

# The Effectiveness of Using Type A Terminals in Public Transportation Passenger Services in Padang City

Ardinda Melli Nevia Fitri<sup>\*1</sup>, Jumiati<sup>1</sup>

<sup>1</sup>Department of Public Administration, Padang State University, Indonesia

<sup>\*</sup>E-mail:[ardindamv@gmail.com](mailto:ardindamv@gmail.com)

## Article Info

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**Abstract:** This study delves into the effectiveness of the Type A Anak Air Terminal in facilitating public transport passenger services within Padang. The research strives to pinpoint relevant informants by employing a qualitative approach involving descriptive methods and purposive sampling. Data was amassed through interviews, observations, and documentation, which shed light on the terminal's prowess in catering to public transport passengers in the city. The study underscores that the Type A Anak Air Terminal falls short of optimal efficiency in providing public transport passenger services. Due to ongoing efforts to develop its facilities, the terminal's core objective remains largely unrealized. Furthermore, the attainment of predefined terminal targets is yet to be fully realized; a marked deficiency in passenger contentment is noted, and a discernible imbalance between input and output exists. These findings collectively emphasize the pressing need for strategic interventions spanning facility enhancement, service refinement, and operational coordination. By addressing these facets, the terminal's effectiveness can be markedly improved, ensuring the provision of gratifying public transport services within Padang. Thus, the study's insights provide a foundation for shaping necessary enhancements to align the terminal's performance more closely with its intended purpose and the expectations of its users.

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## INTRODUCTION

The terminal is where passengers and goods go and arrive from a place, and the airport is an important component of the transportation system (Herfiansyah & Sihombing, 2020). In the Regulation of the Minister of Transportation of the Republic of Indonesia Number 24 of 2021 concerning the Implementation of Road Transport Passenger Terminals, it is explained that a terminal is a place for public transportation to arrange arrivals and departures, pick up and drop off people and goods and change modes of transportation. The main function of the terminal is to provide entry and exit facilities for transported objects, passengers, or goods, to and from a system (Sedayu, Sulistio, Soehardjono, & Wicaksono, 2014)

Passenger terminals are divided into several types: terminals Type A, B, and C. Types This terminal is intended for bus terminals or terminals for ground transportation. Terminal Type A serves public transportation across national borders or between cities and provinces. Only 25 Type A terminals in Indonesia are spread across several provinces, including West Sumatra Province. While the Type B terminal serves inter-city

transportation within the province, urban/rural transportation, and the Type C terminal serves rural transportation (Sagi, 2015).

Based on the Mayor of Padang Decree No. 198 Year 2011, this terminal is at Jl. Adinegoro No. 20, Lubuk Buaya, Batipuh Panjang Village, Kec. Koto Tengah, Padang City, West Sumatra with an area of 4.5 hectares (four point five hectares). The designation of Anak Air Terminal as one of the Type A terminals in West Sumatra Province is stated in the Decree of the Minister of Transportation of the Republic of Indonesia No. KM 109 of 2019 concerning determining Type A Passenger Terminal Locations throughout Indonesia. This terminal started operating at the end of 2021 until now. Although already in operation, this terminal has not been used properly. Many public transportations uses the road to find, pick up and drop off passengers.

The Type, A Terminal for Anak Air, is only filled with Transpadang Buses, which pass and drop off passengers who are transiting from the Boundaries Kota-Pasar Raya route to the Terminal Anak Air-Teluk Bayur and several AKAP vehicles that enter and pick up several passengers and report to the officer which is in the terminal. The reason for not using this terminal by public transport crews is because there is still a provision that bus vehicles may enter the city, the location of the terminal is not strategic, and the road leading to the terminal is too small. This makes the terminal condition becomes quiet.

When viewed from its physical condition, Anak Air Type A Terminal has a modern building compared to other type A terminals in West Sumatra, such as the Aur Kuning Type A Terminal, Bukittinggi City. However, even though it does not have the same physical condition as the Anak Air Type A Terminal, Type A Aur Kuning Terminal in Bukittinggi City is used very well according to its function by public transport passengers and public transport vehicles. This can also happen because the Type A Aur Kuning Terminal for the City of Bukittigi is located at the center of community economic activity, both native people of Bukittinggi City and people outside the City of Bukittinggi who come using public transportation.

