

## **Implementation Of Road Maintenance Policy At The Indramayu Public Works And Spatial Planning Office (PUPR)**

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### **Abstract**

*This study examines the implementation of road maintenance policies by the Public Works and Spatial Planning Office (PUPR) of Indramayu Regency. Good road infrastructure is very important to support people's daily activities and economic growth. This study uses a qualitative approach with the policy implementation theory from Tachjan (2006) which includes the role of actors and organizations, interaction and communication, context and environment, resources and constraints, and evaluation and learning. The results of the study show that the implementation of road maintenance policies in Indramayu still faces several obstacles, namely limited financial and human resources, as well as inhibiting factors such as 1) resources that are still inadequate both for tools, facilities, time or human manpower 2) information and communication that does not run in both directions between the PUPR Office and the community 3) the division of potential such as unclear organizational and bureaucratic structures causing the policy program to seem to float without knowing who is in control.*

**Keywords: Policy Implementation, Policy Evaluation, Road Infrastructure**

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## **INTRODUCTION**

Infrastructure has a vital role in facilitating people's daily activities. Currently, every country seeks to improve the welfare of its citizens through infrastructure development. Infrastructure development functions as a service provided by the government to its people as part of national development, the central government has prepared funds (Yulianti & Hasanah, 2018). The State Revenue and Expenditure Budget (APBN) For infrastructure development, especially highways and bridges, it includes improvements, construction and maintenance allocated to the budget of the Department of Public Works. For Regional Governments, the allocation of funds for the construction of roads and bridges is contained in the Regional Revenue and Expenditure Budget (APBD) of each region, according to the provisions contained in Article 85 paragraph (1) of Government Regulation Number 34 of 2006 concerning Roads: "Budgeting in the context of the implementation of the road network handling program is an activity of allocating funds needed to realize the program objectives".

Infrastructure Good, safe, and comfortable roads are needed to support the growth of motor vehicles in Indonesia. Highways play a crucial role in transporting goods and services through land transportation, connecting different regions to each other. It is very important for all of us to pay attention to this because it is very important (Ainy & Nugroho, 2017). The need for efficient, safe, and comfortable travel is increasing as a result of the ever-increasing activities of the community and population.

Infrastructure plays an important role in making it easier for people to carry out their daily activities. Today, every country is trying to improve the welfare of its population. Infrastructure is a service provided by the government to its citizens as part of national development. Funds from the State Revenue and Expenditure Budget (APBN) are provided by the central government for the purpose of building, upgrading, and maintaining roads and bridges through the Department of Public Works. Local governments allocate funds for the construction

of bridges and roads from their respective APBDs. Article 85 paragraph (1) of Government Regulation Number 34 of 2006 concerning Roads stipulates that: "Budgeting in the context of the implementation of the road network handling program is an activity of allocating funds needed to realize the program objectives" (Ngongoloy et al., 2019).

The implementation of the policies of the Indramayu Regency Public Works and Spatial Planning Office in maintaining infrastructure in Indramayu Regency can be seen in real life through Indramayu Regent Regulation No. 22 of 2022 in Article 11 paragraph 3 concerning the Structure and Role of the Indramayu Regency Public Works and Spatial Planning Office in carrying out some of the duties of the head of the agency, including regulating development, Maintenance, improvement, and supervision in the field of Highways, as well as compiling and programming development in carrying out bridge and road maintenance, as well as securing and optimizing the use of road sections, as well as controlling the quality and results of carrying out work, are the responsibilities of the Public Works and Spatial Planning Office of Indramayu Regency, especially in the Field of Highways (Indramayu Regent Regulation No. 22 of 2022).

Road maintenance is the implementation of the policy of the Public Works and Spatial Planning Office of Indramayu Regency, referring to the Regulation of the Minister of Public Works Number 13/PRT/M/2011 on Article 1 paragraph 12 regarding road maintenance and supervision procedures, road maintenance is an activity that includes road handling through prevention, repair, and maintenance needed to maintain the condition of the road so that it continues to function optimally in accommodating traffic, so that the planned service life can be carried out (Regulation of the Minister of Public Works No. 13 of 2011). The Ministry of Public Works and Public Housing requires road planning that involves routine maintenance, periodic maintenance, and road rehabilitation on national, provincial, district, and municipal road networks (Fajar et al., 2023).

Road problems are marked by road damage in Indramayu Regency, precisely on the Cantigi road section located in Cantigi District. Problems arising from the condition of the road that is not paid attention to will disturb the road user community. From the condition of the damaged road, it has had an impact on the frequent occurrence of two-wheeled vehicles that have slipped their tires. There was a motorcycle accident that was swept away during rain caused by a road with sandy contours, full of small stones and potholes on the Cantigi road, Cantigi District, Indramayu Regency.



