

IMPROVEMENT OF "SUPELTAS" PROFESSIONALISM IN TRAFFIC REGULATION

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ABSTRACT

This research aims to describe the improvement of "Supeltas" professionalism in traffic regulation. The research is qualitative, utilising a phenomenological and case study approach. The subjects of the study are "Supeltas" and road users, with traffic regulation as the object of the research. Data collection methods include observation, interviews, and documentation. Data validity is ensured through source and method triangulation. Data analysis employs interactive data analysis techniques, consisting of data reduction, data display, and data verification. Research Findings: Based on field observations conducted from November 2-10, 2023, it was found that generally, "Supeltas" lack understanding of traffic signs and traffic regulation. They tend to perform their duties without proper knowledge, and they do not receive welfare support from the government or the police. The tools used for traffic regulation are inadequate, as are the uniforms. They exhibit a lack of confidence in performing their duties and frequently change work locations based on traffic conditions. Observations of road users revealed a lack of respect for "Supeltas," ignoring their signals, and non-compliance with their instructions. Interviews with both "Supeltas" and road users revealed that "Supeltas" generally lack understanding of traffic regulations and signs, receive no guidance from the police, mostly do not possess a driver's licence, and use basic facilities. They also lack welfare support from the police and frequently change their working locations. Conclusion: It is imperative to enhance the professionalism of "Supeltas" to improve their performance. This can be achieved through proper guidance, training programs, adequate facilities, peer tutoring, and other supportive measures.

Keywords: *Supeltas, Traffic Regulation*

INTRODUCTION

The increasing volume of vehicles, rising mobility of the population, and the development of transportation infrastructure demand an enhancement of Supeltas' professionalism. In this regard, professionalism encompasses not only technical knowledge related to traffic regulations but also involves interpersonal skills, stress management, and the ability to adapt to dynamic situations.

This research aims to explore and analyse efforts that can be made to improve the professionalism of Supeltas in traffic management. A deep understanding of the factors influencing their professionalism will assist in designing effective strategies to enhance the quality of services they provide.

According to Subagio M, 2020, the increased professionalism of Supeltas is expected to contribute positively to traffic safety, reduce congestion, and enhance public satisfaction with traffic management services. The implications of this research are expected to serve as a foundation for relevant parties, including the government, educational institutions, and other related agencies, to develop training programs and policies that support the sustainable improvement of Supeltas' professionalism..

METHOD

Research Design: This study will employ a qualitative approach to gain an in-depth understanding of the factors influencing Supeltas' professionalism in traffic management. A case study method will be used to explore the experiences and perspectives of Supeltas individually and comprehensively. This approach allows researchers to gather contextual information and understand the dynamics within the context of their duties.

Research Participants: Participants in this study will consist of active Supeltas involved in traffic management at various locations. Participant selection will be purposive, ensuring diversity in experience, backgrounds, and skill levels. Data collection will involve in-depth interviews, field observations, and analysis of relevant documents such as traffic regulations and Supeltas' duty guidelines.

Validity and Reliability: To ensure research validity, data triangulation will be applied by combining data from various sources such as interviews, observations, and document analysis. Additionally, to enhance reliability, an audit trail will be conducted by documenting the research steps from start to finish. These steps will help ensure that the research findings are reliable and applicable on a broader scale in the context of improving Supeltas' professionalism.

Data Analysis: Collected data will be analysed using a thematic approach. Interviews and observations will be recorded, transcribed, and analysed to identify key patterns related to factors influencing Supeltas' professionalism. This analysis will help develop findings that can serve as a basis for recommending concrete steps to improve Supeltas' professionalism.

RESULT AND DISCUSSION

1. Result

Based on the research conducted through observations from November 4 to November 11, 2023, several traffic disturbances were identified. "Supeltas" lack understanding of traffic regulations, they are oriented towards expecting money from road users, have insufficient knowledge of traffic signs, use inappropriate tools for traffic control, exhibit unconvincing appearances, and face uncertainties in traffic management. Interview results with Supeltas members revealed that they lack understanding of their core duties, traffic signs, proper traffic control methods, and have never received education and training. Additionally, they do not receive welfare support from either the police or the Sukoharjo district government. The facilities and infrastructure they use are very basic. Their work is divided into two shifts, morning until afternoon and afternoon until night. They guard roads they consider busy.

Interviews with police officers provided the following information: a. Lack of knowledge about traffic signs b. Limited facilities and infrastructure c. Lack of attention from local police d. Pursuit of financial targets Interviews with road users yielded the following information: a. Police officers do not understand traffic signs b. Supeltas' appearance is unconvincing and lacks authority c. Many police officers are uncertain in traffic management d. Supeltas exhibit favouritism in controlling motor vehicle drivers

2. Discussion

Traffic Volunteer Controllers (Supeltas) are personnel trained by the Traffic Unit (Satlantas) to assist in directing vehicular traffic, especially at various intersections. The presence of Supeltas is beneficial for both the police, road users, and pedestrians intending to cross the road. Every road user has the right to use each road section according to its function. Motorized vehicles, for instance, can use the slow lane on the left side and the fast lane on the right side. However, road usage must align with its designated function to avoid disrupting other road users. Supeltas play a crucial role in facilitating the smooth flow of traffic, often violated by motorbike riders.

