

# Analysis of Trans Serasi Programs in Efforts to Improve Public Services District Office in the District of Tabanan

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**Abstract:** Reforms have allowed the public to demand the government related to the improvement of public services. Likewise for local governments, the existence of regional autonomy allows autonomous regions to implement various breakthroughs are fundamental. This combination, has enabled the Government of Tabanan Regency to make a breakthrough in the field of transportation services under the name Trans Serasi. The Government of Tabanan Regency has been trying to restore the level of public confidence in the existing regulating structure. Through this research, three important points are proposed, namely how the process of determining the trans-serasi program policy in Tabanan Regency, how the implementation of the trans program is harmonious in an effort to encourage improvement of public services in the field of transportation for the wider community, as well as how the impact of the implementation of trans-program policies in improving the legitimacy of government area. This study used a natural paradigm that refers to a phenomenological perspective, with the target population being all actors in the implementation of a harmonious trans program in Tabanan Regency, be it the Regional Government, transportation actors and students who are the object of this program. For sampling used purposive sample, with researchers as the main instrument. Research Result Shows that the process of implementation of trans programs is based on strong desire of local government to improve public services in the field of transportation considering there is a phenomenon of increasing the number of accidents among students. Furthermore, in terms of implementation can be seen that the program has been running quite well, and able to become an alternative for students, although here there are still weaknesses. Then it can also be understood that the real program, has been able to increase public confidence in local government. This service needs to be formulated in the form of local regulations so as to guarantee the sustainability of this program. Besides, it is necessary to evaluate the rejuvenation of vehicles, it is necessary to increase the number of fleets for the route that the load factor exceeds 100% and reduce the number of fleets on the load factor trajectory

**Keywords:** trans serasi, transportation

## 1. Introduction

The reign of the government reform era after a heavy flow of political shifts in the homeland, has had a tremendous impact on the community's perspective in seeing the existence of the government. Where, when the walls of the New Order government were still firmly established, the public tended to have a perspective that did not care about the existence of the government, and considered the role of government could not be changed with all the power that governs the life of society at large. However, since the changes in various aspects of people's lives, the community's view of the existence of the government has also been sporadically experienced. Communities tend to be very critical of all forms, characteristics and culture of services that are characteristic of government organizations. There are so many demands that are voiced to reform the bureaucracy, especially with regard to government service functions.

Paying attention to this paradigm shift of government, the regional government is obliged to seek constructive breakthroughs, so that the initial intention of reform, which is to make various positive changes, can be implemented. At this point, the important things that must be considered by the local government are how to eliminate habits, ways of thinking and approaches that are commonly carried out by local governments before the reform era, namely to perform public services, are convoluted, inefficient and tend to be manipulative. These points must be minimized so that

regional government public service reform agendas can run in the right direction.

In this position, Tabanan Regency as one of the autonomous regions in Bali Province has also tried to interpret the shift in the meaning of this government by making various programs and policies aimed at improving public service. The rationale of the Tabanan Regency Government to make this breakthrough, is how the local government repositioned the role of local government so far. The Tabanan Regency Government sincerely hopes that these various policies not only return the spirit of the regional government as a public service organization, but are also able to have a positive impact on the social life of the people in Tabanan Regency.

One of the flagship programs launched by the Tabanan Regency Government is the Trans Serasi program. This flagship program is a program that is packaged by the Tabanan District Government which aims to provide convenience for students in the field of transportation, where students in Tabanan Regency can move to schools with transportation that is convenient and free. Not only that, this flagship program is also directed to be able to reduce the number of accidents among students which are quite high in Tabanan Regency. This program was implemented starting in October 2014. The high interest of students to use Trans Serasi in 2014 was seen by the high Load Factor above 100% so that the program resumed the following year with the addition of a fleet of 57 vehicles to 70 vehicles in 2015 and

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plans became 80 fleets in 2016.

