we expect that the comparative in this research can be a comparative study in implementing and improving the performance of public transportation.

Please fulfill all the □uestions in order to give information for the researcher. The information will be used as a supporting data in the research.

#### A. Traffic Condition

1. There are a lot of private vehicles usage dominate the traffic in Hat Yai City Municipality.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
5. The large number of private vehicles creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
6. The existence of *songthaew* creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
7. The existence of *tuk-tuk* creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
8. The existence of *motorcycle rubjang* creates traffic congestion.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree

#### B. Comfort

1. *Songthaew* has been supported by the supporting facilities such as terminal.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
2. The operationalization of *songthaew* gives comfort.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
3. How often *songthaew* drivers violate the traffic regulations?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
4. How often *songthaew* drivers rotating the direction before reaching the last route?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never

5. *Songthaew* drivers stop in any place for a long time to wait passengers.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
6. Physically, the condition of *songthaew* is feasible to be operationalized.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
7. *Tuk-tuk* has been supported by the supporting facilities such as terminal  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
8. The operationalization of *tuk-tuk* gives comfort.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
9. How often *tuk-tuk* drivers violate the traffic regulations?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
10. How often *tuk-tuk* drivers rotating the direction before reaching the last route?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
11. *Tuk-tuk* drivers stop in any place for a long time to wait passengers.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
12. Physically, the condition of *tuk-tuk* is feasible to be operationalized.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
13. The operationalization of *motorcycle rubjang* has been supported by adequate facilities such as helmet and rain coat.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
14. How often *motorcycle rubjang* drivers violate the traffic regulations?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
15. The operationalization of *motorcycle rubjang* gives comfort  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree
16. Physically, the condition of motorcycle which is used as *motorcycle rubjang* is feasible to be operationalized.  
a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree

### C. Security

1. How often criminal action, such as pickpocketing, happen inside *songthaew*?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never
2. How often criminal action, such as pickpocketing, happen inside *songthaew*?  
a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never

- |  |
|--|
| <p>3. How often criminal action happens in the operationalization of <i>motorcycle rubjang</i>?<br/> b. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never</p> |
|--|

**D. Safety**

- |   |
|---|
| <p>1. How often traffic accident which involves <i>songthaew</i> happen in Hat Yai City Municipality?<br/> a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never</p> <p>2. How often traffic accident which involves <i>tuk-tuk</i> happen in Hat Yai City Municipality?<br/> a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never</p> <p>3. How often traffic accident which involves <i>motorcycle rubjang</i> happen in Hat Yai City Municipality?<br/> a. Very Frequently b. Frequently c. Occasionally d. Rarely e. Never</p> |
|---|

**E. The Existence of Public Transportation**

- |  |
|--|
| <p>1. Government gives high responsiveness in solving the public transportation problem.<br/> a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree</p> <p>2. How important the public transport renewal should be done?<br/> a. Very Important b. Important c. Moderately Important<br/> d. Of Little Important e. Unimportant</p> <p>3. New public transportation mode such as monorail needs to be implemented in Hat Yai City Municipality.<br/> a. Strongly Agree b. Agree c. Neutral d. Disagree e. Strongly Disagree</p> |
|--|

**Thank you for your participation in answering all the questions**

## Appendix D. Questions for the Government Sectors

### GENERAL QUESTIONS

- 1) What problems faced in local area related with the existence of public transportation?
- 2) Does the existence of public transportation induce the traffic congestion?
- 3) Does the existence of public transportation in local area giving a good service?
- 4) Does the amount of private vehicle causes road density?
- 5) What weaknesses which faced in local area regarding with the operationalization of public transportation?
- 6) What expectation which are emerged from the existence of public transportation?
- 7) What opinion which is argued about public transportation condition in local area?
- 8) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 9) What suggestions can be given to improve the availability of public transportation?

