

**Public Policy:  
Jurnal Aplikasi  
Kebijakan Publik dan Bisnis**

**Implementation of  
Trans Jatim Bus**

**Eka Nuraini <sup>1)</sup>  
Bayu Priambodo <sup>2)</sup>**

**<sup>1,2</sup> Universitas Pembangunan Nasional  
“Veteran” Jawa Timur  
Surabaya, Jawa Timur, Indonesia  
[ekanuraini2520@gmail.com](mailto:ekanuraini2520@gmail.com)**



**LPPM STIA Said Perintah**

**Volume 5, No. 2, September 2024**

<https://stia-saidperintah.e-journal.id/ppj>

**Received; 2024 - 03 - 14**

**Accepted; 2024 - 04 - 30**

**Published; 2024 - 05 - 10**



The editorial board holds publication rights for articles under a CC BY SA license, allowing distribution without separate permission if credited. Published articles are openly accessible for research, with no liability for other copyright violations (<https://stia-saidperintah.e-journal.id/ppj/kebijakanhektoris>).



Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License

**Abstract**

*The Trans Jatim Bus is a Bus Rapid Transit (BRT) that has the power to help people's mobility quickly, comfortably, and cheaply as a means of public transportation under the auspices of the East Java Provincial Transportation Office. The purpose of this research is to analyze and describe the Implementation of Trans Jatim Bus Use in Sidoarjo, Surabaya, Gresik, and Mojokerto. The research method used is qualitative with a descriptive approach using the theory of Ripley and Franklin (1986) quoted in Purwanto (2015). The data collection techniques used were interviews, observation, and documentation. The data analysis model consists of data collection, data condensation, data display, and conclusion drawing/verifying. The research results that the overall implementation of the use of Trans Jatim Buses was good, many people switched from using private transportation to using Trans Jatim Bus public transportation. It is just that it needs to be improved and developed again regarding the route and service.*

**Keywords :** *Implementation, Bus Rapid Transit, Trans Jatim Bus.*

## Introduction

Transportation is the movement of people or goods from one point to another using a machine- or human-driven vehicle (Pulungan & Yola, 2023). Congestion in urban areas and its direct and widespread impact on the climate have prompted central and local governments to implement sustainable transportation policies (Romadlon et al., 2021). Law No. 22/2009 on Road Traffic and Transportation Article 139 states that the obligation for local governments to provide public transportation (Sinaga et al., 2020). High population levels can cause overcrowding and have an impact on the intensity of traffic congestion (Ismiyati et al., 2016). Because the higher the level of population density, the higher the number of people who use private vehicles, therefore to reduce congestion, it is necessary to have public transportation as a solution so that people move from using private transportation to public transportation (Winandanto & Narendra, 2021). The following are the population levels in Sidoarjo, Surabaya, Gresik and Mojokerto.

### Population of Sidoarjo, Surabaya, Gresik, and Mojokerto (Million) in 2022

City/District	Total Population (Million)
Surabaya	2,874,314
Sidoarjo	2,082,801
Gresik	1,311,215
Mojokerto	132,343

Source; Surabaya City Population Registration and Civil Registration Office, (2023)

The growing population in the cities of Sidoarjo, Surabaya, Gresik, Mojokerto caused by the population growth rate which tends to be high and the massive urbanization can cause various new problems in the city (Wibowo et al., 2018). The following is urbanization data in Surabaya city.