Urban transportation operations for students or student transportation are part of an integrated system of public transport planned by the Tabanan Regency Government together with parties related to the minimum service standards set by the Ministry of Transportation. In the future, public transport in Tabanan is expected to be one of the main services of the Tabanan Regency Government to the community with a subsidy system to encourage other sectors. This is in line with the results of research released in the Journal of Transportation & Logistics Management (JM Translog) - Vol. 03 No. 1, March 2016, where it is said that adequate land network development will be able to increase the growth of the community's economic sector, increasing land values, developing small-scale businesses, the occurrence of product specialization between regions, the concentration and urbanization of the population, especially in areas where access has been opened roads and transport. So that there is an increase in regional income coupled with equitable distribution of goods among residents, business sectors that are spread in several regions. In addition, there is an increase in the number and type of finished goods and services that are able to be produced by consumers, government and industry.

Based on the results of the analysis, several service variables were found that did not meet minimum service standards such as the operation of vehicles that did not meet the Standard Operating Procedure (SOP), besides the carrying capacity of vehicles that exceeded maximum capacity. Considering the results of the assessment, according to the stakeholders it produces priorities and the main focus is on the revitalization strategy of city transportation services is the development of physical design of urban transport, which in turn is the arrangement of time schedules, inspection of urban transport crew and physical optimization of the number of fleets operating.

Here are some problems that allow this compatible trans program to fail, if a solution is not immediately sought. This fact, encourages researchers who in this case as staff at the Tabanan Regency Transportation Agency to analyze, reveal the causal factors and examine these problems in relation to the development of a harmonious trans program implemented by the Tabanan Regency Government. This is important for elaboration to ensure that the trans-harmonious program does provide the maximum benefit to encourage human development holistically in Tabanan Regency.

## 2. Research Methods

In essence, research is a systematic effort to find the truth and make what is not revealed (tacit) become explicit. Through a series of studies conducted at the Tabanan Regency Transportation Agency, researchers will try to reveal the truth and understand the meaning of events and links - links from various phenomena surrounding the regional autonomy policy in Tabanan Regency, especially related to the innovative trans serasi program by using a natural paradigm (naturalistic) which refers to a phenomenological

perspective.

The approach used in this study is the qualitative approach used in research on the implementation of the harmonized trans program in Tabanan Regency. Taking into account some of the opinions and reasons presented above, for this reason, according to the nature of the qualitative approach that has high flexibility, and by following the "empirical inductive" thinking pattern in analyzing data, everything that is produced in this research will be determined from the results the end of data collection that reflects the real situation in the field in particular. Related to the interaction of the perpetrators of the implementation of the harmonious trans program. Through the approach taken in producing the final results of the research, this research can be said to have an exploratory character that emphasizes the process rather than the product.

### 2.1 Place and Time of Research

This researcher will limit the locus of this research is in Tabanan Regency as one of the Autonomous Regions in the Province of Bali, precisely in the Tabanan District government organization, the Transportation Agency of Tabanan Regency. This research was conducted for two months (8 weeks) located in Tabanan Regency as of the completion of the research proposal seminar and the issuance of a research permit.

### 2.2 Population and Sample

#### 2.2.1 Population

The target population in this study were all actors in the implementation of the harmonious trans program in Tabanan Regency, both the Regional Government of Tabanan Regency, transportation actors and students who were the object of this program. Whereas what will be used as a unit analysis unit is the employees in the Department of Transportation, Tabanan Regency, in this case the Head of the Transportation Agency of Tabanan Regency as the key informant.

#### 2.2.2 Sample

The selection of data samples in this study uses purposive sample that relates to a specific purpose or purpose, where the number of samples taken will be used as respondents to gather information to be used as a basis for understanding the implementation of a harmonious trans system implemented by the Tabanan Regency Government, in this case Transportation Agency of Tabanan Regency.

### 2.3 Data Analysis

Qualitative research generally uses three data collection techniques, namely: (1). Indepth interview, (2). Observation and (3). Documentary. The analytical technique used in this study is very much determined by the type of data collected in each step carried out, namely qualitative descriptive analysis carried out in order to review the process of formulation of a harmonious trans policy carried out by the Tabanan District Government and impact analysis carried out to describe the impact that occurs after the implementation of

the program Trans is harmonious after the program is implemented by the Tabanan Regency Government.

