

## Government Policy Analysis on Online Transportation Services

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*Received November 13, 2024; Accepted December 14, 2024; Published March 15, 2025*

**Abstract** – Current technological developments bring changes and innovations in various things, one of which is the emergence of application-based public transportation services or what is commonly known by the public as *online transportation* or *online taxis*. However, the presence of this *online transportation services* also reaps pros and cons. In addition to the reason for the decline in income for public transportation owners, another thing that is also the basis for their rejection is the existence of several differences in services or rules set by the government for *online transportation*. This study aims to analyze policies related to *online transportation* and also conventional public transportation (angkot). This study is a qualitative study that obtains data from interviews and also literature reviews. The findings are that there are 10 differences or inequalities between policies for conventional transportation (angkot) and *online transportation / online taxis* (special rental transportation) as follows; 1) Determination of areas; 2) Passenger services; 3) Business; 4) Obligation to provide backup vehicles; 5) Tariff determination; 6) Digital dashboard access; 7) Requirements and criteria for vehicles; 8) Uniform requirements; 9) Auction and selection; 10) Storage facilities and agents. Of the ten points, it is considered that there is a more flexible and loose policy towards *online transportation* compared to conventional transportation (angkot). Studies related to online and conventional transportation policies are very necessary in order to face the speed of technological change. A holistic, participatory change in transportation policy is one solution. Regions can create online transportation regulations based on central policies.

**Keywords:** *Public policy, Online transportation, Government policy*

### 1. INTRODUCTION

Disruption or technological developments currently affect all aspects of human life, and are even considered capable of influencing lifestyle. The development of information and communication technology has not only given birth to various means of communication and virtual interaction but has also been able to present many solutions to human life (Tarmizi, 2018). One of the products of this technological development solution is the emergence of application-based public transportation services or what is commonly known by the public as *online transportation* or *online taxis*.

*online transportation* is none other than due to the high mobility needs of the community, especially in big cities. The need for fast and easy mobility is considered less able to be solved by existing conventional public transportation such as angkot (city transportation). Especially in big cities, the obstacles of traffic jams, poor facilities and the threat of crime in conventional transportation make people increasingly want to switch to *online transportation* which is considered capable of overcoming these various problems.

In a study conducted by Ari Gusnita (2019) entitled "Evaluation of Pros and Cons of *Online Transportation* ", it is explained that a quantitative study has been conducted through an *online* survey of 4,668 respondents of *online transportation* users. This survey aims to determine the condition of *online transportation services* for its users. The results showed that the reason they used *online transportation services* was 84.1% because of the cheaper costs and 81% because of the speed in reaching the destination location. (Gusnita, 2019).

Diagram 1 – Alasan Konsumen Memilih Transportasi Online

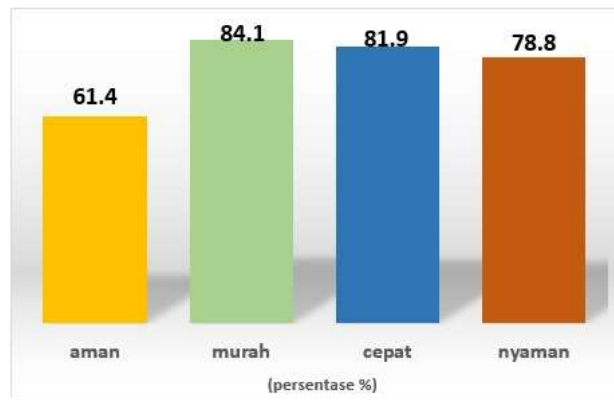


Figure 1.

Diagram of Reasons Consumers Choose Online Transport Source: Gusnita (2019)

If seen from the diagram above, it can be concluded that much cheaper prices or rates are the most common reason for users to switch to *online transportation*. The survey results are also supported and have the same results as the research conducted by (Mukaromah et al., 2019) entitled "The Impact of the Existence of Online Transportation on the Socio-Economic Conditions of Conventional Transportation in Kediri City". This research was conducted in Kediri, using a qualitative descriptive method that interviewed 11 informants. The results show that the presence of *online transportation* in Kediri City has an impact on the economic conditions of conventional transportation, which has resulted in a decline in the turnover or income of conventional transportation owners. This decline in income is due to the shift in people's interest in using *online transportation*, one of the main reasons people prefer to use *online transportation* is that the rates are much cheaper compared to conventional transportation (Mukaromah et al., 2019).

However, the presence of *online transportation* also reaps pros and cons, although many people accept and feel very helped by the existence of *online transportation*, but not a few also reject the presence of *online transportation* (Iman Abdurrasyid Husain et al., 2020). These cons or rejections arise because of the negative impacts that come from the existence of *online transportation*, such as what happened to public transportation managers or owners. Many complaints were conveyed by public transportation drivers, where their daily income dropped drastically. Meanwhile, public transportation entrepreneurs also "cried silently" because they were powerless to do anything about the decrease in deposits.