### Urbanization of Population to Surabaya City in 2020

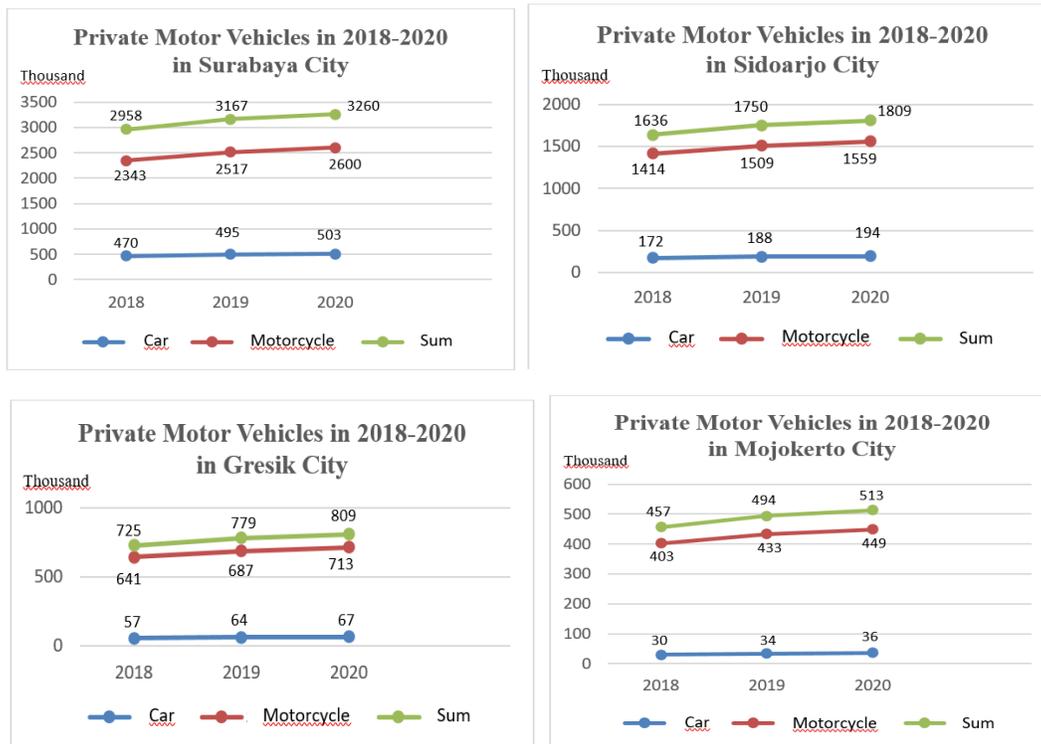
Male	Female	Total
12,733	12,990	25,723

Source; Surabaya City Population Registration and Civil Registration Office, (2023)

Surabaya has many problems such as population density, large urbanization rates, congestion caused by the large number of private vehicles because it is related to the poor transportation system which is considered unorganized if compared to the transportation in

other big cities such as Semarang City (Trans Semarang), Jakarta (Transjakarta), and Jogja (Trans Jogja) (Sari & Afriandini, 2020). The following data show the number of private vehicles in several major cities in East Java that are passed by the Trans Jatim Bus.

### Total Privately Owned Motorized Vehicles, 2018-2020



Source; East Java Regional Police, (2023)

Based on total data on privately owned motorized vehicles in 2018-2020, it is known that the number of private vehicles, cars, motorcycles in the cities of Surabaya, Sidoarjo, Gresik and Mojokerto has increased every year (Sari & Afriandini, 2020). Among the four cities, Surabaya City is the city with the highest number of private vehicles increasing each year, followed by Sidoarjo, Gresik and finally Mojokerto. The data are related to the problem of congestion caused by the increasing number of private vehicles and to overcome this, the government together with the East Java Provincial Transportation Office provides public transportation as a substitute for personal transportation to travel (Naufal Yasir Faisal, 2020).

One of the efforts as a solution to the traffic congestion problem pursued by the Surabaya city government is the introduction of the Trans Jatim bus. Trans Jatim Bus is a

form of effort in improving the mode of transportation in the East Java Provincial Government area (Fransen et al., 2015). Trans Jatim buses based on the Bus Rapid Transit (BRT) system are claimed to have the power to help community mobility that are fast, comfortable, and cheap in terms of services provided to outside and inside the city as a means of public transportation, accessed in (Kurniati et al., 2018). The Trans Jatim bus carries three corridors, namely corridor I which operates on August 20, 2022; corridor II is operated on August 21, 2023; then corridor III which is operated on October 18, 2023. It was inaugurated by the Head of the East Java Provincial Transportation Office, Dr. Nyono, S.T., M.T. Together with the East Java Governor, Dr. (H.C.) Dra. Khofifah Indar Parawansa, M.Si (Pusat et al., 2014). The Transjatim-Ajaib application contains information related to bus routes, the location of the nearest bus stop, tracking the location of buses that are operating (Astuti et al., 2021).

The total fleet of corridor I is 32 units, with details of 30 units operating and 2 units as reserves (Atrysia Maya Dyanti, 2016). There are 37 bus stops. The bus design is in accordance with the design of the former Trans Sidoarjo bus stop. While the driving engine for this bus uses Isuzu chassis with type NQR 81. The operating hours of corridor I and III from 05.00-21.00 WIB, and corridor II are from 04.00-21.00 WIB. This bus has a total of 20 seats + 1 driver seat for corridors I and II, equipped with handrails for 20 standing passengers, so the bus can carry up to 40 passengers. As for corridor III, it has 21+1 driver seats, and has 20 handrails for standing passengers, so the total number of passengers can be 41 (Lendeon et al., 2021).

The facilities of Trans Jatim Bus corridor II are more or less the same as Trans Jatim Bus corridors I and III (Aditya et al., 2023). Corridor II with the theme Tribuana Tungga Dewi has a distance of 40 km along the Surabaya-Mojokerto route. This bus will stop at 37 stops, from Kertajaya Terminal Stop in Mojokerto, Krian Market, then to Purabaya Terminal Stop. Corridor III on the Trans Jatim Bus has the theme Suhita, with a journey of 30 Km (Devi et al., 2022). This bus has 40 stops, from Mojokerto City via Kertajaya Terminal Stop to Balongpanggang Gresik at Sapi Market Terminal. Corridors II and III have a total of 20 units operating and 2 units as reserves (Satisfaction et al., 2023). Trans Jatim Bus fares are very affordable, here are the ticket prices.

### Ticket Prices for Trans Jatim Bus Corridor I, II, and III

Category	Price/Person
General public	5.000
Student	2.500
Santri	2.500

Source; East Java Provincial Transportation Office, (2023)

Since its launch (Oktariansyah et al., 2017), the Trans Jatim bus has always received attention from the public so that not few people have participated in using this service, the following data show the frequency of the number of Trans Jatim bus passengers:

### Average Passengers of Trans Jatim Bus Corridor I, II and III

Day	Koridor I	Koridor II	Koridor III
Week day	4.500-5.500	1.500-3.000	1.000-4.000
Weekend	5.500-6.5000	2.000-3.600	1.500-4.100

Source; East Java Provincial Transportation Office, (2023)

The implementation of the Trans Jatim Bus is expected to reduce congestion, of course in transportation it will develop according to the needs of the community (Pradipta et al., 2014). In its operation, the frequency of the Trans Jatim Bus has the busiest hours on weekdays especially in the morning at 06.00 to 10.00 WIB when people leave for work, and in the afternoon it is in when people go home from work, 16.00 to 20.00 WIB (Cats et al., 2020). However, on weekends the crowds are usually erratic (Nafilatur Rizqi et al., 2024).