### 3. Findings and Discussions

Paying attention to various information and data obtained by researchers during carrying out a series of studies in the work environment of the Department of Transportation of Tabanan Regency related to the implementation of public services, it can be conveyed that researchers have carried out data processing and conducted a comprehensive analysis so that the information is summarized in one unit information in the form of research results.

As for some important points obtained in research carried out by researchers in the work environment of the Department of Transportation, Tabanan Regency can be delivered, among others, as follows:

- 1) The existence of a regional autonomy policy implemented in the post-reform era has had a real impact on the survival of the regional bureaucracy, especially in relation to the real efforts to make important breakthroughs in order to encourage progressive public services. This can be seen from the various rules made in an effort to accelerate public service innovation, as well as various phenomena both positive and negative in line with the paradigm shift in the implementation of regional governance. The negative phenomena that can be seen in plain view due to the impact of the implementation of regional autonomy include the change in the role of civil servants as an glue to nationalistic values, to then be trapped in regional selfishness. In this regard, the researcher will carry out a more in-depth study with a view to photographing the implementation of the regional autonomy policy in the form of in-depth analysis of the public service system in Tabanan Regency.
- 2) Regarding the impact of the implementation of the regional autonomy policy, especially regarding the implementation of a harmonious trans service system in an effort to improve public services to the public, researchers have come to the fact that it is currently not going well and has not guaranteed the existence of services that prioritize the principles of professionalism. This cannot be separated from various factors, especially related to the political will and good will of the authorities in the region, in addition to other factors such as the still weak human resources in the Tabanan Regency Government, not yet enslaving the principles of modern organizations and many more other factors. So that, it needs to be examined more closely related to the inhibiting factors above and why this can happen. This has become very important to be implemented to ensure that the current trans-system in real terms has an impact on improving public services. If this is ignored, it will certainly have a very bad impact on the legitimacy of building local government, because public trust moves from the point of trust to distrust, and will even result in social security. In connection with some research results that the researchers obtained during the researchers carried out a series of studies in the work environment of the Tabanan Regency Transportation Agency as stated

above, there will be further discussion in the form of analysis with the hope that it will end at a conclusion that the researcher will do at the end this research.

#### 3.1 The process of determining the Trans Serasi Program Policy in Tabanan Regency

The implementation of the regional autonomy policy at the moment has in fact given a huge influence on the existence of the bureaucratic structure in the region. This can be seen from the existence of regulations concerning regional institutions that have been amended in various forms, so that these changes sometimes make the local government become confused. Unfortunately, these changes can basically be said to only be able to touch the outer skin of the bureaucracy itself, while the character, culture and way of thinking of this public organization have no change at all.

Not only that, it must also be admitted that the existence of a regional autonomy policy has also not been able to have a major influence on efforts to minimize various bureaucratic diseases such as the establishment of ways of thinking for various justification reasons, especially in the rule of law, the absence of creativity and progressive with disease still happy to be served rather than serving the community. Basically, officials in the work area of the Transportation Agency of Tabanan Regency, master the spirit that is implied in the implementation of the regional autonomy policy. This has become a basic capital, to later become a lubricant to make various policies and breakthroughs creative and innovative.

The regional autonomy policy has a positive relationship if the region as the recipient of authority can interpret the policy with constructive innovations for the development of public services in the region. However, the various powers that have been delegated, indeed should also be accompanied by funding from the Central Government, considering the transfer of authority without being offset by cost sharing would also provide an opportunity for the failure of the implementation of regional autonomy policy.

This harmonious trans program was born from a creative process from the Transportation Agency of Tabanan Regency, when the program from the Bali Provincial Government related to trans sarbagita cannot be implemented in Tabanan Regency. This is in the view of the researcher, that the policy of regional autonomy in the hands of creative bureaucrats will have an extraordinary impact on efforts to encourage public services in the region. One of the positive values of this harmonious trans is a constructive response to the needs of transportation services to students in Tabanan Regency.