One of the public transportation entrepreneurs on route 32 in Bogor, revealed that the deposit which was originally IDR 230,000, - fell to IDR 100,000, - IDR 120,000, -. The "cry" of the entrepreneur "got louder", because the Bogor regional government also increased the UJI KIR levy, which was originally less than IDR 50,000, - to IDR. 91,000,- but many Angkot owners pay twice as much, because it was not socialized. Likewise, if the name is changed, the tax becomes more expensive. This condition is one of the triggers for the demonstration carried out by thousands of Angkot drivers to reject the existence of *online transportation*. Reported from the news.detik.com page (2017), thousands of public transportation (angkot) drivers in Malang held a demonstration rejecting *online transportation* in front of the city hall. The demonstrators felt disappointed with the government which was considered not firm and fair towards the rules applied to *online transportation*. In fact, the government was considered to be more biased and supportive of *online transportation* to continue operating. (Aminudin, 2017).

In addition to the reason for the decrease in income for public transportation owners, another thing that is also the basis for their rejection is the existence of several differences in services or regulations set by the government for *online transportation*, such as *online transportation* or *online taxi* owners do not need to carry out a vehicle inspection every 6 months, do not have a Supervision Card and Route SK Extension, so they do not need to spend a lot of money, the width of the work area.

Public transportation observer Ofyar Tamin also stated that the pros and cons that arise regarding *online transportation* or *online taxis* arise because of the injustice between the treatment of regulations on conventional public transportation and *online transportation*. According to Ofyar, in facing the pros and cons, the government must be present in a real and firm manner, and is also required to be able to accommodate the aspirations of all business actors and also implement complete justice. (Solehudin, 2017).

In line with the opinion above, the presence of *online transportation* does not necessarily mean that it can operate freely, but the government needs to be present to implement various policies for the good of all parties, be it online transportation managers, drivers, passengers, city transportation managers from other public transportation, and the wider community.

In a study entitled "*Online Transportation Policy Polemics*" written by (Nainggolan et al., 2020) it is explained that *online transportation businesses* or *businesses* operate freely and are even considered to often implement their own policies, which often causes conflict in society. This happens because of the weakness of the policies that serve as the basis or foundation of regulations for *online transportation*. (Nainggolan et al., 2020).

*online transportation* and its pros and cons, the government, especially the Ministry of Transportation, has issued several regulations or policies on *online transportation* as stated in the Regulation of the Minister of Transportation of the Republic of Indonesia concerning the Implementation of Special Rental Transportation No. 118 of 2018. Then, with the emergence of the Covid 19 pandemic in Indonesia, all people, as well as business actors including *online transportation* and conventional public transportation must also implement health protocols. Therefore, in response to the pandemic and efforts to break the chain of transmission, the government has issued another regulation on public transportation during Covid 19, namely, Regulation of the Minister of Transportation of the Republic of Indonesia Number 41 of 2020 concerning Amendments to the Regulation of the Minister of Transportation Number 18 of 2020 concerning Transportation Control in the Framework of Preventing the Spread of Corona Virus Disease 2019 (Covid 19).

*online transportation* are what give rise to pros and cons in society, because it is considered that there is no inequality in service compared to conventional public transportation. To avoid these pros and cons, the government should be able to conduct a comprehensive evaluation of these regulations and the government's firmness in implementing them. Based on the explanation above, this study focuses on *online transportation* and conventional four-wheeled transportation, namely *online taxis* and public transportation (angkot). The inequality or injustice in these regulations is the focus of the study in this study, by examining policies related to *online transportation* and also conventional public transportation.

## **2. LITERATURE REVIEW**

### **Public Policy**

Government as one of the public sector institutions that has the responsibility to serve the public interest or society. Various public issues and various interests and different values always accompany the running of the government system. People from all corners simultaneously expect the government to be able to develop policies and services that are appropriate and appropriate to their respective needs, but without causing excessive bureaucratic processes that are not desired by the public. Seeing these conditions, the impact of the problems faced by the government is becoming increasingly complex, and so are the solutions - policies and services - that they develop: becoming increasingly integrated, covering all levels of public administration and involving various actors. (Hermus et al., 2020).

Public policy itself is a policy designed and implemented by the government with the aim of achieving various ideals or goals and solving problems that exist in society (Buuren et al., 2020). Public policy should mean the actual allocation of resources presented by projects and programs designed to respond to perceived public problems and challenges that require government action for their solution (Michael Howlett, 2018). James Anderson 1997 defines policy as a relatively stable, purposeful action followed by and actor or series of actors in dealing with problems or issues (Anyebe, 2018). The substance of public policy in each country will vary, many things influence a government policy such as ideology and its government system.