There have been several previous studies that analyzed impacts related to public transportation policies. The first of which is the Quality of Public Services on Trans East Java Buses, the results of this study show that the presence of Trans Jatim Bus transportation as a public transportation service has made people enthusiastic in switching to use Trans Jatim Bus services. Because the quality of service is very good by taking into account the rights and obligations in providing services, laws and regulations accountability, receiving public criticism and suggestions, easy accessibility (Mustofa, A., & Zainal, 2023). The second is the perception of the quality of Trans Jatim corridor I (Sidoarjo-Surabaya-Gresik) Bus Services as Public Transportation in East Java. The results showed that user perception on the dimensions of tangibles, reliability, assurance and empathy is categorized as satisfied, while the responsiveness dimension is categorized as very satisfied. Overall, user perception of Trans Jatim Bus service Corridor I can be summed up as satisfied with a value percentage

of 85% (Kasiani & Widiyarta, 2023). The third is Analysis of the Implications of Trans Jateng Operation on the Cost of Transportation for Industrial Workers (case study in Corridor I Kedungsepur). The result of this study is the contribution of the role of transportation sector policies that encourage naturalization of travel costs in urban transportation studies because through government intervention in the construction of Trans Jateng corridor I, the subsidies provided are able to reduce the travel costs of industrial workers from the range of Rp. 306,081.10 - Rp.367,297.32 to Rp. 142,796.03 - Rp. 171,355.24 monthly (Insan et al., 2020).

The difference from the first previous research lies in focusing on the quality of services provided to the community in the context of public transportation, especially the Trans Jatim Corridor I Bus service for the Sidoarjo-Surabaya-Gresik route (Juliati & Ayunaning, 2024). The second previous research had differences in research methods, namely quantitative methods with a descriptive approach and the focus of research on the quality of Trans Jatim Bus Corridor I services for the Sidoarjo-Surabaya-Gresik route (C et al., 2020). The third previous study had differences in the locus of research, namely in Central Java (Marlia et al., 2017). In addition to locus and focus, there are also differences between this research and previous research, namely on the use of theory, this study uses the theory of Ripley and Franklin (1986) quoted in Purwanto (2015). Then this research has a focus on the implementation of the use of Trans Jatim Buses in corridors I, II, and III with the Sidoarjo-Surabaya-Gresik-Mojokerto route (Aprian Jailani & Hakim, 2019). The existence of these differences is a new study that will be described in this study. Based on the explanation above, the purpose of this study is to analyze and describe the implementation of the use of Trans Jatim Buses in Sidoarjo City, Surabaya, Gresik, Mojokerto (Brouwer et al., 2023).

## **Theoretical Framework**

### **Public Policy**

Public policy is the foundation for carrying out development in various other fields considering that development efforts are essentially to build human potential (Kibthiah et al., 2023). More explicitly, defining public policy is decisions or choices that directly regulate the management and distribution of natural, financial and human resources for the benefit

of society, the public and citizens. As a foundation for implementing development, public policy is needed in building human potential. Every aspect intends to realize the public interest by regulation and management.

### **Implementation**

The term implementation refers to a number of activities that follow the statement of program objectives and desired results by government officials. Implementation includes a series of actions taken by various parties, especially bureaucrats, which aims to run the program (Moudia & Haryadi, 2018). A policy must go through quite long stages so that its objectives are achieved. These stages start from policy inputs, processes or activities, outputs, and outcomes. According to Ripley and Franklin, (1986) quoted in Purwanto, (2015) there are various indicators that can be used to see the performance of policy implementation, namely access, coverage, frequency, bias, service delivery, accountability, program suitability and needs.

### **Public Transportation**

Public transportation is an activity of moving people or goods from one place to another using public transportation facilities by paying a certain fee. In terms of public transportation, it involves several parties, namely the operator as a provider of public transportation services, the community as consumers or users of public transportation services, and the government as a regulator as well as an intermediary between transportation operators and the community. The most important goal of public transportation is to provide good and decent transportation services for the community (Moudia & Haryadi, 2018).

### **Methods**

This research applies qualitative research methods with a descriptive approach. The use of qualitative methods to get an in-depth understanding and get a comprehensive picture of the Implementation of Trans Jatim Bus Usage in Sidoarjo, Surabaya, Gresik and Mojokerto Cities. This research uses data collection techniques by conducting observations, interviews, and documentation. Determination of informants in taking key informants (key informants) using 2 techniques, namely purposive sampling techniques, and snowball

sampling. The key informant in this research is Mr. Ekky Anugrah Putra S.kom as the Coordinator of Trans Jatim Bus Operational Services. In addition, there are supporting informants, namely Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff at the East Java Provincial Transportation Office, Mr. Chusnan Nur Aprioko as Trans Jatim Bus Driver from Damri operator, and the public as the users of Trans Jatim Bus services. The data analysis technique used in this study uses a model developed by Miles and Huberman (2014) which states that qualitative data analysis includes Data Collection activities, Data Condensation, Data Display, and Conclusion Drawing or Verifying.