Apart from public transport crews, the main targets for terminal use are public transport passengers. Inside the terminal, public transport passengers can get clear information about the travel routes they need, ticket sales information, and other information. However, public transport passengers in Terminal Type A Anak Air in Padang City do not utilize this.

In other words, the use of Anak Air Type A Terminal in implementing public transportation services in Padang City is ineffective. Prospective passengers and crew of public transport must maximize the use of the Padang City Anak Air Type A terminal in accordance with its function to create smooth public transport services that the government and the public dream of in accordance with the Regulation of the Minister of Transportation of the Republic of Indonesia No PM 52 of 2019 concerning Public Passenger Transport Services on National Strategic Area.

Based on the presentation of the problem of using Type A Anak Air Terminal in Padang City, researchers are interested in researching the Effectiveness of Using Type A Anak Air Terminal in Public Transport Passenger Services in Padang City. According to Handyaningrat, effectiveness is the achievement of a plan and purpose that has been set, if the plan and goals that have been set are achieved, it is said to be effective, and if it is

not achieved, it is said to be ineffective.(Fauziah, Sugiarti, & Ramdani, 2022). Furthermore, regarding terminal effectiveness, according to Campbell in Ridha EP (2021), the aspects used in viewing effectiveness are; goal attainment, target success, satisfaction, and input and output balance.

## RESEARCH METHOD

This research uses a qualitative approach with descriptive methods. Qualitative research is an approach that focuses on naturally occurring phenomena. According to Kirk and Miller, qualitative research depends on observing human activities or behavior both in their area and in relation to many people in their terms.(Abdussamad, 2021).

Bogdan and Taylor explained that qualitative methodology is a research procedure that produces descriptive data in spoken and written words from the phenomena observed. Qualitative research is descriptive in nature, that is, to describe phenomena seen by researchers by showing the evidence. While the descriptive method is the method used in researching a group, people, conditions, systems of thought and events. The data obtained in this study are primary and secondary in the form of documents, photographs, video recordings, records, and others(Murdiyanto, 2020).

The selection of informants in this study was determined using a purposive sampling technique. Informants in this study were the Head of LLJSDPP BPTD Class II West Sumatra, Terminal Coorsapel, Terminal Officers, Passengers and Public Transport Crews. The location of this research is Terminal Type A Anak Air of Padang City. This study's data collection techniques and tools are interviews, observation and documentation studies. Padang city. This is achieved by comparing what was said during the research with what happened in the field and comparing one person's perspectives to another.

## RESULTS AND DISCUSSION

Effectiveness can be understood as the degree of success of a plan that is carried out to achieve the objectives of the plan (Shabrina 2014). To find out how the effectiveness of the use of Terminal Type A Anak Air in public transport passenger services in Padang City is seen from the aspects according to Campbell:

### *Achievement of objectives*

Goals are ideas planned by individuals or groups to be achieved by the goal-setters. To complete the planned goal, it requires mature stages and processes that are carried out by the resources in it. If the goal can be achieved in accordance with the plan, it can be said to be effective and vice versa.

One example of the application of this concept is in land transportation terminals, commonly known as public transportation. This transportation terminal aims to achieve goals involving public transportation activities carried out within the terminal. Air Anak Terminal of Padang City, which is Type A, supports the smooth flow of people or goods and serves as a supervisor of public transportation operations, as stipulated in the Regulation of the Minister of Transportation of the Republic of Indonesia No. PM 132 of 2015 concerning the Implementation of Road Transportation Passenger Terminals.

In addition, Air Anak Terminal also aims to become a center of public transportation activities that facilitate getting on and off passengers in intra and intermodal modes, with the hope of reducing congestion caused by public transportation activities and avoiding conflicts that may arise between different modes of transportation.

However, achieving these goals has not been optimal due to the condition of Air Anak Terminal in Padang City, which is still in the process of fulfilling its facilities. The terminal is still relatively new, and only a few modes of public transportation, such as AKAP buses, have just started operating in it.

To achieve the set objectives, efforts need to be made to accelerate the fulfillment of facilities and improve services at Air Anak Terminal in Padang City. Strategic steps must be taken to ensure that the terminal can operate optimally per the set objectives. By doing so, it is hoped that the terminal will genuinely be able to achieve its role in supporting community mobility and reducing problems associated with public transportation in Padang City.