On the occasion of the interview, the Head of Traffic and Transportation of the Transportation Agency of Tabanan Regency also gave an illustration that the approach to transportation services to students in Tabanan Regency was based on increasing accident data in Tabanan Regency, before the implementation of the harmonious trans program.

**Table 3.1:** Data Kecelakaan Siswa di Kabupaten Tabanan Tahun 2015 Sampai 2017

No	Accident Rate			Information
	2015	2016	2017	
	35 kejadian	27 kejadian	20 kejadian	Kejadian lebih banyak disebabkan oleh kelalaian siswa dalam berkendara

### 3.2 Implementation of the Trans Serasi Program in an effort to Encourage Improved Public Services in the Transportation Sector

In 2014 the Trans program was officially launched by the Tabanan District Government in an effort to encourage public services in the transportation sector in Tabanan Regency. Throughout the year, various weaknesses in the implementation of this program became one thing that was quite severe to overcome, starting from the lack of funding and the political support of the regional legislature. However, over time, this program slowly found the best pattern, so that the program received a good response from the community. Until 2018, the Tabanan Regency Government, through the Department of Transportation, has conducted an evaluation related to the implementation of Trans Serasi transportation in Tabanan City, both external and internal aspects. Please note, that the evaluation that has been carried out is basically an evaluation that refers to the performance and quality of transport services that have been operating so far.

The route and distance of transport served by this harmonious trans program until the 2018 fiscal year are as follows:

**Table 3.2:** Trans Serasi Transport Routes and Distance 2018

Route Code	Trans Serasi Transport Route Origin of Purpose	Amount Fleet (Unit)	Travel Distance Per Round Trip (Km)
TS-01	Penyalin - Pesiapan - Jambe - Tabanan	7	11.39
TS-02	Penyalin - Perum. Vista - Gerokgak - Tabanan	5	12.98

**Table 3.3:** Number of Passengers Transported to School Transportation Through the Trans Serasi Program

Route Code	Trans Serasi Transport Route	Amount Fleet (Unit)	Amount Round Trip	Amount Passenger Real / Day (Person)	Average Amount Passenger / Transportation / Day	Average Amount Passenger / Trip / Transportation / Day
1	2	3	4	5	$6 = 5/3$	$7 = (6/4):2$
TS-01	Penyalin - Pesiapan - Jambe - Tabanan	7	2	262	37.43	9.36
TS-02	Penyalin - Perum. Vista - Gerokgak - Tabanan	5	2	203	40.6	10.15
TS-03	Sandan - Wanasari - Tabanan	8	2	290	36.25	9.06
TS-04	Riang - Subamia - Tabanan	6	2	211	35.08	8.77
TS-05	Tunjuk - Buah - Denbantas - Tabanan	7	2	245	35	8.75
TS-06	Nyitdah - Kediri - Tabanan	4	2	124	30.88	7.72
TS-07	Pandak - Kediri - Tabanan	4	2	131	32.63	8.16
TS-08	Beda - Wanasara - Bongon - Gerokgak - Tabanan	8	2	309	38.56	9.64
TS-09	Bongan Kauh - Dukuh - Tegal - Tabanan	7	2	269	38.36	9.59
TS-10	Yeh Gangga - Gubug - Pulau Nias - Tabanan	8	2	280	35	8.75
TS-11	Dadakan - Taman Sekar - Kediri - Sanggulan - Tabanan	9	2	348	38.67	9.67
TS-12	Blayu - Kuku - Tanah Bang - Tabanan	7	2	274	39.07	9.77
BTS-01	Penebel - Tabanan	1	2	86	86	21.5