## **Discussion of Research Results**

### **Access**

The access indicator according to Ripley and Franklin (1986) is used to determine whether the Trans Jatim Bus public transportation provide easy access to the target group. In addition, access also implies that the people responsible for implementing the Trans Jatim Bus public transportation policy are easily contacted by the people who are the target group of the policy or if they need information or want to submit complaints related to the program. This is as explained in an interview with Mr. Ekky Anugrah Putra S.kom as the Trans Jatim Bus Operational Service Coordinator.

*"Whether the presence of an application to facilitate the community in accessing Trans Jatim Bus services for benchmarks has solved the problem or not, it can be judged by the very high play store and app store ratings. It has been ranked in the world's top 10 in 2023 for JPS / transportation applications and several awards from other sectors." (Interview result, January 10, 2024).*

Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office is in line with Mr. Ekky's opinion, as follows:

*"Regarding the application, there is development due to requests from the community, overall we think it is very optimal, but we accept input requested by the community." (Interview result, January 10, 2024).*

This is supported by a statement from Mr. Chusnan Nur Aprioko as a Trans Jatim Bus Driver and operator from Damri as follows:

*"For now the application is very helpful, passengers can access the position of the bus, the number of passengers can also be seen in the application." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as the general public who uses the Trans Jatim Bus service:

*"There are no difficulties when accessing the application, there is a description of the location of the bus stop, then where the bus is located, and the departure time." (Interview result, January 7, 2024).*

The following is the result of an interview by Mrs. Nara as the general public who uses the Trans Jatim Bus service:

*"There are no difficulties in accessing the Trans Jatim Bus, I think it is quite easy and helpful." (Interview result, January 7, 2024).*

Based on this statement, it can be seen that the implementation of the use of Trans Jatim Bus is currently the transportation that the community relies on. Many people switch to Trans Jatim Bus public transportation because they need public transportation that is easily accessible for work and traveling from one city to another. It also affects the reduction of private vehicle volume and pollution from private vehicles. (Wong et al., 2018).

## **Coverage**

### **a. Determining Who is the Target Group**

Determining the target group of the Trans Jatim Bus is divided into several categories, namely students, Santri-students, University-students, and the general public. This coverage is related to the pricing of the Trans Jatim Bus. This is explained in an interview with Mr. Ekky Anugrah Putra S.kom as the Coordinator of Trans Jatim Bus Operational Services, as follows:

*"For now, the target group is students, santri-students, university students, and the general public. For their age at productive age, it can be seen from the income transactions from Trans Jatim, all corridors are mostly public, meaning not students, not students, most of them are workers, the age is range from 23 years and over. They are very large in number and non-cash users are the highest in East Java." (Interview result, January 10, 2024).*

Mr. Ekky's statement is similar to that of Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office, as follows:

*"The target of the Trans Jatim Bus is students and students of Pesantren or university, then workers who do mobility almost every day." (Interview result, January 10, 2024).*

Both statements were reinforced by Mr. Chusnan Nur Aprioko as a Trans Jatim Bus Driver and operator from Damri as follows:

*"The target groups are students, students, and the general public who work. However, the users are more dominant in the general public." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as the general public who uses the Trans Jatim Bus service:

*"I think the implementation of the Trans Jatim Bus is right on target to the community because there are also many enthusiasts who use this service." (Interview result, January 7, 2024).*

In line with Ms. Retno, the following are the results of an interview by Ms. Nara as the general public who use the Trans Jatim Bus service:

*"I think it is right on target." (Interview result, January 7, 2024).*

## **b. Making Proportions (Comparison)**

The comparison proportion aims to determine the number of target groups that have received Trans Jatim Bus public transportation services to the total target group. For example, the proportion of student users, Santri-students, and the general public who also implement the use of Trans Jatim Bus as mass transportation from the Provincial Government.

### **Number of Passengers of Trans Jatim Bus Corridor I, II, III**

No.	Koridor	Number of Passengers				Total Tickets	Load Factor
		Students	Santri	General Public	Transit		
1.	I	103.517	1.773	1.427.154	8.485	1.540.929	119%
2.	II	12.897	241	214.406	9.237	236.781	44%
3.	III	7.587	161	125.551	2.240	135.539	44%

Source; East Java Provincial Transportation Office, (2023)

It is known from the data above that the Trans Jatim Bus has a comparison in each target group. The general public group is more dominant than the student group,

and santri in each corridor, then the santri category is the lowest. And corridor I has the highest load factor of the 3 Trans Jatim Bus corridors, which is above 100%.