### A. SOUTH TANGERANG CITY

#### 1. Regional development planning board (*Badan Perencanaan Pembangunan Daerah/Bappeda*)

##### SPECIFIC QUESTIONS

- 1) What policies are applied to control private vehicles ownership?
- 2) What policies are applied to provide public transportation?
- 3) What policies are applied to attract people for shifting from private vehicles to public transportation? (the policies to promote public transportation)
- 4) Is there any policy which regulates the using of private vehicles?
- 5) Is there any urban planning to build infrastructure in supporting the traffic flow?
- 6) Is there any urban planning to build infrastructure in supporting the improvement of public transportation?
- 7) How the integration between urban planning with the operationalization of public transportation?
- 8) What is the vision of providing public transportation?
- 9) How the local government makes a synergy with the central government in providing public transportation?  
How the government interlaces the cooperation with other sectors in providing public transportation?
- 10) How the mechanism of the involvement of policy maker in providing public transportation?
- 11) What difficulties which faced in making synergy among stakeholders for providing public transportation?

- 12) What obstacles which faced in providing public transportation?
- 13) Is there any problem related to the policy in supporting the existence of public transportation sector? (such as the absence of restriction in using private vehicles and the improvement of infrastructure.

**2. Office of transportation, communication, and information official  
(Dishubkominfo)**

**SPECIFIC QUESTIONS**

- 1) What policies are applied to control private vehicles ownership?
- 2) What policies are applied to provide public transportation?
- 3) What policies are applied to attract people for shifting from private vehicles to public transportation? (the policies to promote public transportation)
- 4) Is there any policy which regulates the using of private vehicles?
- 5) Is there any urban planning to build infrastructure in supporting the traffic flow?
- 6) Is there any urban planning to build infrastructure in supporting the improvement of public transportation?
- 7) How the integration between urban planning with the operationalization of public transportation?
- 8) What kinds of public transportation modes which provided in local area?
- 9) What the consideration of public transportation choices which provided in local area?
- 10) What is the basic standard for providing the amount of public transportation in local area?
- 11) Does the route of public transportation cover all the residence area of community?
- 12) What is the basic standard for deciding the route of public transportation in local area?
- 13) Does the operationalization of public transportation cover all the central business area?
- 14) What roles of Office of Transportation, Communication, and Information Official in South Tangerang City in monitoring public transportation?
- 15) What sector which monitored by the government related with the existence of public transportation?
- 16) How the monitoring process which applied in local area to monitor the condition of public transportation?
- 17) Is there any policy to control public transportation fees that given to passenger?
- 18) What policy that applied by the government as a basic regulation in giving safety and security in the public transportation operationalization?

- 19) Is there any operational standard for safety and security which applied by the public transportation provider in each public transportation mode?
- 20) What the repressive effort to handle the public transportation accident?
- 21) Does the public transportation in local area have an adequate seat standard to cover the passenger?
- 22) Does the public transportation in local area able to cover take passengers to their destination?
- 23) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 24) How the public transportation development planning in local area?
- 25) What are mission and vision of providing public transportation?
- 26) How the local government makes a synergy with the central government in providing public transportation?
- 27) What institutions which involved in providing public transportation in local area?
- 28) Is there any regulation which requires the provider pay for the public transportation operational cost to the government? (such as tax)
- 29) What typical form of public transportation ownership which is applied in local area?

## **B. HAT YAI CITY MUNICIPALITY**

### **1. Hat Yai Municipality Office**

#### **SPECIFIC QUESTIONS**

- 1) What are mission and vision of this organization related to the public transportation provision in local area (Hat Yai City)?
- 2) Could you explain the main role of Hat Yai City Municipality related to the implementation and improvement of public transportation in local area Hat Yai?
- 3) Is there any urban planning to build infrastructure in supporting the traffic flow?
- 4) Is there any urban planning to build infrastructure in supporting the improvement of public transportation?
- 5) How the integration between urban planning and the operationalization of public transportation?
- 8) How the public transportation development planning in local area?
- 9) How the local government makes a synergy with the central government in providing public transportation?
- 10) What institutions which involved in the public transportation planning?
- 11) How the government interlaces the cooperation with other sectors in providing public transportation (such as with *Sahakon* of *Tuk-tuk* and *Songthaew*)?