TS-03	Sandan - Wanasari - Tabanan	8	15.6
TS-04	Riang - Subamia - Tabanan	6	16.81
TS-05	Tunjuk - Buah - Denbantas - Tabanan	7	19.49
TS-06	Nyitdah - Kediri - Tabanan	4	16.82
TS-07	Pandak - Kediri - Tabanan	4	18.72
TS-08	Beda - Wanasara - Bongon - Gerokgak - Tabanan	8	16.95
TS-09	Bongan Kauh - Dukuh - Tegal - Tabanan	7	11.37
TS-10	Yeh Gangga - Gubug - Pulau Nias - Tabanan	8	24.56
TS-11	Dadakan - Taman Sekar - Kediri - Sanggulan - Tabanan	9	14.04
TS-12	Blayu - Kuku - Tanah Bang - Tabanan	7	18.5
BTS-01	Penebel - Tabanan	1	58.64
BTS-02	Pandak - SMPN 1 Kediri - Abiantuwung - SMPN 1 Kediri	2	52.52
TSP-01	Jangkahan - Batuaji - SMPN 2 Kerambitan	3	21.4
TSP-02	Kutuh - SMPN 2 Kerambitan	2	12.2
TSP-03	Batuaji Kawan - SMPN 2 Kerambitan	1	7.08

Through the data presented in table 3.2, we can understand that the routes and routes served by the Trans Serasi program are quite wide in scope, ranging from Tabanan District, Kediri District, Marga District and Kerambitan District. Even though it cannot cover the entire area of Tabanan Regency, but at least through the data above, it can be seen that the matching trans program has been directed to reach as wide a student as possible.

The data that will be used and analyzed in this study in order to understand the three factors mentioned above are secondary data and primary data obtained from the Transportation Agency of Tabanan Regency are the number of passengers, distance traveled, load factor.

#### 3.2.1 Total Passenger

Based on the field observations carried out, it is known that the number of student passengers is filled with many schools that are passed by a matching trans route.

BTS-02	Pandak - SMPN 1 Kediri - Abiantuwung - SMPN 1 Kediri	2	2	351	175.5	43.88
TSP-01	Jangkahan - Batuaji - SMPN 2 Kerambitan	3	2	170	56.67	14.17
TSP-02	Kutuh - SMPN 2 Kerambitan	2	1	80	40	20
TSP-03	Batuaji Kawan - SMPN 2 Kerambitan	1	2	60	60	15

Through table 3.3, it can be seen the number of passengers transported for the 17 (seventeen) routes, where data on the number of passengers is obtained from the daily recapitulation data of each route and fleet carried out by the officials of the Transportation Agency of Tabanan Regency. Through this recap, it can be seen that the highest number of passengers is on the BTS-02 route (Pandak - SMPN 1 Kediri - Abiantuwung - SMPN 1 Kediri) as many as 351 people / day using 2 (two) fleets operating 2 (two) roundtrips. While the lowest number of transported passengers is on the TSP 03 route (Batuaji Kawan - Kerambitan 2 Junior High School 2) with a total of 60 (sixty) passengers per day using 1 unit of fleet operating 2 (two) roundtrips.

Through these various data and statements, it can be concluded that basically the majority of people accept this harmonious trans program, but for some reason they still carry out the task of picking up their children, so that in quantity this affects the number of passengers in the city compared to schools that located on the outskirts of the city.

**3.2.2 Travel Distance**

Transportation distance is the length of the trajectory that is traversed by Trans Serasi school transportation per day. The number of trips to the matching trans fleet is influenced by the distance of the trip, the number of students who travel through the route and the number of fleets operating. This is important to understand in order to provide a more complete understanding of the matching distance of trans.