### Frequency

Frequency is an indicator to measure how often the target group, namely the community, obtains Trans Jatim Bus public transportation services. The higher the frequency of Trans Jatim Bus public transportation services, the better the implementation of the policy or program. This can be seen from the number of ticket purchases in each corridor as follows:

#### Total Ticket Purchases for Trans Jatim Bus Corridor I, II, III

Month	Koridor I	Koridor II	Koridor III
November	165.675	66.670	49.743

Source; East Java Provincial Transportation Office, (2023)

### Bias

Bias is an indicator used to assess whether the Trans Jatim Bus public transportation services provided by the East Java Provincial Transportation Office and the East Java Provincial Government are not in accordance with the SOP or are biased (deviant) to community groups. The following are the results of an interview with Mr. Ekky Anugrah Putra S.kom as the Trans Jatim Bus Operational Service Coordinator:

*"The SOP is 80% implemented, and the Trans Jatim is responsible because there is an organizational structure. The team in the field are divided in many structures, for the most important thing to be asked for clarification, it must be the respective service coordinator so that they have to supervise the crew whether they have carried out the procedure. Then for complaints if there are irregularities from Trans Jatim, you can DM Trans Jatim Instagram, you can WA CS Trans Jatim services listed in the Instagram bio." (Interview result, January 10, 2024).*

The statement from Mr. Ekky was complemented by Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office as follows:

*"If the person who made the mistake is a Trans Jatim employee then we will reprimand the employee. But if it is the driver, then we will tell the operator." (Interview result, January 10, 2024).*

The following is an explanation from Mr. Chusnan Nur Aprioko as the Trans Jatim Bus Steward and operator of Damri as follows:

*"For the service of flight attendants or flight attendants themselves have been reprimanded, because of the long queue that cause people emotional, uncontrolled and misunderstood there. For reporting irregularities in Trans Jatim services, you can go through the call center and on Instagram DM." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as the general public who uses the Trans Jatim Bus service:

*"So far the implementation of the Trans Jatim Bus has been good. There are no irregularities that occur in the Trans Jatim Bus service." (Interview result, January 7, 2024).*

Ms. Retno's statement agrees with Ms. Nara as a member of the public who uses the service:

*"So far so good, there are no irregularities in the Trans Jatim Bus because everything is fine." (Interview result, January 7, 2024).*

From some of the above statements that have been conveyed by several general public users of the Trans Jatim Bus service, all of them argue that the services provided by the Trans Jatim Bus are good, and there have never been any irregularities in providing services to the community.

### **Service Delivery**

This indicator is used to assess whether the Trans Jatim Bus public transportation services provided are on time or not. This indicator is very important to assess the output of a program that refers to time. As stated by Mr. Ekky Anugrah Putra S.kom as the Trans Jatim Bus Operational Service Coordinator:

*"We don't have any delays in scheduling. In the morning, it's not too crowded because people work at different hours of entry. In the afternoon at 17.00-18.00 WIB in Medaeng it's really crowded. So, the most risky hours are after work. As for time delays, there are usually causes, for example traffic jams on the highway but we have never been late for departure, or fallen trees that force us to divert the route. We have a series of 20 buses, each with a 15-minute break, so if we are half an hour late, there are still 8/9 buses available." (Interview result, January 10, 2024).*

The statement from Mr. Ekky was complemented by Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office as follows:

*"Delays in picking-up often occur in the morning during working hours and in the*

*afternoon before night when returning from work. For departure, it is always still on time, the time delay is when heading to the bus stop not at the time of bus departure. But in certain sections there are different problems, sometimes traffic jams, accidents, or demonstrations, so our strategy is to conduct comprehensive socialization through social media or the officers in the field to convey to the passengers at the bus stop and find alternatives in coordination with the field team." (Interview result, January 10, 2024).*

The two explanations above are complemented by Mr. Chusnan Nur Aprioko as a Trans Jatim Bus Driver and operator from Damri as follows:

*"Delays in the morning and afternoon retreat 5-10 minutes each fleet, because there is a buildup. To anticipate on certain days there is a buildup, it is done by advancing the interval, so what was originally 10 minutes becomes 5 minutes." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as a general public who uses the Trans Jatim Bus service:

*"For punctuality, it's on time. It's just that sometimes in the morning during working hours it is usually jammed." (Interview result, January 7, 2024).*

The following is a statement by Mrs. Nara as a member of the general public who uses the Trans Jatim Bus service:

*"It's safe because they follow the office hours and not far apart. So the time delay is not that far." (Interview result, January 7, 2024).*

From the explanation above, it is known that the Trans Jatim Bus is good in timeliness, but if there are obstacles to delays in pick-up time due to demonstrations, fallen trees, the solution is to find alternative routes, socialize to passengers through social media or officers in the field, then advance the interval from 10 minutes to 5 minutes.

### **Accountability**

This indicator is used to assess whether the actions of the East Java Provincial Transportation Office and the East Java Provincial Government in carrying out their duties to deliver the output of the Trans Jatim Bus public transportation policy to the public can be accounted for or not. The following are the results of an interview with Mr. Ekky Anugrah Putra S.kom as the Trans Jatim Bus Operational Service Coordinator:

*"This program was created from the coordination of the East Java Provincial Government, the East Java Provincial Transportation Office, Trans Jatim itself, and*

*operators such as corridor I from Damri with Harapan Jaya, corridor II Bagong, corridor III Yukida Multi and Sinergi." (Interview result, January 10, 2024).*

The statement from Mr. Ekky was complemented by Mr. Ardinanta Nurjatmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office, as follows:

*"Almost everyone is involved in the Trans Jatim Bus program, especially the Regional Leaders, namely the Governor, the DPR, the Head of the East Java Provincial Transportation Office who is given the duty and responsibility to implement this so that it can be felt by the community. Then the Head of Service delegates to the Head of Transportation to make it happen. In addition, there are Trans Jatim, operators, and people who are service users." (Interview result, January 10, 2024).*