Picture 1. Damaged, sandy, rocky, and potholed Cantigi Road

From this policy and facing problems related to roads in Indramayu Regency, the policy must be obeyed and implemented properly. From the condition of the road that has experienced a damage, if it is not given treatment regarding road repairs, it can cause more severe damage. Therefore, it is necessary to implement road maintenance and supervision policies because the government as an organizer has an obligation to maintain road maintenance in accordance with applicable policies.

Based on these problems and the authority through the PUPR office, this study aims to understand how the implementation of policies on road maintenance is carried out by the Public Works and Spatial Planning Office of Indramayu Regency to find out the obstacles to road research that have not been effective.

This includes examining how road maintenance policies are applied, the challenges faced by the PUPR office in enforcing these policies, and the allocation and management of maintenance budgets. Studies have explored how local governments prioritize road maintenance activities based on available resources, as well as the obstacles they encounter in executing these policies (Ming, S., & Li, Y,2019).

Another critical area of research is road maintenance management, which looks into the strategies used for managing road repairs and upgrades. This includes the integration of technology and information systems to help monitor road conditions, plan maintenance schedules, and ensure timely repairs. Furthermore, studies often focus on road infrastructure policies in local governments, analyzing how regulations and standards for road maintenance are implemented within regional governance frameworks (Kurniawan, A., & Hidayat, F 2017).

These studies discuss how local policies align with national standards and the resources available to implement them effectively. Lastly, case studies in specific regions such as Indramayu or similar areas are valuable in understanding the practical application of these policies. These studies allow for comparisons between different districts and provide insights into the successes and challenges faced by local governments in maintaining road infrastructure. Together, these various research themes offer a comprehensive look into the implementation of road maintenance policies, highlighting both the technical and policy-related challenges faced by local authorities like the PUPR Office in Indramayu (Jayasuriya, S,2015)

## **RESEARCH METHODS**

This research focuses on the application of the Indramayu Regency Public Works and Spatial Planning Office Policy in the maintenance of road infrastructure utilizing the theory put forward by Tachjan (2006). where the success of policy implementation is:

1. **Actors and Organizations**, which emphasizes the important role of actors and organizations in policy implementation. These actors can include the government, non-governmental agencies, or certain individuals who are responsible for implementing policies.
2. **Interaction and Communication**, Policy implementation involves complex interactions between various parties, both in the public and private sectors. Effective communication between these actors is necessary to bridge differences in perceptions and ensure a common understanding of policy objectives.
3. **Context and Environment**, is the importance of understanding the social, political, and economic context in which policies will be implemented. This environment affects how policies are received and implemented by the community and related actors.

4. Resources and Constraints, policy implementation is often related to the availability of resources, both financial and human. These constraints can affect the ability to implement policies effectively.
5. Evaluation and Learning, the implementation process does not end after the policy is implemented, but also involves continuous evaluation and learning. This evaluation is important for evaluating the success of the policy and identifying areas for improvement.

### **Types and Data Sources**

The data obtained to describe the events that are the object of this study include primary data and secondary data. Data sources are those who provide information that is the main focus for researchers. According to Lofland and Moleong (2006), in qualitative research, the main data source is verbal interaction, while additional data sources include documents and others. Qualitative research tends to emphasize more on interviews and direct observation to obtain additional data. In this study, the information used is divided into two types:

1. Primary Data

Primary data is data collected directly by researchers obtained from the field. Primary data is obtained from informants, such as the results of interviews, field observations, and other information related to the individual or group that is the object of the research.

2. Secondary Data

Secondary data is data collected by researchers from existing sources rather than from direct collection in the field. Secondary data is used as a support for the primary information that has been collected. such as from previous literature and research, and other relevant sources.

### **Data Collection Techniques**

Data collection techniques are the most important process in research, as the main focus of research is to obtain data. If the researcher does not understand the stages of data collection, then he or she is unlikely to succeed in obtaining data according to the set standards. (Sugiyono 2013). There are four types of data collection methods, namely:

1. Observation

Nasution (2009) stated that observation is the basis of all fields of knowledge. Scientists can only do their work based on data, i.e. facts about the real world obtained through observation.

2. Interview

According to Esterberg (2002), an interview is defined as a discussion between two individuals interacting to exchange information and ideas through dialogue, which allows the formation of meaning or understanding in a particular topic.