- 12) How the public transportation development planning in local area?
- 13) How the local government makes a synergy with the central government in providing public transportation?
- 14) What institutions which involved in the public transportation planning?
- 15) How the government interlaces the cooperation with other sectors in providing public transportation (such as with *Sahakon of Tuk-tuk and Songthaew*)?
- 16) How the mechanism of the involvement of policy maker in the formulation policy for providing public transportation?
- 17) How the mechanism of the involvement of policy maker in the formulation policy for providing public transportation?
- 18) How the monitoring process which applied in the operationalization of public transportation?
- 19) What problems which faced by the local area (Hat Yai City) in public transportation provision?
- 20) Based on the previous interview with motorcycle rubjang drivers, it was known that there are three categories of motorcycle rubjang; *red jacket*, *yellow jacket*, and *green jacket*. Those colors based on the monitoring area. One of those colors is controlled and monitored by the Hat Yai City Municipality. Could you explain about the control management of Motorcycle Rubjang?
- 21) Could you explain about the control management of *Tuk-tuk*?
- 22) Could you explain about the control management of *Songthaew*?
- 23) Is there any planning to implement mass rapid transit as a public transportation which is operationalized in local area Hat Yai City Municipality?

## 2. Provincial Land Transportation Department in Songkhla Province SPECIFIC QUESTIONS

- 1) How the process of giving authority from the central government to the local government in Songkhla Province (especially in Hat Yai City Municipality) in providing public transportation?
- 2) Is there any policy which applied to control private vehicles ownership?
- 3) Could you explain what policies are applied to provide public transportation?
- 4) Is there any policy to attract people for shifting from private vehicles to public transportation? (to promote public transportation)
- 5) Is there any urban planning to build infrastructure in supporting the traffic flow? (could u explain about this)
- 6) Is there any urban planning to build infrastructure in supporting the improvement of public transportation in local area Hat Yai? (could u explain about this)
- 7) How the integration between urban planning with the operationalization of public transportation?



- 8) Is there any specific basic standard in providing the amount of public transportation in local area?
- 9) What process should be done in giving permit for the operationalization of tuk-tuk, songthaew, and motorcycle rubjang?
- 10) What is the basic standard for deciding the route of public transportation (songthaew, tuk-tuk, and motorcycle rubjang) in local area especially in Hat Yai City Municipality?
- 11) How the monitoring process which applied in local area to monitor the condition of public transportation?
- 12) How the monitoring process which applied to monitor the fees that given to passenger?
- 13) Is there any policy to give basic standard for giving fixed fare for passenger (songthaew, tuk-tuk, and motorcycle rubjang)?
- 14) What policy that applied as a basic regulation in giving safety and security in the public transportation operationalization?
- 15) How many percentage of public transportation accident in local area (Hat Yai City Municipality)?
- 16) What the repressive effort to handle the public transportation accident?
- 17) Does the public transportations in Hat Yai (tuk-tuk, songthaew, and motorcycle rubjang) are feasible to be operationalized?
- 18) How the public transportation development planning in local area (Hat Yai City Municipality)?
- 19) What are mission and vision of public transportation provision?
- 20) How the local government makes a synergy with the central government in providing public transportation?
- 21) What institutions which involved in providing public transportation in local area (Hat Yai City Municipality)?
- 22) Is there any regulation which requires the provider pay for the public transportation operational cost to the government? (such as tax)
- 23) What are advantages from providing public transportation?
- 24) What difficulties which faced in monitoring public transportation in Hat Yai?
- 25) What difficulties which faced in making synergy among stakeholders for providing public transportation?
- 26) Is there any problem in terms of public transportation funding?