The two explanations above are complemented by an explanation from Mr. Chusnan Nur Aprioko as a Trans Jatim Bus Driver and operator from Damri as follows:

*"There are 4 operators participating in the Trans Jatim Bus, in corridor I there are 2 operators and one of them is Damri, because initially corridor I had 20 fleets with operators from Damri and currently there are 10 additional buses so they are held by other operators. Then in corridor II there is 1 operator, in corridor III there is 1 more operator. As an operator, I just follow the direction of Damri." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as a general public who uses the Trans Jatim Bus service:

*"The facilities and services are good enough, it is also comfortable." (Interview result, January 7, 2024).*

In line with Ms. Retno's statement, the following is a statement by Ms. Nara as the general public who use the Trans Jatim Bus service:

*"The facilities and services are good enough, Trans Jatim is comfortable in my opinion, and there is nothing missing in my opinion." (Interview result, January 7, 2024).*

From the results of interviews with community users of Trans Jatim Bus services, they argue that the facilities and services provided by Trans Jatim Bus are quite good in the implementation of public transportation programs, both in terms of comfort, safety, and cleanliness.

### **Suitability of Programs and Needs**

This indicator is used to measure whether the output of the Trans Jatim Bus public

transportation policy or program received by the community as a target group is in accordance with their needs or not. The following are the results of an interview with Mr. Ekky Anugrah Putra S.kom as the Trans Jatim Bus Operational Service Coordinator:

*"If it is related to alternatives that have solved community problems, it can be proven through data first, but we can see that each bus contains 40 people, there are 2 million users who do not have to use motorbikes / private vehicles, we automatically draw the conclusion that the accident rate has decreased. I think this program has greatly facilitated the community, in terms of hours, low costs, the facilities provided, automatically greatly reducing the cost burden on the community." (Interview result, January 10, 2024).*

The statement from Mr. Ekky was complemented by Mr. Ardinanta Nurjtmiko, S.Tr as Land Transportation Analyst Staff from the East Java Provincial Transportation Office as follows:

*"If you say this has solved congestion in the East Java region, I don't think land transportation can be completely solved, here, there are other transportations, for example KAI, planes, shuttles. This transportation is integrated and interconnected, especially in urban areas. But for now it has been very helpful for community activities when traveling. For the rest it has not been able to touch tourist areas that are very popular with the public, for example in Surabaya there are KBS, TP, Pasar Turi. This is because the connectivity is hindered, so it cannot satisfy the entire community." (Interview result, January 10, 2024).*

The two explanations above are complemented by an explanation from Mr. Chusnan Nur Aprioko as a Trans Jatim Bus Driver and operator from Damri as follows:

*"I think it is very helpful because many passengers have spoken directly to me that Trans Jatim can help community mobility. From previously riding a car, the cost is quite expensive because there are expenses for gasoline, tolls, parking, while the Trans Jatim ticket is only Rp. 5,000 and if for PP it only costs Rp. 10,000." (Interview result, January 10, 2024).*

The following is the result of an interview by Mrs. Retno Indah as the general public who uses the Trans Jatim Bus service:

*"For the implementation of the Trans Jatim Bus, I think it is in accordance with the needs of the community." (Interview result, January 7, 2024).*

In line with Ms. Retno's statement, the following is a statement by Ms. Nara as a member of the general public who uses the Trans Jatim Bus service:

*"The Trans Jatim Bus has answered my personal and community needs in traveling, especially when working. And in my opinion it is in accordance with the transportation*

*that the community needs but the route coverage is still small." (Interview result, January 7, 2024).*

From the results of interviews related to whether the Trans Jatim Bus program provided by the government to the community has answered the problem of public transportation for the people of East Java, many people answered that this transportation has answered the existing problems, but there are people who express their opinion that the route coverage is still small.

### **Conclusion**

The results and discussion have been described by researchers regarding the Implementation of the Use of Trans Jatim Buses in Sidoarjo, Surabaya, Gresik, and Mojokerto Cities using the implementation theory according to Ripley and Franklin (1986) Quoted in Purwanto (2015). In this theory there are seven indicators, namely access, coverage, frequency, bias, service accuracy, accountability, and program suitability to needs. The results of the research in the field through these seven indicators can conclude that the implementation of the use of the Trans Jatim Bus is overall good. Many people feel helped by the Trans Jatim Bus because the service is in accordance with the needs of the community in carrying out activities. It's just that the implementation of the Trans Jatim Bus needs efforts to be able to continue to be improved and developed again regarding routes and services.

### **Recomendations**

Based on the results of research and discussion as well as research conclusions, there are some suggestions, namely (1) the East Java Provincial Transportation Office and Trans Jatim need to add the routes/corridors in various other cities in East Java, especially industrial centers such as Lamongan City, central cities for tourist destinations that are often visited such as Malang City and Pasuruan; (2) the East Java Provincial Transportation Office and Trans Jatim need to improve bus stops such as enlarging bus stops and increasing the number of seats so that many people can use the bus.

## Research Limitations

This study is located in Sidoarjo, Surabaya, Gresik, Mojokerto with special characteristics, so the results obtained cannot be fully applied to different contexts. Within the scope of this study which focuses on the implementation of the use of Trans Jatim Buses, there is still room for further research involving independent and dependent variables or different methodological approaches (quantitative) to provide a more comprehensive point of view.

