

THE STRATEGY OF SATLANTAS POLRESTABES SURABAYA TO REALIZE A TRAFFIC ORDER AT SURABAYA CITY

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ABSTRACT

This research is motivated by there are still have a number of accidents that happened on the streets in Surabaya City. The accidents make a lot of disadvantages as material loss and fatalities. It is caused by unorderly society in this case, traffic order. Lack of social awareness and less extensive action from the police was attention to realize a traffic order. It is necessary to do for a city like Surabaya City. The purpose of this research is to describe and to analyze the strategy of the Surabaya police traffic unit to realize a traffic order at Surabaya City. This research used descriptive qualitative methods by observing, interviewing, and documenting. The results of this study indicate that the preemptive strategy carried out by Satlantas Polrestabes Surabaya has not been maximized. The preventive strategy has been carried out properly so that it can prevent people from committing violations which are potentially become accidents. The repressive strategy has been carried out properly too. From the three things above, only the preemptive strategy has not been maximized. Meanwhile, preventive and repressive strategies must be maintained and even improved to create an orderly and zero accident society.

Keywords: *Strategy, traffic order, traffic unit police*

A. INTRODUCTION

Vehicles and traffic are the lifeblood of a country's economic and social movements. The government should maintain the safety, order, and security of the nation and state, including security and safety in using the highway (traffic). Regulations on traffic generally involve related agencies, such as the Satlantas and the Dinas Perhubungan. The Dinas Perhubungan is in charge of formulating technical policies in the field of transportation as well as providing permits and public services, for example completing traffic signs, road markings, and others. Meanwhile, the Satlantas is authorized to enforce the smoothness, safety, and comfort of traffic, as well as to create public order.

The realization of public order is one of the functions of the Kepolisian Negara Republik Indonesia which is written in the *Undang-Undang No.2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia*. The government through the police must be able to fulfill and protect public needs. It accordance with the

purpose of the government's creation (Rauf, 2017:224). The creation of safe, smooth, and orderly traffic and road transportation is also stated in the *Undang-Undang No.22 Tahun 2009 Tentang Lalu Lintas Dan Angkutan Jalan (UU LLAJ)*. The factor of safety and security is an important point in regulating traffic and road transportation to realize smooth traffic. Order, safety, and smooth traffic in question is a condition of avoiding everyone from traffic accidents, traffic order, and avoiding traffic jams on the road. Therefore, this *UU LLAJ* seeks to realize traffic ethics and culture as early as possible with various forms of strategies and their implementation. This is important and very beneficial for metropolitan cities that are traversed by many road users, such as the City of Surabaya.

Safety and security factors are important points in regulating traffic and road transportation to realize a smooth traffic. Order, safety, and smooth traffic in question is a condition of avoiding everyone from traffic accidents, traffic order, and avoiding traffic jams on the road. This is important and very beneficial for metropolitan cities that are traversed by many road users, such as the City of Surabaya. To support regional development and equalize development results, transportation plays a role as support (service), a driver (drivers), as well as a trigger (driver) for development (Fariswadi, 2015:2).

As reported from the Kumparan electronic media page on March 9, 2020, As the third most congested city in Indonesia after Bandung and Jakarta, Surabaya has a congestion rate of 16%. This is in accordance with the statement from Kaurbinops (KBO) Satlantas Polrestabes Surabaya AKP M. Suud who was interviewed by the Jawa Pos media, May 2020. In his interview, he said that the volume of vehicles in the city increased with the implementation of Large-Scale Social Restrictions (PSBB). The heavy traffic in Surabaya is also caused by the high level of motorized vehicle ownership. In addition, the large number of residents from outside the city who immigrated to the City of Surabaya is also one of the problems that cause traffic congestion in the City of Surabaya. Along with population growth, now the need for transportation facilities using roads continues to increase. This can increase time efficiency while at the same time prone to traffic problems, such as congestion, violations, and traffic accidents. In getting to a city with zero accidents, Surabaya needs to maximize the efforts that can be done. In getting to a city with zero accidents, Surabaya needs to maximize the efforts that can be done

Table 1. Highest Black Spot Point Data in Surabaya City

Year	Black Spot Point				
	A. Yani	Ir. Soekarno	Tambak Osowilangun	Mastrip Karangpilang	Total
2016	105	42	27	37	211
2017	160	59	15	47	281

2018	134	61	21	52	268
2019	111	79	30	32	252
2020	70	46	10	28	154
Total					
	580	287	103	196	1.166

Source: *Data of Satlantas Polrestabes Surabaya, April 2021*

From the table above, it can be seen that the highest black spot occurred on Jalan A. Yani in the last 5 years. The four locations are a representation of traffic conditions in the City of Surabaya because the four roads are roads that are used to cross the city or border other areas. With a total of 1,166 cases of traffic accidents in the last 5 years in 4 locations, the case of accidents in the City of Surabaya is still a serious concern for the police. Based on the data above, it can be seen that the number of traffic accidents that occur in the City of Surabaya is still quite high and varies every year.