### 3. Hat Yai Police Station

#### SPECIFIC QUESTIONS

- 1) What are the vision and mission of traffic division in this police station?
- 2) What is the main responsibility of traffic division in this police station?
- 3) Could you explain about the traffic condition in Hat Yai City? Is there any traffic congestion?
- 4) Is there any problem related to the violation of traffic regulations by *tuk-tuk* driver? Could you explain about this?
- 5) Is there any problem related to the violation of traffic regulations by *songthaew* driver? Could you explain about this?
- 6) Is there any problem related to the violation of traffic regulations by *motorcycle rubjang driver*? Could you explain about this?
- 7) How about the criminal action in Hat Yai City? Is there any criminal action related to the operationalization of *tuk-tuk*, *songthaew*, or *motorcycle rubjang* (such as pickpocketing)?
- 8) How about the safety condition for the passengers? Does traffic accident which involves *tuk-tuk*, *songthaew*, or *motorcycle rubjang* happen frequently?
- 9) Could you explain about the monitoring process of *tuk-tuk*, *songthaew*, or *motorcycle rubjang* in Hat Yai City Municipality?
- 10) What are the dominant problems faced by the community related to the existence of public transportation in local area Hat Yai City Municipality? Does the community give their report/complaints about public transportation?

## **Appendix E. Questions for the Private Sectors**

### **GENERAL QUESTIONS:**

- 1) What problems faced in local area related with the existence of public transportation?
- 2) Does the existence of public transportation induce the traffic congestion?
- 3) Does the existence of public transportation in local area giving a good service?
- 4) Does the amount of private vehicle causes road density?
- 5) What weaknesses which faced in local area regarding with the operationalization of public transportation?
- 6) What expectation which are emerged from the existence of public transportation?
- 7) What opinion which is argued about public transportation condition in local area?
- 8) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 9) What suggestions can be given to improve the availability of public transportation?

### **A. SOUTH TANGERANG CITY**

#### **Organization of National Entrepreneur of Motorized Transport on The Road (*Organisasi Pengusaha Nasional Angkutan Bermotor di Jalan/ Organda*)**

##### **SPECIFIC QUESTIONS:**

- 1) What are mission and vision of providing public transportation?
- 2) How the monitoring process which applied in the operationalization of public transportation?
- 3) Is there any regulation which requires the provider pay for the public transportation operational cost to the government? (such as tax)
- 4) What typical form of public transportation ownership which is applied in local area?
- 5) How the mechanism to give funding for the operationalization of public transportation?
- 6) How the organization gets an authority from government in term of public transportation ownership?
- 7) What problems which faced related to the coordination with government sector in the operationalization of public transportation?
- 8) Does the route of public transportation cover all the residence area of community?
- 9) What is the basic standard for deciding the route of public transportation in local area?

- 10) Does the operationalization of public transportation cover all the central business area?
- 11) Is there any operational standard for safety and security which applied in the operationalization of public transportation?
- 12) Is there any policy to control public transportation fees that given to passenger?

## **B. HAT YAI CITY MUNICIPALITY**

### ***Sahakon of Songthaew/tuk-tuk***

#### **SPECIFIC QUESTIONS:**

- 1) Could you explain about the history of this *sahakon*?
- 2) How the *sahakon* was formed?
- 3) Many drivers aggregate and ask for the license at the transportation office.
- 4) What is the main function of this *sahakon*?
- 5) Could you explain about the vision and mission of this *sahakon*?
- 6) How many *songthaew/tuk-tuk* which operationalized in local area Hat Yai?
- 7) Could you explain about the process how the driver or the owner joined in this *sahakon*?
- 8) Could you explain about the membership in this *sahakon*? Does the member have identity card?
- 9) Who is the driver? Does the owner of *songthaew/tuk-tuk* become a driver for their own *songthaew/tuk-tuk* or they will ask other people to be a driver for their *songthaew/tuk-tuk*?
- 10) Could you explain about the responsibility of the owner of *songthaew/tuk-tuk* as a member on this *sahakon*?
- 11) How the mechanisms of giving permit to the drivers of *songthaew/tuk-tuk* to operate their *songthaew/tuk-tuk*?
- 12) How the *sahakon* controls the driver?
- 13) Does the route of public transportation (*songthaew/tuk-tuk*) cover all the residence area of community?
- 14) Does the operationalization of public transportation (*songthaew/tuk-tuk*) cover all the central business area?
- 15) How the monitoring process which applied in local area to monitor the condition of public transportation (*songthaew/tuk-tuk*)? Is there any regularly test to check the condition of *songthaew/tuk-tuk*?
- 16) How the monitoring process which applied in the operationalization of public transportation?
- 17) Is there any policy to control public transportation (*songthaew/tuk-tuk*) fees that given to passenger? How the association implements the fees for passengers?
- 18) Is there any operational standard for safety and security which applied by the public transportation (*songthaew/tuk-tuk*) provider in each public transportation mode?

