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Evaluation of Beriman's Terminal Retribution at Tomohon City

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Abstract. Evaluation is a process of renewal activity, namely making efforts to make something more appropriate or suitable to the needs for the better or valuable. The terminal levy is a terminal levy as one of the business service fees collected by the regional government to any individual or private entity that utilizes terminal services that carry people or goods by public transportation. Understanding the terminal, before arriving at the terminal analysis then very needs to understand the function of a terminal. By understanding the terminal function, it is hoped that the understanding of the terminal will be more in-depth to facilitate the analysis. The function of the terminal is to provide means of entry and exit for driven objects, passengers, or vehicles goods to or leave the system. Terminal functions were like the description from terminal function automatically overall on all system models transportation. This study analyzes the retribution process at Beriman Terminal type B in Tomohon. The evaluation method was carried out using a qualitative method with the type of research, namely phenomenology. The informants in this study were 14 respondents as key informants. The research data were obtained from various data sources, namely primary and secondary data. Data was collected through interviews, documentation, and observation. Data reduction, presentation, and conclusion drawing are the data analysis techniques used. The data validation technique used is the source, technique, and time triangulation. The results of this study indicate that the management of the type B Terminal retribution in Tomohon city in September 2021 Tomohon is almost optimal. Based on several management indicators in this study, namely: 1) planning, not achieving the target of retribution and inadequate facilities and infrastructure, 2) organization, division, and work procedures are by their respective fields, 3) implementation, procedures carried out are by regulations and is carried out appropriately and adequately 4) supervision, supervision is carried out regularly and properly.

Keywords. Evaluation, Levies, Terminal

A. Introduction

The division of regions in Indonesia into large and small regions with various structures and forms of government is stipulated in Law by observing and remembering the basis of deliberation in the state government. Each autonomous region is given the opportunity and freedom to carry out regional Autonomy. The era of regional Autonomy officially came

into effect in Indonesia on January 1, 2000. With regional Autonomy, it is hoped that the regions will be more creative in finding sources of regional revenue that can support the financing of regional expenditures. Each region has the right and obligation to regulate and manage its region to improve the effectiveness and efficiency of government administration and services to the community. The region has the right to impose levies on the community to carry out the government. Law no. 32 of 2004 explains that broad authority is delegated to districts or cities according to the potential and capabilities. The city area also has the authority to make regional policies in providing good services to the public. Increasing participation and empowering the community aims to improve the community's welfare.

Law - Law Number 33 of 2004 in Chapter V Article 6, the city where the source of regional income consists of regional Original Revenue after this referred to as (PAD). Namely, regional taxes, regional levies, results of separated regional wealth management, other regional original income. Legitimate. Based on the Law above, in carrying out regional development, the Regency or city optimizes and increases revenues from regional income sources, including regional taxes and regional levies. Regional levies and local taxes, one of the Original regional Revenues, is also expected to be a source of financing for government administration and regional development. One of them is the regional retribution in a terminal levy. Regional levies in terminal levies are classified as business services levies.

It can be seen that the sources of original regional revenue mentioned above have the most potential and provide the most significant input for the regional treasury—namely regional taxes and levies. Regional levies are regulated by each region, meaning that each region has its way of managing regional levies. This terminal is expected to help increase regional Original Income from the results of the initial observations that the researchers did at the Beriman terminal of Tomohon city. There are problems regarding terminal fees about the regional Regulation of North Sulawesi Province Number 5 of 2018 concerning the second amendment to North Sulawesi province number 1 of 2012 concerning regional levies, particularly terminal fees. The problems found in the field are based on interviews with several transportation drivers stating that in addition to paying a levy for transportation by the rates city in the above regulations. There is also an additional payment for cleaning fees, even the condition of the Tomohon city Beriman terminal, which is still not supported. By adequate facilities such as the absence of a portal that functions as a barrier to stop transportation when paying levies, parking spaces, and waiting rooms for prospective passengers.