The problems that need to be considered by the government as a policy maker, are not only the content or design of a policy, but also how the implementation of the policy can be effective. George Edward III in (Setyawan & Srihardjono, 2016) emphasized that without effective implementation, the policies or decisions that have been made will not succeed in achieving the desired goals. In terms of policy implementation, Edward (2003) explained that there are four variables that need to be considered, namely; communication, resources, disposition and bureaucratic structure (Indah & Hariyanti, 2018) .

### **1. Communication**

In the process of implementing public policy, there are several types or types of communication carried out, such as communication carried out by policy makers. Communication carried out by policy makers to actors or officers who implement the policy. The goal is for implementers to understand the newly created policies. The communication carried out must be clear and accurate. So that the meaning conveyed by the maker is in accordance with what is received by the implementer, or in other words so that the implementer or executor understands what must be implemented later. (Indah & Hariyanti, 2018).

In addition to accuracy and clarity, communication must also contain elements of transmission, or the process of delivering and forwarding messages. In policy implementation, there is not only communication from policy makers to implementers, but also communication from implementers to the wider community or public. Therefore, accurate and consistent message transmission is needed.

### **2. Resource**

This variable has four indicators, namely; staff, information, authority and facilities. In the resource variable, it should be noted that successful policy implementation is the resources or workforce, either called staff or employees. Not only the number of staff comparisons must be proportional, but also various skills are needed. If the staff is large but does not have the skills, the implementation of the policy will be in vain. Then, in addition to human resources or staff, adequate facilities are also needed and support the realization of effective implementation. The facilities referred to here can be in the form of buildings or buildings, computer equipment, or other supporting facilities (Asyiah et al., 2018)

Next, the second indicator is information. There are two types of information in terms of policy implementation as stated by Edward III, namely first, information related to the method of implementing or carrying out the policy. An implementer must understand carefully what the leader has ordered him to do; second, information containing data on compliance with the established policy. (Yalia, 2014).

### **3. Disposition**

The disposition variable is about the attitude of the policy implementer. Disposition is very important for the success of implementing a policy, implementors or implementers must not only know and understand the policy thoroughly, but implementers must also have an attitude and accept a policy. If the attitude of the implementer is good, it will get a good response from the target group or key public. (Yalia, 2014). The disposition variable has two indicators, namely the appointment of bureaucrats and incentives. In terms of the appointment of bureaucrats, decision makers must be able to appoint implementers who have high dedication to the policy and also have an attitude that is acceptable to the public.

### **4. Bureaucratic structure**

For the success of implementing a policy, it needs to be supported by a strong bureaucratic system, so that the flow and path of the policy can run smoothly and orderly (Baekgaard et al., 2018) . Although other variables such as staff, facilities, and attitudes of implementers are good, if they are not accompanied by a clear and strong bureaucratic system, the implementation of a policy will also be difficult to be effective. (Marcelina et al., 2018).

## Online transportation

*Online* transportation is present because of the rapid development of technology. In terms of technological systems, it is known as a resourcing platform that can be used by Transportation Network Companies (TNC) or simply referred to as a company or agency that connects drivers and service users or passengers. (Zaini, 2020). *Online* transportation or can also be called online transportation is an application-based transportation that combines taxi and motorcycle taxi transportation services with communication technology or smartphones. (Widiyatmoko, 2018). Although the term *online transportation* has become a common term in society, legally or standardly, the term for *online transportation* is "special rental transportation". The definition of special rental transportation itself is a door-to-door transportation service with a driver, has an urban operating area, from and to airports, ports or other transportation hubs, and reservations using information technology-based applications, with the amount of the tariff listed in the application. (PM 118, 2018) As explained above, the focus of this study is four-wheeled *online transportation* or what is commonly called *online taxis*.

After explaining the definition of *online transportation* itself, it is also necessary to explain the concept of conventional four-wheeled transportation referred to in this study. The conventional transportation referred to here is angkot (city transportation) which is also known as transportation of people on a route, namely transportation served by public passenger cars and public buses, from one place to another, has a fixed origin, route and time, and is regular and charged a fee. (Ministry of Transportation of the Republic of Indonesia, 2019). The table below describes previous studies on the topic of public policy. The description of *the state of the art* is also intended to compare and determine the novelty and uniqueness of this research.