- 19) Is there any regulation which requires the provider pay for the public transportation (*songthaew/tuk-tuk*) operational cost to the government? (Such as tax).
- 20) How the mechanism to give funding for the operationalization of public transportation (*songthaew/tuk-tuk*)? (Maintenance cost).
- 21) Is there any basic regulation or policy from government that should be followed by the private association in providing public transportation (*songthaew/tuk-tuk*)?
- 22) How the associations get an authority from government in term of public transportation (*songthaew/tuk-tuk*) ownership?
- 23) Does the association pay for the fee to the local department of public transportation regarding with the public transportation (*songthaew/tuk-tuk*) operationalization?
- 24) How about the traffic accident which involves *songthaew/tuk-tuk*? Is it happened frequently or rarely?
- 25) How about the criminal action inside *songthaew/tuk-tuk* (such as pickpocketing)? Is it happened frequently or rarely?
- 26) Could you explain the problems which faced in managing and controlling *songthaew/tuk-tuk*?
- 27) Could you explain the problems which faced related to the regulation that implemented by the government?
- 28) Does the *sahakon* have a facility to cover complaints from the community as a passenger?

## **Appendix F. Questions for the Civil Society**

### **GENERAL QUESTIONS:**

- 1) What problems faced in local area related with the existence of public transportation?
- 2) Does the existence of public transportation induce the traffic congestion?
- 3) Does the existence of public transportation in local area giving a good service?
- 4) Does the amount of private vehicle causes road density?
- 5) What weaknesses which faced in local area regarding with the operationalization of public transportation?
- 6) What expectation which are emerged from the existence of public transportation?
- 7) What opinion which is argued about public transportation condition in local area?
- 8) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 9) What suggestions can be given to improve the availability of public transportation?

### **A. SOUTH TANGERANG CITY**

#### **1. The User of Public Transportation**

##### **SPECIFIC QUESTIONS:**

- 1) Does the route of public transportation cover all the residence area of community?
- 2) Does the operationalization of public transportation cover all the central business area?
- 3) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 4) What are the advantages in using public transport?
- 5) What expectations which are emerged from the existence of public transportation?
- 6) What problems which faced in local area related to the public transportation choices?
- 7) Is there any problem related with the overloaded passenger in the operationalization of public transportation in local area?
- 8) Does the availability of public transportation in local area give comfortable condition?
- 9) Is there any problem related with public transportation provision?
- 10) Is there any problem related to the policy in supporting the existence of public transportation sector? (such as the absence of restriction in using private vehicles and the improvement of infrastructure.

- 11) What shortage which faced in local area regarding with the operationalization of public transportation?
- 12) Does the implementing of public transportation in local area is based on the demand of the community needs?
- 13) What is your opinion regarding with the security and safety condition of *angkot*?
- 14) What is your opinion related to the existence of motorcycle taxi?
- 15) What benefits which are given by using motorcycle taxi in your daily activities?
- 16) What is your opinion about the fare which should be paid for *angkot* and motorcycle taxi?
- 17) What suggestions can be given related to the existence of motorcycle taxi?

## 2. The User of Private Vehicle

### SPECIFIC QUESTIONS:

- 1) What opinions which argued regarding with the traffic condition in local area?
- 2) Why people choose private vehicle than public transportation?
- 3) What opinions which argued by the private vehicle user about public transportation condition in local area?
- 4) Is there any problem in using private vehicle related with the traffic condition?
- 5) What is your opinion related to the existence of motorcycle taxi?
- 6) What benefits which are given by using motorcycle taxi in your daily activities?
- 7) What is your opinion about the fare which should be paid for *angkot* and motorcycle taxi?
- 8) What suggestions can be given related to the existence of motorcycle taxi?