## References

- Aditya, I., Cahyono, M. S. D., & Rahayu, Y. E. (2023). Analisis Biaya Operasional Kendaraan (BOK) Bus Trans Jawa Timur Koridor II Trayek Terminal Purabaya Surabaya–Terminal Kertajaya Mojokerto. *Jurnal Anggapa*, 2(November), 31–40. <https://ojs.widyakartika.ac.id/index.php/anggapa/article/view/621%0Ahttps://ojs.widyakartika.ac.id/index.php/anggapa/article/download/621/583>
- Aprian Jailani, M., & Hakim, A. (2019). *Policy Implementation of the Bus Rapid Transit System in Mataram City*. 22(3), 180–186. <https://wacana.ub.ac.id/index.php/wacana/article/view/658>
- Astuti, R. S., Kristanto, Y., Aden, D., Nuha, N., & Soedarto, J. H. (2021). Public Value Pengguna Modal Transportasi Bus Rapid Transit (BRT) Kota Semarang. *Journal of Public Policy and Management Review*, 10(3), 208–223. <https://ejournal3.undip.ac.id/index.php/jppmr/article/view/31291>
- Atrysia Maya Dyanti. (2016). Minat Masyarakat Terhadap Modatransportasi Trans Sidoarjo. *Mahasiswa Program Studi Ilmu Administrasi Negara, FISIP, Universitas Airlangga*, 1–8. <https://shorturl.at/acsAT>
- Brouwer, R. F., Utomo, N., & Estikhamah, F. (2023). Analisis Okupansi dan Kelayakan Tarif Berdasarkan Biaya Operasional Kendaraan (BOK) pada Bus Trans Jatim Rute Sidoarjo Gresik. *Agregat*, 8(2), 924–929. <https://doi.org/10.30651/ag.v8i2.20050>
- Cats, O., Vermeulen, A., Warnier, M., & van Lint, H. (2020). Modelling Growth Principles of Metropolitan Public Transport Networks. *Journal of Transport Geography*, 82(May 2019), 102567. <https://doi.org/10.1016/j.jtrangeo.2019.102567>
- Devi, M. K., Pramana, A. Y. E., & Safitri, R. (2022). Studi Komparatif Performa Angkutan

- BRT Transjogja dan Transjakarta. *Jurnal Pengembangan Kota*, 10(1), 93–103.  
<https://doi.org/10.14710/jpk.10.1.93-103>
- Fransen, K., Neutens, T., Farber, S., De Maeyer, P., Deruyter, G., & Witlox, F. (2015). Identifying Public Transport Gaps Using Time-Dependent Accessibility Levels. *Journal of Transport Geography*, 48, 176–187. <https://doi.org/10.1016/j.jtrangeo.2015.09.008>
- Insan, B. G., Manullang, O. R., & Setyanto, A. (2020). Analisis Implikasi Pengoperasian Trans Jateng Terhadap Biaya Transportasi Bekerja Buruh Industri (Studi Kasus: Koridor I Kedungsepur). *Jurnal Penelitian Transportasi Darat*, 22(1), 57–68.  
<https://doi.org/10.25104/jptd.v22i1.1600>
- Ismiyati, I., Firdaus, M., & Arubusman, D. A. (2016). Manajemen Pemeliharaan Bus Transjakarta dalam Mencapai Standar Pelayanan Minimum. *Jurnal Manajemen Transportasi & Logistik (JMTRANSLOG)*, 3(2), 185.  
<https://doi.org/10.54324/j.mtl.v3i2.92>
- Juliati, K., & Ayunaning, K. (2024). Evaluasi Kinerja Operasional Bus Trans Jatim Rute Bunder - Porong. *Jurnal Teknik Sipil dan Lingkungan*. 01(1), 33–38.  
<http://eprints.umg.ac.id/id/eprint/9044>
- Kasiani, S., & Widiyarta, A. (2023). Presepsi Kualitas Pelayanan Bus Trans Jatim Koridor I. *Jurnal Dinamika Pemerintahan*. 06(02), 197–216.  
<http://jurnal.univrab.ac.id/index.php/jdp/article/view/3796>
- Kibthiah, M., Chamida, R. N., Surabaya, U. N., & Khotimah, K. (2023). Suroboyo Bus Sebagai Sistem Transportasi Berkelanjutan di Kota Surabaya. *Jurnal Transportasi*, 23(1), 11–18. <https://journal.unpar.ac.id/index.php/journaltransportasi/article/view/6643>
- Kurniati, N., Astuti, W., Salim, Y., & Ramadhan, A. P. (2018). Aplikasi Peta Jalur Transportasi Bus Rapid Transit (BRT) Trans mamminasata Berbasis Mobile Android. *Nasional Sistem Informasi*, 582–586.  
<https://jurnal.atmaluhur.ac.id/index.php/knsi2018/article/viewFile/418/343>
- Lendeon, E., Sangkertadi, & Timboeleng, J. (2021). Analisis Kinerja Sistem Bus Rapid Transit (BRT) di Kota Kotamobagu. *Jurnal Spasial*, 8(3), 326–339.  
<https://doi.org/10.35793/sp.v8i3.35861>
- Marlia, I., Anggraini, R., Caisarina, I., (2017). Model Pemilihan Moda Antara Bus Rapid Transit (BRT) dengan Kendaraan Pribadi Pada Koridor Bandara SIM – Pelabuhan Ulee