**Table 1 State of The Art**

No.	Research Title (Author name, year)	Theory	Method	Results
1	<i>Online Transportation Policy and Social Conflict</i> (Istianto & Maulamin, 2018)	<i>Policy evaluation, public services, online transportation</i>	Descriptive qualitative	The results of the study found that the policy formulation process has not been carried out comprehensively and in an integrated manner. There are differences in perception and definition between the intentions of the government and public transportation.
2	<i>Service Quality Analysis for Online Transportation Services: Case Study of GO-JEK</i> . (Silalahi et al., 2017)	Service quality	A quantitative approach with 99social entropy for data analysis is a case study.	It was found that the three best aspects for GO-JEK <i>online transportation services</i> were cognitive perception, ease of use, and perceived website innovation. While the three lowest criteria were compensation, trust, and perceived risk.
3	Implementation of the Regulation of the Minister of Transportation Number 26 of 2017 concerning the Implementation of Transportation of People by Public Motorized Vehicles not on	Policy implementation	Qualitative	The implementation of the 11 points contained in Ministerial Regulation Number 26 of 2017 can run well of course because the role of the local Provincial Transportation Service is optimal and works together with the Police.

	Routes at the South Sumatra Provincial Transportation Service (Case Study of the Legality of <i>Online Motorcycle Taxis</i> ) (Rahman, 2019)				
4	<i>Online Transportation on the Socio-Economics of Samarinda Society</i> , by Rudy Syafariansyah Erni Setiawati in 2018. (Syafariansyah, 2019)	Impact, <i>Online transportation</i>	<i>Online</i> Quantitative, correlational		The results of the social research, to 90 people, as many as 61 respondents (68%) stated that transportation has a positive impact on the socio-economic community. Coefficient regression, as big as 2.9 Coefficient Correlation (R) is 0.905
5	Transjakarta Busway Service Quality in DKI Jakarta (Rianti & Tuti, 2018)	Public Administration	Qualitative approach with descriptive method		The quality of Transjakarta Busway services in DKI Jakarta is still not good, this can be seen from the five indicators used to measure the quality of Transjakarta services, namely Reliability, Responsiveness, Assurance, Empathy and Tangible.

The comparison between this study and the Five Studies above, the difference is seen from the object and purpose of the study, this study uses the basis and basis of analysis from the Policy Implementation theory, although there is one previous study that uses the same theory, but because the research object is different, it can be estimated that the research results are certainly different. This is where the State of The Art of this study lies.

### 3. METHODOLOGY

This study uses a qualitative approach, which applies inductive logic and categorizes the data that has been collected during the study. Qualitative research is expected to produce patterns or theories that can explain the phenomenon (Surayya, 2018) . The qualitative approach was chosen to be able to further explore and understand the meaning of individuals or groups that are considered to originate from social or human problems. Qualitative researchers often provide readers with a realistic contextual picture of several aspects of life, which can have greater meaning than a qualitative approach that is oriented towards numbers. (Dodgson, 2017). Data from this study were obtained from various methods and sources, such as interviews with:

1. Director of Road Transportation / Acting Head of Urban Transportation Sub-Directorate at the Ministry of Transportation;
2. Head of the Republic of Indonesia Transportation Service
3. Jabodetabek Transportation Management Agency
4. *online* taxi drivers

Then this study also uses a literature review method to obtain the necessary data, in addition, data collection is also carried out by means of *online observation* or in other words conducting media monitoring related to the object of research, namely government policy on *online transportation*. The steps taken in the literature review in this study are

1. Collect or download government policies related to *online transportation* ( *online taxis* ) and motorized passenger transportation on routes (angkot) consisting of;

- a. Minister of Transportation Regulation 32 of 2016
  - b. Minister of Transportation Regulation 26 of 2017
  - c. Minister of Transportation Regulation 108 of 2017
  - d. Minister of Transportation Regulation 118 of 2018
  - e. Minister of Transportation Regulation 17 of 2019
  - f. Minister of Transportation Regulation 15 of 2019
2. Conduct a search or browse on the internet (google.com) with the keyword *online transportation policy* ;
  3. Sorting search results sourced from *online news portals* , or in other words collecting news related to *online transportation policies* on the internet;
  4. Utilizing the Google Scholar portal to search for scientific articles related to the following themes: policy studies, policy analysis, policy implementation, *online transportation policies* ;
  5. Literature search via Google Scholar was filtered by selecting publications from 2015 to 2021.

The findings from the literature above, both from Google consisting of files of the Regulation of the Minister of Transportation of the Republic of Indonesia and news related to *online transportation*, as well as scientific articles sourced from Google Scholar will be collected and reviewed in accordance with the objectives of this study. Data analysis in this study refers to the steps proposed by Miles, namely the process of selecting (simplifying) data, the data obtained is presented, then verifying the data and finally formulating conclusions (Maisaro, Atik, 2018) .