### ***Goal Success***

Goals represent specific objectives that individuals or groups strive to achieve within a defined timeframe. The achievement of these goals is contingent upon aligning them with predetermined plans. The primary beneficiaries of the Type, A Terminal in the City of Padang encompass public transport passengers, public transportation companies, and intra-city transport services like Bus and Transpadang. The utilization of the Padang City Air Children's Terminal has yielded varying degrees of success across different targets, including AKAP Buses, Transpadang, and sporadic passenger usage.

The degree of success in attaining the intended targets serves as a metric to gauge the effectiveness of the terminal's operation. In an overarching assessment, deploying the Type A Anak Air Terminal in Padang City cannot be classified as unequivocally successful. This assessment stems from not all facets of public transportation have been fully integrated into and capitalized upon within the terminal's operational framework. The terminal is currently working to achieve comprehensive success across its designated targets.

Consequently, while the terminal has achieved a measure of success with certain aspects, such as the incorporation of AKAP Buses and Transpadang services, the terminal's effectiveness remains to be fully realized. The journey toward achieving target success involves both incremental advancements and holistic enhancements. This includes bolstering the integration of various modes of public transportation, streamlining operational logistics, and enhancing passenger engagement and convenience.

The effectiveness of the Type, A Anak Air Terminal in Padang City, can be better assessed as a work in progress. The terminal's efficacy hinges on the gradual and consistent realization of its outlined targets, encompassing a diverse range of public transportation services. As the terminal continues to evolve and expand its operational scope, its success will be increasingly contingent upon achieving comprehensive integration and seamless functionality to benefit the city's inhabitants and visitors.

### ***Satisfaction***

Satisfaction represents individuals' or groups' evaluation of their experiences with goods or services, aligning with their preferences and necessities. Vision of satisfaction hinges on a service's capacity to meet its users' stipulated needs and desires. When a service successfully aligns with the preferences and requirements of its users, it can be deemed as delivering satisfaction.

The efficacy of the Padang City Anak Air Terminal in catering to the needs of passengers and public transportation can be gauged through the satisfaction levels

experienced by these users. Determining user satisfaction involves examining the feedback and reactions of passengers and public transportation entities engaged with the terminal's services.

In light of the field observations, it has been noted that both passengers and public transportation operators have expressed dissatisfaction with their experiences at the Type A Anak Air Terminal in Padang City. This sentiment primarily stems from the disparity between the expected and actual facilities available at the terminal. Additionally, there is a shortfall in the adequacy of access roads leading to the terminal.

As a result of these shortcomings, it can be reasonably deduced that the satisfaction levels among passengers and public transportation operators remain low. This discrepancy between the anticipated quality of services and the actual provision thereof has contributed to the prevalent dissatisfaction within the terminal's user base.

Addressing these concerns necessitates a concerted effort to enhance the terminal's facilities and accessibility. By rectifying the inadequacies and improving the alignment between user expectations and actual service provisions, the satisfaction levels among passengers and public transportation operators can be elevated. This entails refining the physical infrastructure and streamlining operational procedures and communication channels to ensure that user needs are met effectively and efficiently.

The effectiveness of the Padang City Anak Air Terminal in generating user satisfaction is currently compromised due to the discrepancies between user expectations and the actual services provided. Remedying these issues is imperative to enhance the terminal's standing and to ensure that it effectively serves both passengers and public transportation entities, fostering a sense of contentment and trust in the services offered.

### ***Input and Output Balance***

Input and output are intrinsically interconnected elements. Input pertains to the resources, planning, and budget allocated for executing activities to achieve desired outcomes, whether at an individual or group level. The effectiveness of these activities is gauged by comparing the obtained results with the initial input. If the achieved results fall short of the input, the endeavor is deemed ineffective, and conversely, achieving results beyond the input is considered efficient. In a collective context, a harmonious relationship between input and output signifies a favorable balance, and the quality of results directly influences this equilibrium.