## 3. Mass Media

### SPECIFIC QUESTIONS:

- 1) Is there any effort from mass media in terms of promoting the advantages of using public transportation or publishing the needs of public transportation improvement?
- 2) Does mass media help the local area to promote and publish issues about public transportation condition?
- 3) What dominant issue which has been monitored by the mass media related to transportation condition in local area?

#### 4. *Angkot* Driver

##### **SPECIFIC QUESTIONS:**

- 1) What problems which are faced by the motorcycle taxi driver in operating *angkot*?
- 2) Does the supporting facility have been provided completely?
- 3) What requirements should be fulfilled in operating *angkot* (such as permit operation, feasibility test, and dues payment)?
- 4) What shortages are faced in operating *angkot*?
- 5) What expectations which are emerged related to the improvement of *angkot*?
- 6) What is your opinion related to the security and safety condition in the operationalization of *angkot*?

#### 5. *Ojek* Driver

##### **SPECIFIC QUESTIONS:**

- 1) What problems which are faced by the motorcycle taxi driver in operating motorcycle taxi?
- 2) What requirements that should be fulfilled by motorcycle taxi driver in getting operationalization permit for motorcycle taxi?
- 3) Is there any specific group for each motorcycle taxi driver?
- 4) How about the route of motorcycle taxi? Is there any limitation related to the route for motorcycle taxi?
- 5) Is there any specific regulation in operating motorcycle taxi?
- 6) Is there any responsibility for the motorcycle taxi driver to pay dues or tax from the earnings of motorcycle taxi?
- 7) How is the form of the motorcycle taxi ownership?
- 8) What is your opinion related to the security and safety condition in the operationalization of motorcycle taxi?

### **B. HAT YAI CITY MUNICIPALITY**

#### **1. The User of Private Vehicle**

##### **SPECIFIC QUESTIONS:**

- 1) Does the route of public transportation cover all the residence area of community?
- 2) Does the operationalization of public transportation cover all the central business areas?
- 3) Does the public transportation have an adequate capacity to be operationalized? (such as condition of the means of public transportation; feasible to be operationalized or not)
- 4) What are the advantages in using public transport?
- 5) What expectations which are emerged from the existence of public transportation?
- 6) What problems which faced in local area related to the public transportation choices?
- 7) Is there any problem related with the overloaded passenger in the operationalization of public transportation in local area?



- 8) Does the availability of public transportation in local area give comfortable condition?
- 9) Is there any problem related with public transportation provision?
- 10) Is there any problem related to the policy in supporting the existence of public transportation sector? (such as the absence of restriction in using private vehicles and the improvement of infrastructure.
- 11) What shortages which faced in local area regarding with the operationalization of public transportation?
- 12) Does the implementing of public transportation in local area is based on the demand of the community needs?
- 13) What is your opinion regarding with the security and safety condition of Songthaw?
- 14) What is your opinion related to the existence of motorcycle taxi?
- 15) What benefits which are given by using motorcycle taxi in your daily activities?
- 16) What is your opinion about the fare which should be paid for Songthaw and motorcycle taxi?
- 17) What suggestions can be given related to the existence of motorcycle taxi?

## **2. The User of Private Vehicle**

### **SPECIFIC QUESTIONS:**

- 1) What opinions which argued regarding with the traffic condition in local area?
- 2) Why people choose private vehicle than public transportation?
- 3) What opinions which argued by the private vehicle user about public transportation condition in local area?
- 4) Is there any problem in using private vehicle related with the traffic condition?
- 5) What is your opinion related to the existence of motorcycle taxi?
- 6) What benefits which are given by using motorcycle taxi in your daily activities?
- 7) What is your opinion about the fare which should be paid for *angkot* and motorcycle taxi?
- 8) What suggestions can be given related to the existence of motorcycle taxi?