#### 4. RESULTS AND DISCUSSION

The existence of transportation, be it city transportation which is also called "travel transportation", or *online transportation* (special rental transportation) both provide convenience for the community to mobilize. However, in order to realize order in driving and managing transportation businesses, there needs to be regulations that regulate, so as not to cause various polemics and conflicts in society. The government must make fair and appropriate policies to regulate this transportation, both in terms of traffic and related to the management of transportation businesses. In addition, efforts to provide excellent public services from the government are very important. This public service must receive good attention and be carried out optimally because it is the main task and function of every government apparatus. The quality of public services provided by the government is an important factor in creating a peaceful and prosperous society.

Regarding the emergence of *online transportation*, the government has issued a Regulation of the Minister of Transportation (Permenhub) as a response to create a good and orderly situation. However, the regulation still reaps pros and cons among the public, most *stakeholders* still cannot agree with the Permenhub. The implementation of this Permenhub regulation has not run smoothly (Ayuta Puspa Citra Zuama et al., 2021) , there are several improvements or changes in the Permenhub. Quoted from the liputan.com page. stated that the Supreme Court, through the Supreme Court decision No. 37 P / HUM / 2017, revoked the Regulation of the Minister of Transportation Number 26 of 2017 concerning *online transportation*.

The Panel of Judges chaired by Judge Supandi considered that the Permen was undemocratic and contradicted the Law on micro, small and medium enterprises, and the Law on traffic and road transportation. *Online transportation* , according to the judge, is a logical consequence of the development of information technology. (Garmabrata, 2017). *Online transportation* is a product of technological disruption, as stated by Kasali (2017) that the industry has a very large opportunity to be influenced by the disruption of technology and information that occurs and is highly regulated or in other words, it needs appropriate and firm regulations or rules. Disruption itself will have an impact and change in various things, including how to provide public services. Similarly, the implementation of regulations governing *online transportation* should be carried out in a different way from conventional transportation such as public transportation (angkot).

However, in reality, the government is not designing regulations that are adaptive to the developments and changes that occur related to the technology that accompanies the presence of *online transportation*, but the government is considered to still be trying to force a pattern of rules and services for *online transportation* as is the case for conventional transportation (angkot). This

condition can be seen from the points of the articles regulating *online transportation* or special rental transportation in the Minister of Transportation Regulation 108/2017. So far, regulations governing conventional transportation or motorized vehicle passenger transportation on routes (angkot) are still considered to be making things difficult for business people or transportation managers, such as business permits, roadworthiness tests and others.

Before the issuance of Permenhub 108/2017, there were regulations that had been implemented by the government to regulate *online transportation*, namely the Regulation of the Minister of Transportation 32/2016. At the beginning of the emergence of *online transportation*, the government had conducted various diplomacy with *online transportation management companies* to determine the type or line of their business. If *online transportation companies* choose a business line as a technology company, then they are asked to be able to establish partnerships with companies that manage official transportation or transportation, or by forming a cooperative that is a legal entity in the transportation business line.

However, the choice given by the government for *online transportation companies* to become a transportation service business line was not heeded. This can be seen from the statement of one of the CEOs of an *online transportation company*, Nadiem Makarim, who was still active at Gojek at that time, who stated "our company is not a company engaged in transportation, but we are a technology company that can establish partnerships with various partners, one of which is drivers or owners of motorized vehicles" (Jafar, 2017). Sometime after the issuance of Permenhub 32/2016, the government issued a new regulation, namely Permenhub 26 of 2017. The new Permenhub was a form of government response to the commotion and the rampant demonstrations carried out by drivers to demand justice. Angkot drivers hoped that the government would be able to create fair regulations in regulating *online transportation*. In the Permenhub issued in early April 2017, *online transportation, especially online taxis*, was initially referred to as "special rental transportation".

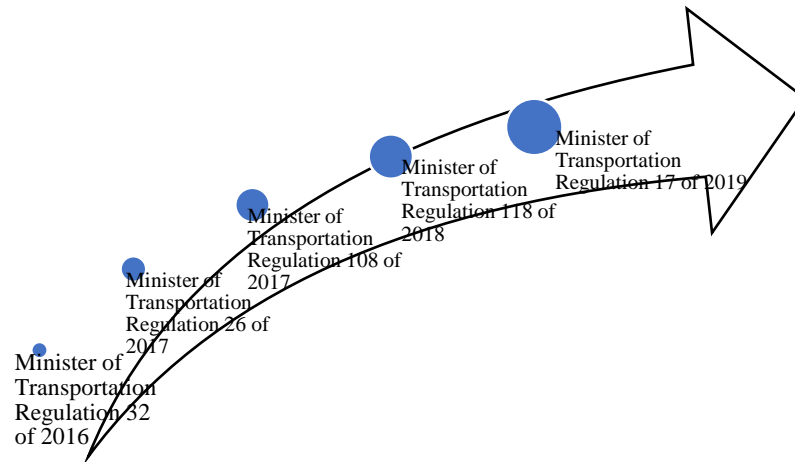
However, Permenhub 26/2017 was also not valid for a long time, because finally the Supreme Court annulled 14 (fourteen) articles contained in Permenhub 26/2017. The Supreme Court considered that the 14 articles were in conflict with several other regulations, such as Law 20/2008 concerning Micro, Small and Medium Enterprises (UMKM). The impact of the cancellation of Permenhub 26/2017, makes *online transportation* or special rental transportation have no regulation or no clear legal umbrella. Demonstrations carried out by conventional transportation drivers and entrepreneurs and conflicts continue in the community. To immediately reduce the chaos, finally the Ministry of Transportation immediately released a further revised Permenbuh, namely the issuance of a new regulation at the end of October 2017, Permenhub 108/2017. The Minister of Transportation stated that Permenhub 108/2017 upholds the value of equality or equity between conventional transportation and *online transportation*. However, similar to Permenhub 26/2017, Permenhub 108 was also canceled by the Supreme Court (MA) after some time of its publication. In its decision, the Supreme Court stated that the contents of Permenhub 108/2017 were the same as the articles that had been canceled by the previous MA, namely in Permenhub 26/2017.