Traffic accidents that occur involve perpetrators of various age ranges. Traffic accidents also involve two-wheeled vehicles the most. This shows how important traffic awareness and discipline need to be done by all road users. There is still a lack of preemptive actions, such as education and socialization, which are important things to be disseminated to the people of Surabaya. This is aimed at realizing zero accidents in the City of Surabaya. Socialization and education to the community is very important to create traffic order.

According to Rachma (2013:503) in his research journal, he stated that although there have been socialization activities so that people are more careful in traffic, there is still a need for real action from the Surabaya Police Traffic Unit in carrying out their duties seriously, as well as improving their self-image as servants of the state. who sincerely serve the community. The need for the right strategy in creating public order in traffic is important. This can help people learn and practice their driving awareness and discipline.

The number of accidents and violations is still high, indicating that the state's capacity has not been maximized, causing unpredictable conditions. This is what makes road users indifferent to their safety and the safety of other road users. These public problems need to be resolved immediately considering the importance of public safety and ensuring the security and smooth mobility of the community. With the large volume of vehicles and the potential for traffic problems, it is necessary to regulate and control by officers from the police, namely the Satuan Lalu Lintas (Satlantas) to create an orderly society in traffic and reduce safety risks on the road. Therefore, the research question in this study is how is the strategy of Satlantas Polrestabes Surabaya to realize a traffic order at Surabaya City? This study aims to describe and analyze the strategy of Satlantas Polrestabes Surabaya to realize a traffic order at Surabaya City.

B. LITERATURE REVIEW

Theoretical studies include two things, namely theoretical descriptions and discussions of relevant previous research (Husaini & Purnomo, 2017:61). Previous research that has been done by other researchers is expected to be used as study material and input related to research. An effort to achieve certain goals requires the right strategy. The right strategy can be obtained by planning and continuing to evaluate each implementation. Like a match, to win or achieve goals requires a strategy that can outperform and be innovative. With this out-of-the-box strategy, a team can win matches or achieve its goals.

1. Strategy

Strategy according to Chandler quoted by Yulianti (2018:3) is the determination of long-term goals and objectives of a company or organization and the allocation of resources to achieve these goals. Long-term goals of organizations are often faced with a dynamic environment, therefore organizations need to be fast and responsive in keeping up with the times. According to J. L. Thompson quoted by Sandra (2006:2), defines strategy as a way to achieve the ultimate goal, namely organizational goals. Mintzberg quoted by Sandra (2006:2) mentions five points of strategy, namely:

- A plan – that is, a consciously desired course of action..
- A way – that is, a specific move to outwit a competitor.
- A pattern – that is, being in a sequence of actions.
- A position – that is, a way of placing the organization in a particular environment.
- A perspective – an integrated point of view in viewing the world.

2. Strategy Management

According to Yulianti (2018:5) strategic management includes recognizing the environment and analyzing the environment, formulating strategies, implementing, and also controlling or evaluating. According to David quoted by Yulianti (2018:4) strategic management is the art and science of formulating, implementing, and evaluating cross-functional decisions that enable an organization to achieve its goals. Thus, it can be concluded that in making a strategy, the organization must take various steps to support the success of the strategy, namely by carrying out strategic management.

3. Public Sector Strategy

Not only the private sector, the public sector certainly requires a strategy in carrying out its affairs and duties. With many processes, challenges, diverse behaviors, and interests, as well as a dynamic environment, the strategy of an organization becomes important in achieving organizational goals. Strategy in the public sector is related to the outcomes of public organizations that are accepted by the community. The public sector strategy according to Heymann quoted by Joyce (2015:148) consists of 5 points, namely:

- Strategy, consisting of a set of goals desired by the institution.
- Desired goals, defined as decisions / visions on what to achieve in order to meet social needs that are considered important.
- Plans, namely actions to be taken to obtain the capacity needs of the organization and external support.

- Organizational capacity, namely dependence on the organization's personal abilities and willingness to work to achieve goals.
- External support, namely the support needed from outside parties to achieve the desired goals.

4. Form of Public Policy

Public policy is a political decision made by public institutions (Nugroho, 2018:125). Public institutions can be defined as institutions that are funded from public funds such as taxes, levies, and other formal levies. In general, there are 4 types of public policies, namely:

- 1) Formal policy;
- 2) The general practice of public institutions that have been mutually accepted (convention);
- 3) Statements of public officials in public forums; and
- 4) Behavior of public officials.