B. Literature review

1. Public Policy

In life patriotic need existence the policy used reference incomplete problem public, as well as doing interests public, or known with designation policy public [1]. Besides that, the policy public also shapes continuous government intervention in the interests of those who do not empower society to live and participate in government. With such a policy public not only own benefit from strategic resource but also have a very moral dimension, deep, even very determined. Continental flow views public policy as a legal product where no public policy is not formulated in the form of regulations [2]. At the same time, the Anglo-Saxon school is a stream that views public policy as a product of the government or state administrators, which is the result of the government's political decisions to solve community problems. Indonesia adheres to both schools. Public policy in Indonesia is a legal product based on higher laws or regulations. According to the legal hierarchy and is determined by the government in power. The power is obtained through a democratic or general election [3].

Nugroho discusses four definitions of public policy, namely first, the concept of Las well and Kaplan. They view public policy as a projected program with specific goals, values, and practices. Program goals are formulated based on specific values and practices [4]. Second, Easton's concept views that public policy results from government activity, so the government carries out activities in the form of public policy. Third, Frederick's concept says that public policy is a series of actions based on a person or group [5]. The proposal considers the strengths, weaknesses, opportunities, and threats of actions taken by the government, taking into account the strengths and even opportunities to facilitate implementation. Policies, while weaknesses and threats have been anticipated in advance for the smooth implementation of policies, of course, aim to solve problems in society [6].

Fourth, the concept of Thomas Dye says that policy public is all something to do government accompanied reason why something policy that implemented. The opinion aligns with the draft policy about the best choice or alternative [7]. Moreover, the government should make policy public that determines which choice is the best or the most effective. Moreover, efficient for applied with consider various aspect for taking something policy. Fredrich and Anderson also suggested opinions about public policy [8]. According to Fredrich's policy, public asset action is taken by the government to reach goals and objectives that have been the city. In contrast, according to Anderson's policy, the public is an activity of government for overcoming something problem [9].

The sixth draft from the above expert's similarity is that all look policy public as a program with values specific projected in shape action real, not just draft theoretical. Every action taken is accompanied by why do that [10]. Meanwhile, according to Santoso, public policy is concerned with policymakers' attention to public problems. Formulate public problems, and select or prioritize problems that are deemed urgent. Santoso's view has different from the previous six concepts. The difference lies in the determination process of something policy. Because Santoso emphasizes that policy public should start with Duty maker policy in formulating policy based on problems public no on-base desire maker policy [11]. After knowing the problem public, formulation problems public based on scale priority. Public policies must not conflict with social values in society because if that happens, the policy will get resistance from the community [12].

2. Policy Evaluation

Evaluation is an activity to assess the level of performance of a policy. With the evaluation of future policies will be better and the level of reducing the same error. According to Michael Borus, evaluation has three types: process evaluation, which is about how the program is implemented, and impact evaluation is about what consequences result from a program. Furthermore, strategic evaluation is about program effectiveness in overcoming a problem [13]. Evaluation has distinctive characteristics, including the first to focus on values. Evaluation is centred on assessment concerning the needs or values of a policy and program, mainly to determine the social benefits. Not just an effort to collect information about the results of anticipated and unanticipated policy actions. Evaluation includes procedures for evaluating goals and objectives [14]. Second, fact-value interdependence, to declare a program or policy has reached the highest level of performance. It is necessary to acknowledge a group of people or individuals. That good results of the policy or program must also be supported by evidence that the policy results are a consequence of the actions taken. Actions were taken to solve a particular problem. The third is the presents orientation of the past. Evaluation is directed at the

present and past rather than future results [15]. Fourth, the values that underlie evaluation demands have a dual quality because they are seen as ends and means [16].

According to Lester and Stewart, evaluation is intended to see some of the failures of a policy and find out whether the policy formulated and implemented can produce the desired impact. In conducting evaluations, three approaches can be taken. First, quasi-evaluation uses descriptive methods to produce valid and reliable information about policy outcomes without asking about the benefits or value of the results. The evaluation assumes that the measure of benefit or value is self-evident or uncontroversial for the individual or the group [17]. Second, a formal evaluation uses descriptive methods to produce valid and reliable information about policy outcomes but evaluates these results based on policy program objectives formulated by policymakers and program administrators—the assumptions of this evaluation [18]. Formally announced goals and targets are an appropriate measure of the benefits or value of program policies. Theoretical decision evaluation is an approach that uses descriptive methods [19]. To produce reliable and valid information about policy outcomes explicitly has assessed by various policy actors [20].