The Supreme Court stated that Permenhub 108/2017 also could not be applied to become an *online transportation regulation*, because it was considered invalid. Even in the lawsuit filed, the Supreme Court canceled more articles than before, namely 32 articles. (Ministry of Communication and Information, 2018). After the Supreme Court's cancellation of Permenhub 108/2017, the government is again working on new regulations to become a legal umbrella for *online transportation*. In mid-December 2018, precisely on the 18th, the government again issued regulations for *online transportation*, namely Permenhub 118 of 2018. Almost the same as the previous Permenhub that *online transportation, especially online taxis* *Online taxis* are referred to in PM 118 2018 as Special Rental Transportation, which is a door-to-door transportation service with a driver, has an operating area in urban areas, from and to airports, ports, or other transportation hubs and reservations using information technology-based applications, with the tariff amount listed in the application.

Although Permenhub 118 of 2018 is considered final and able to be a win-win solution for the presence of *online transportation* in the community, the government is still revising and issuing another Permenhub, namely Permenhub 17 of 2019. The Permen only revises one article, namely Article 19 concerning the Special Charter Transportation Operation Permit granted by the Minister as referred to in Article 18 letter a signed by: a. The Director General of Land Transportation on



behalf of the Minister, for Special Charter Transportation whose operational area exceeds 1 (one) provincial area, other than the areas of Jakarta, Bogor, Depok, Tangerang, and Bekasi; and b. The Head of the Jakarta, Bogor, Depok, Tangerang, and Bekasi Transportation Management Agency on behalf of the Minister, for Special Charter Transportation whose operational area exceeds more than 1 (one) provincial area in the areas of Jakarta, Bogor, Depok, Tangerang, and Bekasi.



**Figure 2. Dynamics of Online Transport Regulation**  
**Source: Indonesian Minister of Transport Regulation (data processed)**

Based on the main objective of this study, namely the analysis of government policies on *online transportation*, this study will then explain several differences that are considered unequal between regulations on public transportation and *online transportation*, especially *online taxis*. The following is a comparative analysis between Permenhub 118/2018 for *online transportation* (special rental transportation) and Permenhub 15/2019 for public transportation (Transportation of People with Public Motorized Vehicles on Routes).

**Table 2. Comparison of PM 15 of 2019 with OM 118 of 2018**

No.	Arrangement	PM Kemenhub 15 of 2019	PM Kemenhub 118 of 2018
1	Determination of operational areas and planning of public motor vehicle needs	Determined based on the Master Plan for the traffic network and road transportation	Determined by the Minister and Governor
2	Passenger service	Dividing passenger transport service classes into economy and non-economy	There is no class division in service
3	Enterprise	Have an obligation to comply with the travel schedule, pick up and drop off passengers	There is no obligation to schedule travel, pick up and drop off passengers.
4	Employer's obligation to provide spare vehicles	Public transportation entrepreneurs or operators must provide reserve vehicles of at least 10% (ten percent) of the total number of motorized vehicles that have been granted route permits.	There is no rule that requires providing a backup vehicle.
5	Tariff determination	Ministers and Governors according to their area of operation	Not regulated in PM 15 of 2019
6	Digital dashboard access	There are no rules	Application Companies are required to the Minister or Governor according to their authority; and application access to Drivers
7	Requirements or criteria for vehicles	Vehicles must be listed; vehicle number and test number, Route	There are no special rules

		containing the origin and destination as well as the route, equipped with a special sign in the form of urban writing	
8	Uniform requirements for drivers	Drivers are required to wear the specified uniform.	There is no obligation for drivers to wear uniforms.
9	Auction and selection	There are rules regarding auctions and selection.	There are no rules
10	Vehicle Storage Facilities and Agents	Must have motor vehicle storage facilities, such as parking and vehicle maintenance and repair areas.	There is no obligation to have storage facilities

Source: Data processed by researchers, 2024

If observed from the results of the comparison presented above, it can be assumed that the regulations applied to *online transportation* are much more flexible compared to regulations for public transportation. There are many obligations that must be met and obeyed by public transportation entrepreneurs and public transportation drivers to operate, such as obeying schedules, routes, rules for picking up and dropping off passengers and many others. These rules do not apply to *online transportation*.