Of the four types of the public policy above, the formal policy is the most visible type in social life. Formal policies can be interpreted as decisions that are marked in writing and ratified so that they can take effect (Nugroho, 2018:125). Formal public policies are grouped into three, namely:

- Legislation

Legislation is a public policy relating to national development efforts, both about the state and society.

- Law

Law is a rule that limits and prohibits. The purpose of the law is to create public order. The scope of the law includes criminal, civil, state administration, and special laws, such as cracking down on corruption and military law.

- Regulation

Regulation is a formal policy that is applied to governance and state assets that are handed over to business actors or business institutions (Nugroho, 2018:135). Relating to the allocation of state assets and power by the government if it is a representative of a state institution, to non-government if it is related to business and not-for-profit. General regulations are the granting of permits or licenses to a business or community organization to carry out community development.

5. The Satuan Lalu Lintas

The police agency is a public organization that is structured in stages from the central level to the regional level. One of the main tasks of the police is to carry out all activities to ensure security, order, and smooth traffic on the road. The same thing was also mentioned by Yuserlina (2019:342) in her research. Traffic units, located at the district/city level which are under the authority of the regional police and regional police. The Satuan lalu lintas have a Polantas officer who is the implementing element in charge of carrying out police duties, such as guarding, regulating, escorting and patrolling, identification of drivers and motorized vehicles, investigation of traffic accidents, law enforcement in the field of traffic to create order, security, and smooth traffic (Chrysnanda in Rahim, 2018:90).

6. Traffic Order

Order is a condition where life is comfortable, peaceful, and obedient (Rahim, 2018:90). An orderly life is not only free from crime but also free from problems that can cause disorder itself. Based on data from the Satlantas Polrestabes Surabaya in 2020, three factors affect the realization of traffic order, namely:

1) Human

Humans are the main factor in the realization of violations and traffic orders. In the human factor, several aspects influence humans in committing a traffic violation or order, namely mental aspects, knowledge, and skills in being a vehicle user and road user.

2) Vehicle

Vehicles are a technical factor in the realization of violations and traffic orders. The influencing aspect is the condition of the vehicle.

3) Walk

The road factor is complex. This relates to the agencies authorized to manage the existing roads. It includes aspects of infrastructure, road location, traffic volume, road class, and road support facilities.

C. METHOD

As a process of seeking truth, humans can find it through non-scientific and scientific processes. Non-scientific processes such as common sense, intuition, trial and error, authority, prejudice, revelation, and tradition. While the scientific process through research. According to Husaini & Purnomo (2017:3), scientific truth can be obtained through scientific research that is built from certain theories. Research is a systematic process for solving problems. Research, meaning to seek or re-examine. Research is a process of finding out answers and/or solutions to problems that occur in human life. Based on the purpose of this research is to describe and analyze the strategy of Satlantas Polrestabes Surabaya to realize a traffic order in Surabaya city, the research method used is qualitative method with a descriptive approach. Descriptive in English means describing or describing something. Describing, in this case, means in the form of pictures or photos obtained from data in the field, explaining the results of research with pictures, and being able to explain them in words (Husaini & Purnomo, 2017:188). Thus, qualitative descriptive research is research that explains the results of research that is narrative. The location of this research is the Surabaya Polrestabes Satlantas Agency, which has an office at Jalan Ikan Kerapu No. 2 – 4, Perak Barat, Krembangan District.

Concerning the research location, the locations within the jurisdiction of the Surabaya Polrestabes Satlantas which will be investigated represent traffic conditions in the City of Surabaya, namely Jalan A. Yani, Jalan Ir. Soekarno, Jalan Tambak Osowilangun, and Jalan Mastroip Karangpilang. This location is the road that has contributed to the highest number of traffic accidents in the City of Surabaya in the last 5 years. The focus of this research is the strategy of Satlantas Polrestabes Surabaya to realize a traffic order at Surabaya City, according to Undang-Undang Nomor 2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia, there are 3 strategies that used by Satlantas Polrestabes

Surabaya to realize a traffic order, namely Preemptive, Preventive, and Repressive. The sources of data in this study are primary data and secondary data. The main primary source of this research was obtained directly from members of the Surabaya Police Traffic Unit. This secondary data can be retrieved through documentation, books, news, scientific articles, to supporting documents. The technique of collecting data in this research is by interviewing the staff of Satlantas Polrestabes Surabaya, and people that cruising Surabaya's streets, observing by making direct observations into the field, and add documentation that relates with information in the field. The data analysis technique in this research is by collecting data, condensing data, display data, and drawing conclusions. Then the data validity in this research is by credibility, transferability, dependability, and confirmability. The data obtained from this study was further analyzed using data analysis techniques by Miles & Huberman consisting of four stages, namely data collection, data condensation, data display, and conclusions drawing.