3. Regional Retribution

Retribution is dues to government that can be forced, and service come back by direct could be appointed. Coercion here character economical because ready only not feel service come back from the government no will worn dues it. Munawir in Adisasmita (2011). According to Boediono (2001), retribution is payments made by those who enjoy State services straight away. According to Marihot P. Siahaan (2005), a retribution area is a levy area as payment on service or gift permission particular special provided and or given by the government area for personal interest or body. In-Law no. 28 of 2009 article 1 paragraph 69, mandatory retribution is a private person or body according to regulation legislation levy / required for payment levies, including collector or cutter retribution inevitable. The size levies owned by private persons or the body that uses service or permission certain calculated with method multiply rate retribution with use service. Terminal levy is type retribution potential, and expected areas could increase income from sector transportation land. If reception income area low so development means terminal infrastructure in need increasingly cost increase no fulfilled from income area including from terminal fees. Tomohon city is the area of North Sulawesi Province, which has enough prospects good in managing retribution as one source income original area [21].

Terminal retribution is a levy on the use or benefits obtained directly by the subject for the use of services or for obtaining work, business, or regional property services for those interested or because of services provided by the region. Terminal levies are one of the levies included in the retribution service efforts. In general, the goal of the presence of a terminal is for service provision, parking for vehicle passengers and public buses, places activity business, and facilities others in the terminal environment, provided by, owned, and or managed by the local government. Based on studies Preliminary done author obtained information sure start still need clarification more carry on with valid data. Moreover, information and objects are obtained through scientific study. That can be accounted for the answer that district Wajo is one area with potency big enough in reception terminal levy, will but impressed not yet hit the target [22].

Regional Original Revenue (PAD) is a regional financial source extracted from the relevant regional area consisting of regional tax proceeds. Regional levies, results of separated regional wealth management, and other legitimate regional original income. Retribution is a

levy made by the government, and there is a direct counter-achievement from the government. Regional levies are regional levies as payment for services or granting specific permits provided or granted by the regional government for the benefit of individuals or entities. Decentralization is the handover of Government Affairs by the Central Government to autonomous regions based on the Autonomy Principle. In moving the government, the autonomous region must have a household budget by maximizing every potential in the autonomous region. Local governments must be creative, innovative, and effective in processing each source of regional revenue to increase local revenue [23]. Local governments must strive to maximize every source of revenue to finance household and regional development. Provincial taxes and regional massive are significant sources of income in financing the regional household budget. Optimizing these two sources must be done wisely by the regional government. Regional levies are different from regional taxes, where regional levies are carried out based on regional regulations [24].

Regional levies are mandatory payments from residents to the state because of particular services provided by the state for individual residents. These services can be direct, namely only those who pay the levy who enjoy remuneration from the state. Regional Taxes and regional Levies are regional Original Income (PAD) sources. They significantly contribute to financing regional government and development. They help increase the ability to receive regional Original Income (PAD) encourage regional economic growth [25]. Terminal levy is point meeting Among passengers and goods entering and leave something system transportation. Transport terminal general is point knot in system network transportation road the place happening break current which is infrastructure working transport part service. In the form of the place vehicle general raise or lower passenger or goods, unload load goods. As look move passenger both and between fashion transportation that takes place as consequence existence current movement people and things, as well as existence, demands efficiency transportation [26].

4. Terminal Retribution

The terminal is part of the component system working transportation as the temporary vehicle stop general for raise. Lower passengers and goods are arriving at the destination end something to travel and control, supervise, and regulate. Moreover, the operating system currently transports passengers and goods, besides launching current transport passengers or goods (Department communication). The terminal function can be seen from three-element (Department transportation), namely: For the passenger, the terminal is working for comfort waiting, comfort displacement from one fashion vehicle to other modes, places availability facilities and information as board information room waiting for the area, toilets, stalls). Terminal function for the government is seen from aspect planning, and management then crosses [27]. For arranging then cross and avoid congestion as source collection retribution and controller current transport general. For transport operators, general terminal works for Settings service operation transport general, provision facility rest and information for crewman transport general and facilities base [28].