Within the context of the terminal, inputs encompass factors like budget allocation and the availability of human resources. These inputs contribute to creating and maintaining conducive facilities and amenities, which, in turn, translate into providing quality service to terminal users. The equilibrium between input and output in utilizing the Type A Anak Air Terminal for serving passengers and public transportation entities is manifested in the correlation between budget allocations and the efficiency of terminal operations and the satisfaction of users with the services and facilities provided.

Observations in the field corroborate that the central government's budget aligns with the current terminal's prevailing facilities. This alignment between the allocated budget and the existing facilities signifies a level of balance between input and output. While the budget allocation caters to the resources required for maintaining the terminal's operation, the resulting services and facilities represent the tangible outcomes that terminal users directly experience.



Maintaining a dynamic equilibrium between input and output is crucial to ensure that resources are allocated optimally and results are achieved per the intended objectives. Monitoring and assessing this balance are pivotal in refining operational strategies, enhancing user experiences, and ultimately increasing the terminal's efficiency and effectiveness.

The relationship between input and output is fundamental in evaluating the effectiveness of activities. In the context of the Type A Anak Air Terminal, this equilibrium is reflected in the correlation between the allocated budget, the efforts of terminal staff, and the quality of services and facilities received by passengers and public transportation users. A thorough understanding of this relationship is pivotal in fostering successful terminal operations and delivering satisfactory user experiences.

**Table 1: Data on the Number of Terminal Anak Air Type A Officers of Padang City**

Field/Section of Work	Number of Officers
Terminal Coorsapel	1
Squad Commander	2
PPNS	2
K3 Supervisor	2
Administration	2
Information Technology Manager	2
Recording	4
Service	3
Traffic Control	7
Terminal Tech	1
<b>Total</b>	<b>26</b>

The table above explains that the number of terminal officers is 26 people and ten work areas. Each work section has officers totaling 1-3 people. According to the statement from the Koorsapel Terminal, at the Type A terminal, the number of officers needed is at least 75 people. At the same time, the Anak Air Type A Terminal only has 26 officers, and it can be said that the officers at the terminal are not in accordance with the needs of the airport. It can be concluded that the input and output are not balanced in providing services to passengers and public transport.

Based on this explanation, the use of Anak Air Type A Terminal in public transport passenger services in the city of Padang has not been effective when viewed from the aspect of achieving terminal objectives, the successful use of the terminal, passenger satisfaction, and public transportation as well as the balance of input and output of Airborne Type A Terminal in providing services to passengers and public transport.

## CONCLUSION

Based on the comprehensive research encompassing interviews, observations, and documentation concerning the effectiveness of the Type A Anak Air Terminal in Padang City, evaluating aspects such as goal attainment, target success, satisfaction, and input-output balance. The Type A Terminal's performance in delivering services to public transport passengers within Padang City can be characterized as lacking optimal effectiveness. This conclusion is based on a thorough analysis of various factors.

In terms of the terminal's alignment with its intended goals, it becomes evident that the terminal's objectives have not been fully realized. This results from its

multifaceted purpose not being met to its fullest potential. This observation underscores that the terminal's functionality is still developing and refined, indicating that it hasn't reached the pinnacle of its intended utility.

Regarding attaining specific targets set for the terminal's operation, it's discernible that the airport is undergoing an ongoing process to meet these targets. Achieving target success remains a work in progress, with specific goals yet to be fully accomplished.

User satisfaction, another vital metric, emerges as a concern area. Passengers and public transportation users utilizing the terminal express dissatisfaction with the available facilities and services. This gap between expected and provided services has led to overall discontent among terminal users, affecting the terminal's effectiveness in meeting user needs and preferences.

Assessing the input-output equilibrium within the terminal operation also reveals a misalignment. This is particularly evident regarding Human Resources or terminal staff. The balance between the resources invested and the outcomes generated has been skewed, indicating potential inefficiencies within the management and operations of the terminal.

To conclude, based on the research findings spanning goal achievement, target success, satisfaction levels, and input-output balance, the Type A Anak Air Terminal in Padang City cannot achieve optimal effectiveness. This is attributed to the terminal's ongoing development phase, challenges in meeting target objectives, user dissatisfaction with services and facilities, and disparities in the allocation of resources. Addressing these issues through strategic enhancements, refining operational procedures, and facilitating user experiences is essential for elevating the terminal's effectiveness and fully realizing its intended functions.

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