### 3. Mass Media

#### SPECIFIC QUESTIONS:

- 1) Is there any effort from mass media in terms of promoting the advantages of using public transportation or publishing the needs of public transportation improvement?
- 2) Does mass media help the local area to promote and publish issues about public transportation condition?
- 3) What dominant issue which has been monitored by the mass media related to transportation condition in local area.

### 4. Songthaew Driver

#### SPECIFIC QUESTIONS:

- 1) Who is the owner of *Songthaew*? Could you explain how you get this *songthaew*?
- 2) Could you explain about the type of *songthaew*?
- 3) Is there any organization for controlling and managing the *songthaew*?
- 4) What problems which are faced by the driver in operating *songthaew*?
- 5) Does the supporting facility have been provided completely such as terminal?
- 6) What requirements should be fulfilled in operating *songthaew* (such as permit operation, feasibility test, and dues payment)?
- 7) Could you explain about the process how you get the permits before driving *songthaew*?
- 8) Could you explain about what responsibilities should be done as a *songthaew* driver? (such as how to do regularly check to know the condition of *songthaew*, make a member card as *songthaew* driver, anything else... )
- 9) Do you have competition with tuk-tuk or motorcycle *rubjang*?
- 10) What expectations which are emerged related to the improvement of *songthaew*?
- 11) What is your opinion related to the security and safety condition in the operationalization of *songthaew* (such as accident and criminal action)?
- 12) How many hours the operationalization of *songthaew* per day?
- 13) Where do you always wait the passengers?
- 14) Is there any special place for *songthaew* to stop or wait the passengers?
- 15) How about the route of *songthaew*? Is there any limitation related to the route for *songthaew*?
- 16) How you decide the fare for the passengers? Is there any basic standard to give fare for passengers?
- 17) Do you have problem related to the bad condition of road such as bumpy road?

- 18) Is there any responsibility for the *songthaew* driver to pay dues or tax from the income per day?
- 19) How is the form of the *songthaew* ownership?
- 20) How about the traffic accident which involves *songthaew*? Is it happened frequently or rarely?
- 21) How about the criminal action inside *songthaew* (such as pickpocketing)? Is it happened frequently or rarely?
- 22) What is the main problem which faced in operating *songthaew*?

##### 5. *Tuk-tuk* Driver

###### SPECIFIC QUESTIONS:

- 1) Why the colour of Tuk Tuk are different? Who control that colour?
- 2) How Sahakorn manage Tuk Tuk?
- 3) Are there any topics that you don't like Sahakorn management? Do you have any other problems?
- 4) What do you think about providing the bus stop? Is that good for you?
- 5) How to start to do Tuk Tuk business?
- 6) What do you think about Song Theaw and Motor bike taxi? Is there any competition with them?
- 7) Do you have any thing that need to be improved?
- 8) What do you think about security of Tuk Tuk?
- 9) How many hours do you work per day?
- 10) Where do you usually park Tuk Tuk? Are you allowed to park in that area? Why do you park there?
- 11) Is there the route limitation?
- 12) How to set up the price?
- 13) Do you have the problem with the road condition?
- 14) Do you have to pay for Tuk Tuk driving? Where will you pay?
- 15) Do you have your own Tuk Tuk or renting from Sahakorn?
- 16) Are there a lot of accidents? What are the main reasons for accidents?
- 17) Do you know any illegal Tuk Tuk?
- 18) How long do you drive Tuk Tuk? Why do you drive Tuk Tuk? What did you do before this?