Terminals in Indonesia are divided into three-terminal types and separated. His authority Becomes owned by Central Government, Government Province, and Local Government. Distribution terminal type and class are based on function services, facilities service, and authority [29]. Following this is the difference between type A terminal, type B terminal, and type C terminal as following: According to Law No. 23 of 2014 concerning distribution affairs government in Case communication, mentioned that type The government centre carries out terminal management, the government area province carries out the

management of the type B terminal, and the government area district/city carries out the management of the type C terminal. Based on service in Regulation Government No. 43 of 1993, passenger terminal classified Becomes three-terminal type, as follows: Passenger terminal Type A, which is working serve vehicle passenger general for transport between city between province (AKAP), and transportation then cross limit between countries, transportation between the city in the province (AKDP), transportation city (AI<), as well as rural transport areas (ADES) [30]. Passenger terminal Type B, that is, works serve vehicle passenger general for transport between the city in the province (AKDP), transportation city, and transport countryside [31]. Passenger terminal Type C, which is the one that works serve vehicle passenger general for transport countryside. Syaripuddin (2010) suggests that the terminal levy is a retribution service business levied by the regional government [32]. To any person or private entity that utilizes service user service existing terminal services in the Regency or village. In achievement development, the national role than transportation has essential positions and strategies in Case development. From that, planning and construction need for the city in one integrated unity system. To support smooth mobility of goods or people and the fulfilment inter-integrated fashion by smooth and orderly places particular need built and maintained terminal [33].

C. Research method

The study used a known approach with the qualitative approach, procedure research that produces descriptive written or oral data and observed behaviour. Alternatively, typical research produces discoveries that are not achieved using procedures statistics. So, in general, research using a qualitative approach will generate descriptive data about observed behaviour as a whole. The study approach in this is meant to get information at the terminal. Tomohon city Beriman Terminal that approach qualitative expected could disclose situations and problems faced in implementing the retribution program at Beriman Terminal. The researcher used the data collection technique in an interview inside the study. However, by technique, the researcher uses method interview. Deep no structured in which the researcher has nature interview free and ask outline problem interview Deep Observation Documentation the problem we want to be asked. Overall, the researcher uses the technique interview mixture Among structured and not structured. Besides that researcher do observation field for support results from interview depth done. Observations made by researchers cover observation location research, namely in Terminal Type B Terminal Beriman Tomohon city. Observation is done to observe the situation and cross-check interview data or write data with the actual situation to validate the data presented. In studying this, documentation was used as Proof for strengthening results from interviews conducted and results from the observation field conducted by researchers. Documentation carried out researcher consists of documentation in photos and recordings of conversation.

Data analysis techniques used, namely Miles and Huberman (2014), with data reduction, data presentation, interesting conclusion, or verification. Reducing data is activity summarize notes field with sort out things related subject with problem research. Then notes are arranged systematically to give a relevant picture with focus research. After the data is reduced, the next step is present data. The data is organized structured in a pattern relationship through the presentation of the data to be easily understood. Presenting data will make it easy to understand what is going on and plan to work next based on what has been understood. Withdrawal conclusion has been done since the beginning study in progress. Preliminary conclusion put forward still character temporary and can change when strong evidence supports

the following data collection. Withdrawal conclusion looks for relevant data patterns and relationships with focus later research poured in conclusion end.

D. Results and discussion

Tomohon city was inaugurated by the Minister of Home Affairs Harry Sabarno on the President Republic of Indonesia on August 4, 2003. Please is one city in North Sulawesi Province. Tomohon city, far away, about 20 km from Manado, the capital of North Sulawesi Province. Terminals in Tomohon city are only 1 (one), namely Beriman Terminal with Type B, which functions as an inter-terminal city and between provinces. It also functions as the main terminal. In the Beriman terminal centred whole activity vehicle transport city (microbus), Beriman Terminal location is on the city track circumference East Please. Function as a Passenger Terminal type B and as point change passenger for mobility people in the Tomohon city area. Terminal Based on the Tomohon city Spatial Planning 2013-2033 Terminals in Tomohon city. There is 1 (one), namely the Beriman Terminal with Type B, whose function as inter-terminal city and between provinces. It also functions as the main terminal. In the Beriman terminal centred whole activity vehicle transport city (microbus), Beriman Terminal location is on the city track circumference East Please.