3. Documents

Documents are recordings of phenomena that have occurred in the past. Documents can be text, images, or important works created by a person. Examples of documents in the form of text include personal notes, life chronicles, narratives, biographies, regulations, and policies.

4. Triangulation

In the context of data collection techniques, triangulation is described as an approach that integrates various data collection methods and existing data sources.

### **Research Instruments**

In qualitative research, the researcher himself is the main instrument or tool in collecting and analyzing data. Therefore, researchers as a tool also need to be "validated" to assess how ready qualitative researchers are in carrying out research that is then carried out in the field. Validation of the researcher as an instrument includes validating the understanding of qualitative research methods, in-depth understanding of the field being researched, and the preparation of the researcher to start the research object, both in terms of academics and logistics (Sugiyono, 2013).

### **Data Analysis Techniques**

The data analysis method applied in this study is a data analysis model involving an interactive process (Miles and Huberman 1984 in Sugiyono 2013), as follows:

1. Data reduction is a way to select or process the original data that has been obtained through abstraction.
2. Data display is the process of presenting data that has been simplified in the form of text narratives or practical ways of social behavior of the community.
3. Conclusion Drawing/Verification is the last method in data analysis, which involves drawing conclusions from simplified data.

## **RESULT AND DISCUSSION**

### **Implementation of Road Maintenance Policy at the Indramayu Public Works and Spatial Planning Office (PUPR)**

Policy implementation is basically a strategy to ensure that a regulation can achieve its goals. This study focuses on understanding the reasons why the Indramayu Regency Public Works and Spatial Planning Office policy road infrastructure does not receive maintenance. Using the theory of Tachjan (2006) The success of a policy implementation has several factors that influence, including:

#### **1. Actors and Organizations**

Indramayu Regent Regulation Number 22 of 2022 concerning the Organizational Structure and Work Procedures of the Public Works and Spatial Planning Office of Indramayu Regency, namely in article 11 paragraph 3 states that the head of the service is responsible for coordinating the implementation of development, maintenance, improvement and supervision tasks in the field of highways, as well as in compiling and programming, carrying out the construction and maintenance of bridges and roads, secure and utilize parts of the road, as well as control the quality and results of the completion of the work.

The results of this study explain that, the Public Works and Spatial Planning Office of Indramayu Regency carries out road maintenance based on the results of Musrenbang, proposals and complaints from the community, direct surveys to the location, taking into account the main aspects. Regulation of the Minister of Public Works Number 13/PRT/M/2011 concerning Procedures for Road Maintenance and Inspection states in article 1 paragraph 12 that road maintenance is an effort to handle roads by carrying out preventive, maintenance, and repair measures needed to maintain conditions to continue to be optimal in managing traffic flow, so that the goal of the life of the road plan can be achieved. By carrying out road planning including routine road maintenance, periodic road maintenance, and road rehabilitation is a regulation made by the Ministry of Public Works and Public Housing so that road maintenance is carried out on national roads, provincial roads, district roads, and city roads. Where as in the ministerial regulation, the implementation of the ideal must also be based on the ministerial regulation, namely road maintenance on national roads, provincial roads, and city district roads by carrying out routine maintenance, periodic road maintenance, and road rehabilitation according to road conditions, and not only based on the results of musrenbang, proposals and complaints from the community, as well as direct surveys to the location, and looking at priorities only.

#### **2. Interaction and Communication**

Interaction and communication are the keys to the success of policy implementation, where implementers must understand the tasks to be carried out as well as the goals and objectives of regulations that must be clearly explained to the target group. This will reduce disruptions in implementation. The process of communicating information by communicators in this context is important. Therefore, it is necessary to pay attention to how the Indramayu Regency Public Works and Spatial Planning Office manages communication in carrying out road

maintenance activities in an orderly, periodic, and road rehabilitation manner, especially on roads that have suffered severe damage or due to natural disasters as the responsibility of the Indramayu Regency Public Works and Spatial Planning Office, the provisions regulated in Indramayu Regent Regulation Number 22 of 2022 concerning the structure of the Indramayu Regent The organization and work procedures of the Public Works and Spatial Planning Office of Indramayu Regency, namely in article 11 paragraph 3, explains that the head of the service is responsible for coordinating various activities such as development, improvement, maintenance, and supervision in the road infrastructure sector, as well as taking care of planning, implementation of development, preservation of roads and bridges, security, road utilization and quality and performance arrangements.