**Table 3.4:** Trans Serasi School Travel Distance

Route Code	Trans Serasi Transport Route	Travel Distance	Average	Total Distance
		Per Round Trip (Km)	Round Trip / Day	Travel (Km/day)
1	2	3	4	5
TS-01	Penyalin - Pesiapan - Jambé - Tabanan	11.39	2	22.78
TS-02	Penyalin - Perum. Vista - Gerokgak - Tabanan	12.98	2	25.96
TS-03	Sandan - Wanasari - Tabanan	15.6	2	31.2
TS-04	Riang - Subamia - Tabanan	16.81	2	33.62
TS-05	Tunjuk - Buahán - Denbantas - Tabanan	19.49	2	38.98
TS-06	Nyitdah - Kediri - Tabanan	16.82	2	33.64
TS-07	Pandak - Kediri - Tabanan	18.72	2	37.44

**Table 3.5:** Trans Serasi School Transport Factors

Code Route	Amount Fleet	Average of Passengers (People)				Capacity (Seats)	Load Faktor (%)				
		Enter Morning	Enter Afternoon	Return Afternoon	Return Afternoon		Enter Morning	Enter Afternoon	Return Afternoon	Return Afternoon	
TS	1	7	50	46	81	86	10	71	66	116	123
	2	5	41	35	64	64	10	82	70	128	128
	3	8	55	65	84	87	10	69	81	105	109
	4	6	44	44	62	61	10	73	73	103	102

TS-08	Beda - Wanasara - Bongan - Gerokgak - Tabanan	16.95	2	33.9
TS-09	Bongan Kauh - Dukuh - Tegal - Tabanan	11.37	2	22.74
TS-10	Yeh Gangga - Gubug - Pulau Nias - Tabanan	24.56	2	49.12
TS-11	Dadakan - Taman Sekar - Kediri - Sanggulan - Tabanan	14.04	2	28.08
TS-12	Blayu - Kukuh - Tanah Bang - Tabanan	18.5	2	37
BTS-01	Penebel - Tabanan	58.64	2	117.28
BTS-02	Pandak - SMPN 1 Kediri - Abiantuwung - SMPN 1 Kediri	52.52	2	105.04
TSP-01	Jangkahan - Batuaji - SMPN 2 Kerambitan	21.4	2	42.8
TSP-02	Kutuh - SMPN 2 Kerambitan	12.2	1	12.2
TSP-03	Batuaji Kawan - SMPN 2 Kerambitan	7.08	2	14.16

In table 3.4 shows the total travel distance per day Trans Serasi school transportation is on route BTS-01 (Penebel - Tabanan) along 117.28 km in a day 2 (two) roundtrip and the lowest total starlings per day is for the TSP-02 route (Kutuh - Kerambitan 2 Junior High School, 12.2 km long with 1 (one) roundtrip. This data illustrates that the average distance traveled by matching trans is not too long, this is in accordance with the characteristics of transportation that focuses on student transportation. So that, it can be concluded that the distance traveled by trans transport is still within normal limits.

**3.2.3 Load Factor**

After obtaining a picture related to the number of passengers and distance traveled, then it will be analyzed related to the load factor which is one of the factors in understanding the characteristics of matching trans. The load factor itself is the ratio of the number of passengers transported to the capacity or capacity of the vehicle per road arrangement in one track. It should be understood that the harmonized trans fleet in Tabanan Regency has been using MPU fleets with a capacity of 10 people to route TS-01 to TS-12, while for rural trans routes using minibuses with a capacity of 16 people, and to serve students of Kediri 1 Junior High School and for students from Penebel using a medium bus with a capacity of 37 people.

	5	7	47	48	81	71	10	67	69	116	101
	6	4	22	19	50	34	10	55	48	125	85
	7	4	28	26	45	32	10	70	65	113	80
	8	8	66	68	92	83	10	83	85	115	104
	9	7	53	58	79	80	10	76	83	113	114
	10	8	74	53	84	69	10	93	66	105	86
	11	9	62	75	105	107	10	69	83	117	119
	12	7	60	56	81	77	10	86	80	116	110
							<b>Average</b>	<b>74</b>	<b>72</b>	<b>114</b>	<b>105</b>
BTS	1	1	17	20	22	27	37	46	54	59	73
	2	2	58	92	83	118	37	78	124	112	159
							<b>Average</b>	<b>62</b>	<b>89</b>	<b>86</b>	<b>116</b>
TSP	1	3	67	18	67	18	16	140	38	140	38
	2	2	40	0	0	40	16	125	-	-	125
	3	1	18	12	18	12	16	113	75	113	75
							<b>Average</b>	<b>126</b>	<b>56</b>	<b>126</b>	<b>79</b>

In table 3.5 it can be seen how the load factor of the trans program is matched from the 17 existing routes, while the calculation is based on the average number of students per transport on one route and also based on the type of fleet operating. Then related to load factor calculation is divided based on student's school hours either in the morning to go home at noon or go in the afternoon home.