Condition of Tomohon city Beriman Terminal Bus Stop In Tomohon city. There are also facilities available for stop used as the transport for general dip passenger. The public can wait for public transportation at the stop. Tomohon city Transportation Facilities Types of transportation in Tomohon city consist of various kinds/types. Transportation is traditional in Bendi, which uses a power mover animal horse for transporting passengers and the wheel (cart) for transporting goods. Modern transportation consists of on the city bus or commonly called Public with name microbus, which particular serve passengers inside the city and the type of shuttle bus city with shape and size more significant from microlite. Besides its Tomohon city, two types of transportation are wheel two / motorcycle taxis. The use of public transportation in Tomohon city has decreased, as seen in the data. There is a reduction in public transportation in 2021 and an increase in private vehicles in the same year. Movements made on foot only occur for trips made with short distances, such as in city service centres. Evaluation of the Tomohon city Transportation System Based on the Compact city Concept Tomohon city has experienced a rapid increase in growth and development, especially related to new business growth, population mobilization, and migration. On the other hand, a main road/artery that divides the city results in congestion on these roads at busy times. The following will describe the transportation system in Tomohon city based on the compact concept city to see the level of cohesiveness in the aspect of the transportation system in Tomohon city.

Tomohon Terminal is one of the regional Owned Enterprises, based on North Sulawesi Province No. 5 of 2018 concerning Approval of Stipulation of regional Regulation of North Sulawesi Provincial Government regarding the Establishment of Tomohon city Beriman Terminal regional Company. Concerning the Establishment of a Type B Beriman Terminal in Tomohon city, to carry out its duties and regional business Companies are engaged in public services in Terminal facilities. Tomohon city Terminal. Planning is selecting a city of activities and deciding what to do, when, how, and by whom. With a plan, it is hoped that the resources will be more effective in their utilization. In the planning stage at the Beriman Terminal to find out the steps and targets for the Beriman Terminal, which will then be implemented, as revealed by SR as the Head of the Beriman Terminal as follows:

"In terms of planning, we determine the target terminal. Terminal fees have been included in the discussion as well. Before proposing the target size of the terminal, we from the

terminal city propose first to the Beriman Terminal, namely the Tomohon Terminal, regarding the determination of tariffs based on the condition of the terminal and the potential for vehicles entering. The Beriman terminal is the object of retribution. The Beriman Terminal's planning is to determine the terminal retribution budget target, which is made at the beginning of each year or once a year. At the beginning of each year, the Tomohon Terminal, Tomohon city, is the one who does the planning in determining the budget in terminal management, especially the Type B Beriman Terminal. With the existence of a plan in determining the target for terminal retribution. It is hoped that later the income obtained can provide input to the regional treasury of the North Sulawesi Provincial Government. Moreover, increase the North Sulawesi Provincial Original regional Revenue (PAD) every year.

Based on some of the results of the interviews above, the researcher concludes that the targeting carried out by the UPTD Service (Department of Technical Implementation Unit) has been proposed to the Beriman Terminal Manager. However, the budget target has been determined based on the potential for vehicles entering the Beriman Terminal in the object of retribution. The achievement of the budget target has not been maximally achieved due to factors such as the shadow terminal and other supporting facilities from the terminal. Which are not adequate, and also at the time of it is in a COVID-19 pandemic situation. The terminal party coordinates with the Department of Transportation regarding the diversion of public vehicles to enter the terminal. The terminal, which is supposed to be a place to pick up and drop off goods and passengers, has become disturbed due to a shadow terminal around Jl. Please. So it is hoped that with the cooperation with the Department of Transportation to bring order to the city transportation drivers within the province (AKDP) and city transportation. They do not want to follow the existing rules.