- Lheue. *Jurnal Teknik Sipil Universitas Siyah Kuala*. 1(1), 87–98.  
<https://jurnal.usk.ac.id/JTS/article/view/9860>
- Miles, Matthew. B., Huberman, A. Michael., & Saldaña, J. (2014). *Qualitative Data Analysis: Methods Sourcebook (Third)*. Publications. <https://us.sagepub.com/en-us/nam/qualitative-data-analysis/book246128>.
- Moudia, Y., & Haryadi, B. (2018). Karakteristik Perjalanan Penumpang Bus Rapid Transit Transsemarang. *Jurnal Transportasi*, 18(3), 169–176.  
<https://doi.org/10.26593/jtrans.v18i3.3153.169-176>
- Della Ajeng Ayu Febriyanti, Amirul Mustofa, Zainal Fatah. (2023). Kualitas Pelayanan Publik pada Bus Trans Jatim. *Soetomo Administrasi Publik*, Edisi Khusus November Tahun 2023, 381–394. <https://ejournal.unitomo.ac.id/index.php/sap/article/view/7240>
- Nafilatur Rizqi, L., Novaria, R., & Murti, I. (2024). Kualitas Pelayanan Bus Trans Jatim Terhadap Kepuasan Masyarakat. *Jurnal Ilmu Hukum Dan Administrasi*, 2(1), 286–302.  
<https://doi.org/10.55606/eksekusi.v2i1.887>
- Naufal Yasir Faisal, W. H. dan A. A. G. K. (2020). Analisis Kinerja Transportasi BRT Damri. *Teknik Its*, 9(2). <http://ejournal.its.ac.id/index.php/teknik/article/view/55480>
- Oktariansyah, Damayanti, R., Usman, B., & Putra, A. E. (2017). Analisis Kualitas Pelayanan Angkutan Umum. *Jurnal Manajemen Dan Bisnis Sriwijaya*, 15(1), 49–61.  
<http://ejournal.unsri.ac.id/index.php/jmbs>
- Pradipta, E. G., Suroso, & Suharini, E. (2014). Efektivitas BRT (Bus Rapid Transit) Trans Semarang Sebagai Moda Transportasi di Kota Semarang. *Geo-Image*, 3(2), 1–4.  
<https://doi.org/10.15294/geoimage.v3i2.4659>
- Pulungan, M. F., & Yola, L. (2023). Analisis Aksesibilitas Bus Rapid Transit Bagi Penumpang dengan Disabilitas di DKI Jakarta: Studi Kasus pada Moda Transportasi Publik di DKI Jakarta. *JIM: Jurnal Ilmiah Mahasiswa Pendidikan Sejarah*, 8(3), 1689–1695.  
<https://doi.org/10.24815/jimps.v8i3.25240>
- Erika Buchari. (2014). Kebijakan Mengatasi Kemacetan Dengan Berbagi Waktu pada Jam Puncak. *Jurnal Transportasi*, 14(2), 147–154.  
<https://doi.org/10.26593/jtrans.v14i2.1400.%25p>
- Ripley, Rendal B. and Grace A. Franklin. 1986. *Policy Implementation and Bureaucracy, second edition, the Dorsey Press, Chicago Illionis*. Publications.

<https://archive.org/details/policyimplementa0000ripl>

- Romadlon, F., Arifianto, P. F., & Nofrizaldi, N. (2021). Persepsi Komunikasi Visual Terhadap Media Promosi BRT (Bus Rapid Transit) Trans Jateng Koridor Purwokerto - Purbalingga. *Ultimart: Jurnal Komunikasi Visual*, 14(1), 56–66. <https://doi.org/10.31937/ultimart.v14i1.1996>
- Sari, C. A. N., & Afriandini, B. (2020). Evaluasi Kinerja Bus Rapid Transit Trans Jateng pada Koridor Purwokerto-Purbalingga. *Sainteks*, 17(1), 53–60. <https://jurnalnasional.ump.ac.id/index.php/SAINTEKS/article/view/7222>
- Sinaga, S. M., Hamdi, M., Wasistiono, S., & Lukman, S. (2020). Implementasi Kebijakan Angkutan Umum Massal Berbasis Bus Rapid Transit (BRT) dalam Mewujudkan Sistem Transportasi Publik Perkotaan yang Berkeadilan dan Berkelanjutan di Provinsi DKI Jakarta. *PAPATUNG: Jurnal Ilmu Administrasi Publik, Pemerintahan Dan Politik*, 2(3), 203–220. <https://doi.org/10.54783/japp.v2i3.31>
- Wibowo, R. S. S., Weningtyas, W., Rahma, S., Magister, P., & Sipil, T. (2018). Kualitas Pelayanan Sistem Informasi pada Angkutan Umum Transjakarta. *Jurnal Transportasi*, 18(1), 67–76. <https://doi.org/10.26593/jtrans.v18i1.2976.67-76>
- Winandanto, B. A., & Narendra, A. (2021). Analisis pada Pemodelan Kedatangan dan Keberangkatan Penumpang Bus Rapid Transit di Kota Semarang. *Jurnal Teknologi Transportasi Dan Logistik*, 2(2), 107–118. <https://doi.org/10.52920/jttl.v2i2.28>