In table 3.5 it can be seen that for the route TS-01 to TS-12, the average load of morning admission factor was 74%, afternoon admission was 72%, home afternoon 114% and returning late afternoon 105%. This shows that the load factor value tends to be lower during the entry and high hours when the clock exits. Low load factor values during the morning are caused by some students being taken directly by their parents when they leave for work while returning using matching trans. This fact is consistent with observations and a series of interviews conducted during this research.

Through table 3.5, it can also be understood that on the BTS-01 route the load factor value is between 46% -73%. This shows that the number of passengers is less than the available bus capacity. Then we can see on the BTS-02 route the load factor value when the entry time is between 62% -89% while at home time it is between 86% -116%. This data is interesting to analyze, especially for the TSP-01 route, where the load factor is only 38% during the daytime and back hours. Likewise on the TSP-03 route where the load factor value is around 56% during daytime hours.

Based on the results of the elaboration carried out, it is known that one of the factors that causes this to occur is the

relatively low level of community understanding of the purpose and objectives of the harmonious trans program.

### 3.3 Impact of Implementation of Trans Serasi Program Policies in Efforts to Increase Legitimacy of Local Governments

Through a series of studies conducted in Tabanan Regency, it can be seen that the level of government legitimacy in Tabanan Regency is quite good along with the efforts of the Tabanan Regency Government to improve its public services, one of which is through a harmonized trans program in the transportation sector. Empirical facts that show support for the Tabanan Regency Government institutions include the Transportation Agency of Tabanan Regency, describing a positive trend on the legitimacy of local government. The attitude shown by the respondents is indeed not excessive, considering that some time ago the Tabanan Regency Government made a smart move, namely restructuring its institutions with the hope of the realization of a public service that displays an efficient, effective and accountable government. The main principle used in conducting institutional restructuring is the principle of poor function-rich structure.

This is certainly a separate capital for the Tabanan Regency Government to continue to improve the legitimacy of regional government in the eyes of the public. Indicators that the Tabanan Regency Government has been on the right path can be seen from the limited survey conducted in order to support the empirical results obtained in the field.

**Table 3.6:** Data Related to Responses to the Minimum Level of Expectation, Performance and Service About the Trans Serasi System According to Users (Students)

No	Question	Hope					Percentage
		1	2	3	4	5	
1	What is the current condition of the transport fleet?	- (0%)	2 (6,7%)	13 (43,3%)	15 (50%)	- (0%)	30 (100%)
2	What is the current route distance?	- (0%)	8 (26,7%)	15 (50%)	7 (23,3%)	- (0%)	30 (100%)
3	What is the number of fleets serving Serasi Trans?	- (0%)	15 (50%)	10 (33,3%)	5 (16,7%)	- (0%)	30 (100%)
4	What is the timeliness of the service provided?	- (0%)	- (0%)	23 (76,7%)	7 (23,3%)	- (0%)	30 (100%)
5	How do students respond to the Trans Serasi service?	- (0%)	- (0%)	21 (70%)	9 (30%)	- (0%)	30 (100%)
6	How is the handling of student complaints about the Trans Serasi service?	- (0%)	4 (13,3%)	23 (76,7%)	3 (10%)	-(0%)	30 (100%)
7	How do parents respond to the Trans Serasi program	- (0%)	- (0%)	3 (10%)	27 (90%)	-(0%)	30 (100%)
8	What is the impact of Trans Serasi on student accident rates?	- (0%)	- (0%)	6 (20%)	24 (80%)	-(0%)	30 (100%)

Paying attention to the data obtained in conducting surveys of students as supporting data in qualitative research.