According to the presentation of the informant, Director of Road Transportation / Acting Head of Sub-Directorate of Urban Transportation from the Ministry of Transportation, that the PM Kemenhub 118 of 2018 concerning Special Rental Transportation (online taxis) is not specifically to regulate between applicators and partners (drivers), but more to business competition and passenger safety.

Business in the transportation sector as a sector line related to quotas, why should we obey the quota because public transportation is also like that. Finally, supply and demand are not balanced. Which quota is handed over to each region. However, the obstacle is that there are many complaints from drivers about the obligation to take care of permits, on the pretext that there are too many costs that must be incurred. So, this quota is the number of permits for transportation or cars that are given, the purpose of regulating the quota is to maintain a balance between transportation and passengers in an area. If there are many partners from online taxis that are illegal or unlicensed, it is feared that there will be an excess of transportation supply compared to the passenger population, this will cause various bad things such as unhealthy competition, online taxi losses and others.

Furthermore, in terms of policy enforcement and supervision, operations are carried out by issuing letters every 3 months. However, there are still obstacles in carrying out supervision in the field because the plates are both black. For the regions, it is handed over to BPTJ for supervision in the regions to map the number of vehicles that have permits and those that do not, as well as socialization and law enforcement, but BPTJ cannot take firm action because that is the authority of the police.

Special Rental Transportation (online taxis) has several stakeholders: Ministry of Transportation, Transportation Agency, Ministry of Communication and Information, Ministry of Manpower and Ministry of SMEs. In addition to PM 11 of 2018, Special Rental Transportation (online taxis) is also regulated by the Ministry of Communication and Information in PM Kominfo 5 of 2020 concerning Private Electronic System Organizers (PSE). As explained above, online taxis are not a business with a transportation line but they are a system provider company, they even call their company a marketplace, which connects drivers (partners) with passengers in a system. PM Kominfo 5 of 2020 to protect all Indonesian people and all of Indonesia's territory "from various threats in the digital space. The government has a duty to protect data in the digital space, as well as the circulation of negative content, such as misuse of personal data, sexual exploitation of children, to digital-based terrorism radicalism (Indotelco.com, 2021).

In addition to being regulated by PM Kemenhub 118 of 2018 and PM Kominfo 5 of 2020, partners of this online taxi applicator must be registered in the Online Single Submission (OSS) managed by the Ministry of Investment/BKPM. OSS is a platform where micro, small, medium, and large entrepreneurs can apply for online-based business permits, with the presence of OSS it is hoped that it will make it easier for all people who want to become entrepreneurs to take care of permits.

The creation of OSS or Online Single Submission also aims to be a form of reform in the field of business licensing. Because initially the permits submitted had to go through a long process and bureaucracy, and had to be physically present. With OSS, people can take care of business permits more practically, quickly, and without having to leave their homes or offices. (Arrum, 2019).

If observed from the data, the thing that causes problems in terms of online transportation policy, one of which is the speed of development and technological change that cannot be preceded by regulations. Policy makers are expected to be able to continue to adapt and adopt all developments, as is the case in the phenomenon of the presence of online transportation today. The following is a formulation of the results of the analysis of policy implementation, both *online transportation* and public transportation, with data sourced from interviews with implementers, public transportation drivers and *online taxi drivers*.