**6. Motorcycle *rubjang* Driver****SPECIFIC QUESTIONS:**

- 1) What problems which are faced in operating motorcycle *rubjang*?
- 2) Is there any competition with *songthaew* and *tuk-tuk* in getting the passengers?
- 3) How many hours the operationalization of motorcycle *rubjang* per day?
- 4) How you can get permit related to the place for waiting the passenger? Do you need to pay for the place?
- 5) How you decide the sequence to get passengers?
- 6) What requirements that should be fulfilled by motorcycle *rubjang* driver in getting operationalization permit?
- 7) Is there any specific group for each motorcycle *rubjang* driver?
- 8) Can you explain about the number that mentioned in the jacket?
- 9) How about the route of motorcycle *rubjang*? Is there any limitation related to the route for motorcycle *rubjang*?
- 10) How you decide the fare for the passengers?
- 11) Do you provide special facilities such as order by phone?
- 12) Do you provide helmet and raincoat for passengers?
- 13) Do you have problem related to the bad condition of road such as bumpy road?
- 14) Is there any responsibility for the motorcycle *rubjang* driver to pay dues or tax from the income per day?
- 15) How is the form of the motorcycle ownership?
- 16) What is your opinion related to the security and safety condition in the operationalization of motorcycle *rubjang*?
- 17) How about the traffic accident which involves motorcycle *rubjang*? Is it happened frequently or rarely?
- 18) How about the criminal action (such as pickpocketing)? Is it happened frequently or rarely?
- 19) How long have you been worked as motorcycle *rubjang* driver?
- 20) Why do you work as motorcycle *rubjang* driver?

## Appendix G. Documentation of the Condition of Local Public Transport

### A. SOUTH TANGERANG CITY



1



2



3



4

#### Information □

1. Black film cover is used for covering the window. The black film which covers the window is prohibited to be used in order to avoid criminal action and sexual harassment in *angkot*.
2. The physical condition of *angkot* is needed to be repaired. Physically, there are some *angkots* which need to be renewed such as car tires and the old vehicle.
3. Overload passengers inside *angkot*. The overload passenger inside *angkot* is dangerous for the passengers. The passengers should not choose *angkot* where inside space for the passengers is fully occupied.
4. There is no terminal/bus station for *angkot*. *Angkot's* drivers frequently stop at inappropriate places.



Plate number should be placed in the right place.

5



6



Do not stop in this area.



7

#### Information

5. The license plate number should be placed in the right place.
6. The driver of *angkot* is parking the *angkot* in forbidden area for waiting the passengers.
7. The road damage which causes water puddle in South Tangerang City needs to be repaired to minimize the damage of the *angkot*'s tire as the part of the maintenance process.

## B. HAT YAI CITY MUNICIPALITY



8



9



10



11

### Information

8. The driver of *tuk-tuk* drop off the passenger in the inappropriate area. It should be in bus stop/terminal.
- 9, 10. Overload passengers inside *songthaew*. The passengers should not choose *songthaew* which has full space for the passengers. Another different condition is the lack of awareness of the passengers. For instance, there is more space inside *songthaew* (no.10) but one passenger is prefer standing in the entrance door rather than sitting inside *songthaew*.
11. Physically, there are some *songthaews* which have good condition. For instance, photo no. 11 shows that there is a renewal process related to the physical condition of *songthaew*. The materials which used for that *songthaew* is not too old and looks so clean. It creates a modern image as mentioned by Leake related to the modern image of public transportation.



12



13



14

### Information

12. Compared to photo no.11, the physical condition of *songthaew* is different. *Songthaew* in photo number 11 looks more feasible to be operated. *Songthaew* which has similar condition with photo number 12 should be repaired and renewed in order to give modern image and create convenience for the passengers.
- 13, 14. The special areas for *songthaew* and *tuk-tuk* to wait the passengers in some public areas. (It needs to be implemented in South Tangerang City regarding with the heavy traffic around public areas such as market and mall because many *angkot* drivers stop in the inappropriate places which causes the heavy traffic even traffic congestion).





15



16

**Information** □

15, 16. Bus stop as the comfort zone for the passenger in waiting public transportation. This form of bus stop should be adapted in providing bus stop in South Tangerang City. The roof and the gate line are good enough for creating safety condition.

## VITAE

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Puri, Meita Triana Indah, Kanchanasuvarna, W., Songwathana, K., Wijaya, A.F., 2012. The Provision of *Angkot* and *Tuk-tuk* as a Form of Public Service (A Comparative Study between South Tangerang City, Banten, Indonesia and Hat Yai City Municipality, Songkhla, Thailand). The National and International Graduate Student Conference: Community and Environmental Management for Sustainable Development in ASEAN. May 14, 2012; College of Politics and Governance, Maharakham University, Thailand.