According to the findings of the research, the Public Works and Spatial Planning Office of Indramayu Regency lacks communication with the sub-district, sub-district, and the community regarding the maintenance of damaged roads in their areas. The results of interviews with members of sub-districts, sub-districts, and the community show that the Public Works and Spatial Planning Office of Indramayu Regency is not responsive to complaints and proposals for road repairs in Cantigi District.

### 3. Context and Environment

Social support, the Highway Public Works Office received support from various stakeholders. In the implementation of road maintenance and road inspection, the community can play a role in the implementation of the program. This is evidenced by the results of interviews that the community supports and participates in the implementation of road maintenance. Community participation helps the government/related agencies both through direct and indirect actions in carrying out road maintenance. The role of the community can be carried out through the activity of closing potholes using stones/excavations and providing warning signs for road users temporarily. As well as reporting road damage through social media / facilities that have been provided by the government. Therefore, community support in the implementation of road maintenance is needed because it can maximize the road maintenance process and road monitoring

From the data found by the Highway Public Works Office, there is a lack of support regarding economic sources where in the process of implementing road maintenance is constrained due to a lack of funds due to the refocusing of budget objectives, so that these obstacles affect the implementation of the road maintenance program.

### 4. Resources and Constraints

Resources and barriers play a crucial role in policy implementation because effectiveness cannot be achieved if those resources are insufficient or insufficient. The results of the study show that the Public Works and Spatial Planning Office of Indramayu Regency is experiencing obstacles in terms of budget and available equipment.

Budget limitations will have an impact on difficulties in achieving successful policy implementation, especially in terms of road maintenance that cannot be carried out optimally. Road maintenance by the Public Works and Spatial Planning Office of Indramayu Regency is funded by the Indramayu Regency APBD, which is used to support the provision of road infrastructure for the community. This study shows that the Public Works and Spatial Planning Office of Indramayu Regency is experiencing budget limitations in carrying out road maintenance. As a result, regular road maintenance and rehabilitation activities cannot run optimally, which is the main obstacle in its implementation.

Equipment is one of the important aspects in the operationalization of policy implementation, helping to facilitate services in policy implementation. Limited equipment is one of the obstacles to road infrastructure that is not properly maintained by the Indramayu Regency Public Works and Spatial Planning Office for the locations of road damage in

Indramayu Regency. This study shows that the Public Works and Spatial Planning Office of Indramayu Regency needs to wait for the production of hotmix asphalt from partners because of the lack of asphalt production equipment or machines in the office.

#### 5. Evaluation and Learning

In carrying out its duties in maintaining road infrastructure, the Public Works and Spatial Planning Office of Indramayu Regency needs to establish effective and sustainable communication with the community, including village heads who provide input on road infrastructure maintenance in their area. This is necessary for regular, periodic road maintenance activities and rehabilitation to be carried out properly. In terms of resources, the Public Works and Spatial Planning Office of Indramayu Regency is advised to carry out periodic assessments and budget adjustments. The goal is that the necessary budget allocation can be in accordance with the right needs in the implementation of road maintenance, it is also necessary to consider the provision of facilities and infrastructure, such as asphalt production equipment, to support the road maintenance policy program that has been formulated.

#### **Inhibiting Factors during Research**

After describing the 5 points above, the factors that inhibit the policy implementation process are obtained, these factors need to be evaluated so that they can be avoided in the future. These factors are:

- a. Resources. The resource factor in the implementation of public policy can be related to the shortage in terms of additional resources, such as cost, time and human resources.
- b. Information. The implementation of public policy expects those directly involved to have access to the information needed or relevant to carry out their duties effectively. However, sometimes the information is not available due to communication interruptions.

Potential Sharing. The reasons for the failure to implement a public policy are also influenced by how the potential or resources are shared among the parties participating in its implementation. In this context, related to the division of authority and duties within the implementing organization, the organizational structure can cause problems if the division of responsibilities and authority does not match the distribution of tasks or if there are unclear boundaries.

## **CONCLUSION**

The results of the study show that the implementation of the Indramayu Regency Public Works and Spatial Planning Office policy related to road infrastructure maintenance has not been optimal, even though the policy objectives and parameters have been clearly determined. The lack of communication between the PUPR Office and the community or stakeholders is the main cause of this inoptimality. In addition, limited budget and infrastructure resources also affect the implementation of this policy.

The inhibiting factors in the implementation of the Indramayu Regency Public Works and Spatial Planning Office Policy related to road maintenance include; 1) resources that are still inadequate either for tools, facilities, time or manpower; 2) information and communication that does not run in both directions between the PUPR Office and the community; 3) the division of potentials such as the structure of organization and bureaucracy that is not clear causes the policy program to seem to float without knowing who is in control.

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