Beriman Terminal carries out the operation of terminal facilities. Operating terminal facilities aim to maintain order, security, smooth traffic, and environmental sustainability. Tomohon city already has a permit from the regional government as regulated in North Sulawesi regional Regulation Number 5 of 2018 concerning Rental Rates and Services for Utilizing Terminal Facilities. This provision is intended so that the terminal facilities provided for the public can meet safety requirements and ensure smooth traffic. Based on the description of the users of terminal services above. It can be seen that the existence of the terminal is very much needed by the community, especially those who will travel using rental vehicles between cities and regions. However, the existence of this terminal is not supported by adequate facilities and infrastructure.

Based on the interviews above, the researcher concludes regarding the planning carried out by the Beriman Terminal as the technical implementer. So, there are two stages: planning to determine the target for the terminal retribution budget and coordinating with the Transportation Service to transfer public transportation. To enter the terminal so that there are no more shadow terminals and return the Beriman Terminal's function, plan to improve facilities and infrastructure to the Provincial Government. The planning for determining the target carried out by the UPTD Service (Technical Implementing Unit) has been proposed to the Beriman Terminal Manager. Determination of the amount of the budget target based on the potential for vehicles entering the Beriman Terminal in the object of retribution. Moreover, planning for proposing improvements to the facilities and infrastructure of terminal facilities. It can support the smoothness of collecting fees for the terminal and make it easier for service users (communities) to enter the terminal.

1. Planning (*Planning*)

Management retribution at Beriman Terminal was done with various planarly. Planning made optimal maybe, forget purpose best (maximum output) with existing sources so that more efficient and effective. One of the plans made by the Beriman Terminal apparatus in determining the amount of the budget target. They plan to determine the amount of this target carried out every beginning year. Determination of budget targets not only involves Terminal Head, but Tomohon Terminal gets involved too. The size of the proposed budget target is determined based on terminal condition,n, and potential outgoing vehicle enter Beriman Terminal in shape object retribution. The target has been determined the During three years,s the last and only in 2019, the target has been achieved. In 2020 and 2021, it has not hit the target because of the situation Covid-19. However, an outgoing vehicle enters Beriman Terminal in shape object levels and variable budget targets every year. Due to several factors, users reduced terminal services consequence the existence of the shadow terminal. Online transportation and because situation The current Covid-19 pandemic, so public user terminal services choose no enter in the Beriman Terminal. And the lack of adequate terminal facilities.

Besides planning determination of each budget target year carried out by Beriman Terminal, another plan is the proposal to the provincial government. Tomohon Terminal for renovation facilities and infrastructure Beriman Terminal infrastructure because facilities available at Beriman Terminal are not yet adequate. Terminal maintenance is for guard order, security, smoothness, traffic, and a sustainable environment. As been et in local regulations North Sulawesi number 5 of 2018 concerning Rental Rates and Services Utilization Terminal Facilities. From observation, researchers found that facilities at Beriman Terminal are complete enough. Thermal has Beriman provide facilities, toilet, service cleanliness kiosk, facilities storage bus, and non-bus cars. Space wait washes the car, service calling information, and services lighting electricity, facility as road, fence safety road, sign payment levy (ticket), place vehicle parking, chairs and tables, and a guard post (counter). However, some facilities need updates or renovation because of a long time of use. With supporting facilities o, the condo will do service at Beriman Terminal will become more effective and efficient. Good service no miss from supporting facilities and infrastructure. Importance revitalization management at Tomohon Terminal repairs the shortcomings contained in the Beriman Terminal. Required facilities renovation as broken roads, so public user service feels comfortable. Drivers transport city nor area also feel no feel at home, so that choose to put and drop goods and passengers at the shadow terminal. The cooperation with party Service Communication ordered the significant essential for return function from Beriman Terminal. Based on the above management, Tomohon city Beriman Terminal levy fulfils the criteria of planning or management because not yet reached maximum is output and not yet effective, and the effect does not use existing sources.

2. Organizing (*Organizing*)

Good management is activities learned by those on duty run it. According to Nick Devas, more substantial possibility followed without error, faster result, and easier checked from outside. Because of that, management Beriman Terminal levy as one provider service should fulfil criteria organizing. In organizing management, Terminal levy required existing source related power with management Terminal levies like placement and sharing Duty source power people at the Beriman Terminal, Tomohon city. Organization at Beriman Terminal could be achieved with fluent if existence distribution clear and transparent work.