**Table 3.7** Minimum Level of Expectation, Performance and Service about the Trans Serasi System According to Users (Students)

No	Question	Hope	Performance	Minimum Service Level
1	What is the current condition of the transport fleet?	Most students hope that the current fleet condition can be improved	At present the performance of the existing fleet conditions is good enough	There must be a standard standard for determining standard transport conditions that can operate
2	What is the current route distance?	Students hope that the existing routes can be added to reach students more broadly.	Students assess the performance of reach can not touch students as a whole	The level of coverage in the service must be able to reach students within the City of Tabanan
3	What is the number of fleets serving Serasi Trans?	Most students consider that the number of fleets needs to be increased	Keep in mind the performance of the amount that is considered inadequate in reaching matching trans services	There must be a minimum calculation of the number of fleets that can reach services.
4	What is the timeliness of the service provided?	Almost all students expect the timeliness to be in accordance with the existing provisions	Timeliness performance is considered sufficient	There must be minimum standards related to timeliness and clear sanctions
5	How do students respond to the Trans Serasi service?	Most students hope that matching trans can be an alternative to public transportation services	The harmonious performance of trans is considered to be good enough	There must be a minimum service standard related to the program implemented.
6	How is the handling of student complaints about the Trans Serasi service?	It is expected that canalization is associated with student complaints related to matching trans services	Complaint handling performance is considered inadequate	There must be a clear procedure related to the manner of public complaints
7	How do parents respond to the Trans Serasi program	There is a good response from parents, to support the success of harmonious trans	Almost all parents support the harmonious trans program	There must be a satisfaction survey for users of matching trans
8	What is the impact of Trans Serasi on student accident rates?	Almost all students hope that a matching trans can reduce student accident rates	The occurrence of a decrease in student accident rates in Tabanan Regency	There must be clear indicators to measure the extent to which the effects of trans are harmonious in order to reduce student accidents

Reflecting on this, it can be concluded that in general the Tabanan Regency Government through the dimensions of local government structures that support the improvement of public services has been quite successful in increasing public trust in the existence of the Tabanan Regency Government.

Furthermore, it will be discussed in connection with the second dimension, which is related to the beliefs or values adopted by the Tabanan Regency Government in an effort to increase the legitimacy of local government through improving public services, in this case the trans program is harmonious. The dimensions of beliefs or values adopted by the local government are illustrated through the statement of the regional vision and mission which focuses on efforts to improve public services to the community.

## 4. Conclusions and Suggestions

### 4.1 Conclusions

Based on the above research results can be concluded that is:

4.1.1 Regarding the process of determining the policy of the Trans Serasi Program in Tabanan Regency, it can be seen that this idea arises from the strong desire of the Tabanan Regency Government through the Tabanan Regency Transportation Agency, in order to address the various problems that concern Tabanan Serasi, Sehat. , Safe and Achievement, with a focus on the field of transportation.

4.1.2 Related to the implementation of the Trans Serasi program in an effort to encourage improvements in public services in the field of transportation for the people in Tabanan Regency, it can be said that in general, the Trans Serasi program has run well.

4.1.3 Regarding the impact of the implementation of a harmonious trans program in an effort to increase the legitimacy of local government, it can be concluded that the breakthroughs made by the Tabanan District Government are quite effective in order to increase public trust in Tabanan Regency

### 4.2 Suggestions

The advice given is:

4.2.1 Regarding the process of strengthening the legal umbrella of the Trans Serasi program, a clearer legal umbrella needs to be considered.

4.2.2 Regarding the implementation of the Trans Serasi program, it can be recommended to conduct a thorough evaluation

4.2.3 In relation to efforts to increase the legitimacy of regional government, it is deemed necessary for the Tabanan Regency Government to strengthen and perfect the harmonized trans program

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