In another context, Traffic Volunteer Controllers are individuals who voluntarily choose to help manage traffic in specific locations, such as intersections, major events, or areas requiring additional assistance in traffic management. Their tasks include directing traffic, providing instructions to drivers, maintaining order, and ensuring the safety of all road users. They perform these duties without pay as a positive contribution to their community. Supeltas often collaborate

with local authorities or volunteer organisations to provide additional assistance in traffic management and create a safer environment for everyone.

Due to urban traffic density, spontaneous traffic controllers emerge from the local community. "Pak Ogah" is a term used for those who manage traffic at urban intersections. Besides Pak Ogah, there are also those referred to as SUPELTAS, identified by the vests they wear. Both Pak Ogah and SUPELTAS have the same function in traffic control. This research employs a qualitative descriptive approach. According to RK, the head of Supeltas in 2023, Supeltas is an abbreviation for the term "sukarelawan pengatur lalu lintas" (volunteer traffic controller). Supeltas has been in existence since around the year 2000, initially known as "Polisi Cepek" because some requested money from road users. Over time, those referred to as "Polisi Cepek" became uncomfortable with their nickname. On June 6, 2006, the Traffic Unit (Satlantas) in Kartasura officially renamed them Supeltas (Volunteer Traffic Controllers). Currently, Supeltas operate under the umbrella of the police institution, specifically the Traffic Unit (Satlantas) in Kartasura, until the year 2016. Supeltas work at intersections with high congestion levels and usually lack traffic signals.

According to SW, a member of the Diyaksa Traffic Unit, the current number of Supeltas has reached 50 individuals spread across 21 points in Kartasura. Initially, there were only 18 Supeltas in Kartasura, and the number has increased each year. From 2006, the recorded number was 18 individuals, increasing to 23 in 2008, 30 in 2010, 35 in 2011, and reaching 48 in the years between 2013 and 2013. The head of the Traffic Unit then capped the maximum number of Supeltas in Kartasura at 50 individuals. Previously, most Supeltas were beggars and street musicians. When asked about their reasons for becoming Supeltas, they expressed greater satisfaction with their current job compared to their previous ones.

Supeltas feel more valued in their current role compared to when they were beggars. According to MR, the motivation for becoming a Supeltas is the enjoyment of the job, flexible working hours, spiritual rewards, and income. According to Sari (2020), the term "Supeltas" or commonly known as "Pak Ogah" originates from the role character in the Si Unyil cartoon who usually requested payment with the phrase "cepek dulu dong" (money first, please). Meanwhile, Pak Ogah, who plays a role in traffic, expects payment after assisting vehicles to cross and manoeuvre, creating a stigma for giving small amounts of money to vehicle users. Supeltas are

individuals who assist the community in maintaining smooth traffic flow and typically receive compensation in the form of fees from passing road users.

The existence of Supeltas has legal basis under Article 200 (1) and (2) of Law Number 22 of 2009, stating that the Indonesian National Police are responsible for ensuring the implementation of activities that realise and maintain traffic safety. The execution of these activities is carried out through collaboration between traffic and road transportation supervisors and the community. Article 6 (1) of Regional Regulation No. 2 of 2014 also prohibits any individual or group without authorization from managing traffic at intersections, turns, or roundabouts. In principle, the presence of Supeltas brings various benefits. Some benefits of Supeltas' participation include ensuring public safety by reducing traffic jams, preventing accidents, and ensuring smooth traffic flow.

Their involvement strengthens community participation, provides valuable learning experiences, enhances communication skills, receives recognition, and contributes to the sense of humanity. According to Budi Santoso (2022), Supeltas play a crucial role in supporting traffic flow and road safety. The existence of Supeltas has generated both positive and negative responses from the public due to the lack of clarity regarding their legality and limitations in managing traffic. The main duties of Supeltas involve traffic flow management, information dissemination, handling emergencies, traffic safety campaigns, cooperation with authorities, event traffic management, reporting and documentation, accident handling, maintaining order, assisting pedestrians, and coordinating with authorities.

With the research findings, it is evident that Supeltas have various shortcomings and weaknesses, both morally and materially. Therefore, efforts are needed to enhance the professionalism of Supeltas. This improvement can be achieved through education, training, providing adequate facilities, ensuring welfare, and peer tutoring. These efforts can be implemented through four strategies: leading by example, habituation, providing rewards, and giving educational punishments. With improved professionalism, Supeltas can contribute to higher-quality traffic management.

CONCLUSION

Supeltas play a crucial role in maintaining traffic flow; they are individuals who assist in facilitating vehicle movement during traffic congestion, preventing dangerous overtaking that

could lead to potential accidents on the road. Supeltas are voluntary individuals who, without official orders, carry out actions to aid in traffic control. According to Joko P, Traffic Unit Chief at the Polsek Kartasura Police Sector, the presence of Supeltas has been observed since he started duty in Bekasi and may be a longstanding tradition in the surrounding area. The emergence of Supeltas often stems from high urban unemployment rates, where people need to find work to meet their living needs. This phenomenon is prevalent in urban areas due to lower skill levels and education, motivating individuals to take on jobs as Supeltas. With the improvement of Supeltas' professionalism, the impact on traffic management execution can certainly be of higher quality.

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