Management retribution at Beriman Terminal involves fields in management that are part Supervisor, section Collector Levies, and the Beriman Terminal Operator section. Organization at Beriman Terminal already enough in accordance seen from distribution work terminal apparatus placed in respective accordance fields. There are two in the Beriman terminal own employee status: permanent or organic and staff contract. Task employee permanent and employee contract in Case management retribution that is collection retribution exact just that is pick up retribution from must retribution. Where results retribution is then deposited to terminal party per day. What makes the difference is only employment status. The existing employee contract at Beriman Terminal could be a one-factor blocker service because resource humans are still not enough. The employee contract amount also shows that they still needed additional employees at the Beriman Terminal. The need to repair quality in resources man to create more services again.

3. Implementation (*Actuating*)

Implementation in management Beriman Terminal levy Becomes Case primary. According to Nick Devas, this means implementation should be implemented with good, simple, and easy undistinguishing characteristic characteristics from good management. Because, if that happens otherwise, so will result in active problem service public in the Beriman terminal, one of them that is the poor evaluation quality from society. However, management retribution at Beriman terminal gives public user service by condition or procedures. That has been city previously that is in collection retribution done gift ticket by the incoming vehicle. People who use the vehicle and want to enter the Beriman terminal will request cost retribution by the type of vehicle he uses. There are three types of existing tickets: ticket coloured green for a private vehicle, ticket White for transport city, and ticket red young for vehicle motorcycle. Based on Case that, management retribution at Beriman terminal already by implementation procedure collection retribution that has been a city in regulations and line with criteria in good execution.

4. Supervision (*Controlling*)

Supervision or control is something very thing important necessary noticed in management. Purpose management, according to Nick Devas. Control, officer supervision should do control so that all-purpose achieved. They should always get the necessary information to monitor implementation receipts and disbursements and compare receipts and disbursements with plans and goals. Put the control at point five (5). shows that supervision or control is a critical thing in management. Supervision management retribution at Beriman terminal has been done directly by the authorities' supervisor. However, the supervision carried out directly in the terminal no done every day. Supervision is done not enough more twice a week. That is not routines carried out by terminal officers in the field that will allow deviation procedure in the collection terminal retribution made by officers collector terminal fees. Although this is not yet, no officer collector retribution does violation until now. Officer collector retribution that does violation will be given a penalty by big mistakes made in penalty warning (sp1, sp2, sp3). If officer collector retribution already reaches sp3 will enforce dismissal employee. Beriman's terminal retribution is enough to meet the supervision criteria based on the above management.

Conclusion

Occur subtraction from the year previously about the determination of terminal retribution targets. Their causes are because user terminal service reluctant to enter the terminal because of the addition of shadow terminals. Online taxis and terminal facilities have not yet been adequate so that interest Public reduce for use transportation inside the terminal, and with the condition in the middle covid 19 pandemic. Meanwhile, from source retribution is still an available weakness, especially in levy terminal levies. Namely still lack in management by effective and efficient where future can developed regulation or more rules directed. Enhancement totals significantly in the morning, afternoon, and evening only on the road main, during peak hours, and 5 minutes outside peak hours. The load factor is less than 60%. Long track overlaps more than 50% of the total length trajectory/route. However, subtraction is possible because, at the time, that is still in state covid 19 pandemic.

Still available lack in Case source power reliable human and need get power addition in stage levy retribution and need to be supported by more management experienced and expert. Condition terminal facilities are already complete enough. Even though limited enough—the need to improve terminal facilities to feel more comfortable using terminal services. Facilities room wait for passengers who do not get excellent with good comfortable seats. Security in the Beriman terminal needs to be added. The more creative users transport general is not enough interested for use transport from the terminal. The Still available shortcoming in service gift tickets is collection retribution. Some user service driver on public transportation does not want to take the ticket. Evaluation Beriman's terminal retribution is already enough in line with criteria supervision. Supervision management retribution at Beriman terminal done directly by the authorities supervisor to avoid deviation. In procedure collection for officers collector terminal, levy follows existing procedures by base terminal levy to user services (community). Supervision is done not enough more twice a week.

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