**Table 2. Analysis of the Implementation of Public Transportation and Online Transportation Policies**

No	Policy Implementation Variables (Edward III, 2003)	Transportation Policy for People on Routes (Angkot)	Special rental transportation ( <i>online transportation</i> )
1	Communication	<ol style="list-style-type: none"> <li>1. Communication is carried out well to decide on a policy, which involves various parties, both central and regional.</li> <li>2. After the policy is formulated and published, it is then conveyed to the implementer through good bureaucracy.</li> <li>3. For the general public, policies are socialized through various mass media.</li> <li>4. The implementer also conducted direct outreach in the field to public transportation managers and drivers.</li> </ol>	<ol style="list-style-type: none"> <li>1. Communication is carried out well to decide on a policy, which involves various parties, especially at the center, namely at the Ministry of Transportation.</li> <li>2. After the policy is formulated and published, it is then conveyed to the implementer through bureaucracy or poor message clarity.</li> <li>3. For the general public, policies are socialized through various mass media.</li> <li>4. <i>online</i> transportation driver associations spread across various regions.</li> <li>5. There have been many protests from online transportation drivers regarding the policies that have been issued, with various reasons that they have put forward.</li> </ol>
2.	Resource	<ol style="list-style-type: none"> <li>1. To implement policies related to public transportation, the government has adequate resources.</li> <li>2. Facilities to support policy implementation are considered good and sufficient.</li> <li>3. Implementers are also given appropriate and proper authority when implementing policies.</li> </ol>	<ol style="list-style-type: none"> <li>1. To implement policies related to public transportation, the government has adequate resources.</li> <li>2. The facilities are also considered lacking</li> <li>3. For the initial policy, implementers were given the authority to enforce several policies on <i>online transportation</i>, such as the implementation of KIR, but this did not last long because of many protests from partners.</li> </ol>

			4. Then not long after, the <i>online transportation driver</i> no longer want to implement and comply with several policies such as KIR
			5. The implementer does not have full authority because <i>online transportation</i> is still under the auspices of the Ministry of Communication and Information.
3	Disposition	1. Implementors are pretty good at enforcing policies	1. Implementors are pretty good at enforcing policies
4	Bureaucratic structure	1. At the beginning of the policy, the bureaucracy was quite smooth and made it easier for people such as business people or public transportation drivers to take care of various things. 2. However, recently the bureaucracy of the implementers in particular has been considered increasingly complicated, which sometimes makes the public reluctant to comply with existing policies or regulations.	1. The bureaucracy in the Ministry is quite good, but when it comes to the regions such as the Regional Transportation Service, the bureaucracy is starting to get worse, so that policies are not understood and enforced as they should be.

Source: Interview results

Table 2. Is a summary of the discussion of the implementation of online transportation policies (online taxis/special rental transportation) and also policies on public transportation. Although it has been described in the table above, the following will explain a little that there are several things that cause the implementation of policies between online taxis and public transportation to be different. For example, first in terms of communication, that the communication carried out in terms of enforcement and socialization of policies within the government and to the community does not run well as it did with public transportation.

This was proven, when conducting an interview with the Transportation Agency, informants stated that they did not really understand about regulation 118/2018. However, the statement from the informant from the Ministry of Transportation, explained in detail about the rules or Regulation of the Ministry of Transportation 118/2018, starting from the basis for which the policy was made, stakeholders related to the policy, the enforcement or regulation process and the obstacles experienced in making regulations for online transportation.

Then, in terms of facilities for implementing online transportation policies, there are not yet adequate facilities like those for implementing policies on public transportation, such as the difficulties experienced by BPTJ or the Transportation Agency in enforcing online transportation because they cannot distinguish between private cars and online transportation or online taxis, because there are no special signs and the license plates are both black. Furthermore, in terms of bureaucracy, the bureaucracy for enforcing online transportation policies is not good, as evidenced by information related to policies that do not reach or are not received well by officers or local governments. Several aspects need to be considered and improved again, to create order and also

avoid gaps between policies on online transportation and public transportation (conventional transportation).

## 5. CONCLUSION

Studies related to online and conventional transportation policies are very necessary in order to face the speed of technological change. Participatory holistic transportation policy changes are one solution. Regions can create online transportation regulations based on central policies. In addition, after describing the results or discussions above, both data sourced from interviews and literature reviews, it is concluded that there are 10 (ten differences or here stated as an imbalance between policies for conventional transportation (angkot) and *online transportation / online taxis* (special rental transportation) as follows; 1) Determination of areas; 2) Passenger services; 3) Business; 4) Obligation to provide backup vehicles; 5) Tariff determination; 6) Digital dashboard access; 7) Requirements and criteria for vehicles; 8) Uniform requirements; 9) Auction and selection; 10) Storage facilities and agents. Of the ten points, it is assessed that there is a more flexible and loose policy towards *online transportation* compared to conventional transportation (angkot)

The thing that is the basis for the difference or what ultimately causes the inequality is the business line of *online transportation* itself. As explained above, *online transportation or online taxis* are not a transportation mode business but they are in the business line of providing applications or systems, so that *online transportation* is currently still under the auspices of the Ministry of Communication and Information (Kemkominfo), so the Ministry of Transportation or Dishub do not have full authority in regulating *online transportation*. Then, there needs to be a firmer socialization from the application provider company to ensure that all their partners have permits. It would be better to make a Joint Decree of the three Ministries, the Ministry of Transportation of the Republic of Indonesia, the Ministry of SMEs, and the Ministry of Communication and Information of the Republic of Indonesia to avoid *overlapping* regulations, and regulations are easier to understand. Furthermore, transportation actors should be more critical and the Central and Regional Governments should be more innovative and act as public servants.

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