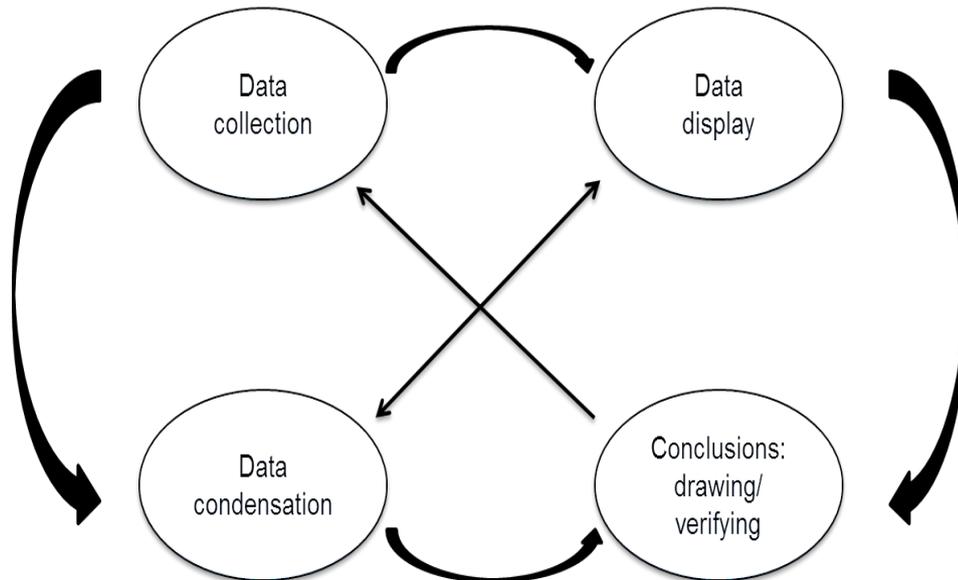


Figure 1. Interactive Model
(Source: Miles & Huberman book, 2014)

D. EXPLANATION

Traffic plays an important role in the survival of a nation. Security, smoothness, and traffic order are the ideals of all traffic users. Therefore, the Surabaya Polrestabes Traffic Unit uses a preemptive, preventive, and repressive strategy in realizing a zero accident in Surabaya. The number of accidents and violations that occur in the City of Surabaya has the potential to cause material losses that are large enough to cause fatalities. This makes the Surabaya Polrestabes Satlantas have to continue to implement strategies that can minimize traffic accidents and traffic violations. The focus of the research obtained from informants who became the strategy of the Surabaya Police Traffic Unit in realizing traffic order, namely:

1. Preemptive
2. Preventive
3. Repressive

As Paul Joyce (2015:148) argues, the public sector strategy must have goals, plans, and pay attention to organizational capabilities and external support. This is intended so that a strategy can be right on target that has been embedded in its objectives. Based on the purpose of this research, in this section, the author will describe and analyze the findings in the form of data and information obtained at the research location through research informants that are adjusted to the research focus. The following is a strategy carried out by Satlantas Polrestabes Surabaya.

1. Preemptive

Preemptive is one of the strategies of the Surabaya Polrestabes Satlantas in realizing traffic order. The preemptive strategy is realized by providing guidance, socialization, and education to various levels of society as well as conducting road engineering. The preemptive strategy is carried out through community education activities to provide an overview of the dangers of accidents, losses caused by accidents, and self-discipline to behave in an orderly manner and respect fellow road users. Dikmaslantas activities in organized communities are carried out based on an agreed schedule with the relevant agencies, while in unorganized communities they are carried out once a week on weekends.

The mobility of the people has become a part of the life of a country. Community mobility dominates the land route as its facilities and infrastructure. The number of vehicles that pass has increased the number of violations and accidents involving the community. Therefore, the Surabaya Polrestabes Satlantas took preemptive action by conducting traffic community education (Dikmaslantas) to the citizens of the City of Surabaya. This is following the opinion of Kuncorowati (2009:65) which says that the lack of awareness and discipline in traffic can be improved through formal and non-formal education.

Based on Kuncorowati's opinion above, the preemptive strategy carried out by the Surabaya Traffic Police has been carried out in the form of Dikmaslantas activities. These activities include socialization, education, and coaching for both organized and unorganized communities. This effort has been carried out in the last 5 years by the Surabaya Police Traffic Unit by visiting coffee shops, communities, community events, and schools spread across the City of Surabaya. However, during the COVID-19 pandemic, public education activities are carried out online through the Zoom Meeting application. These efforts are beneficial to increase the knowledge and skills of the people of Surabaya City in a safe, comfortable, and orderly traffic life. However, unfortunately, not all residents of Surabaya City have received socialization, education, and guidance from the Surabaya Police Traffic Unit. This strategy is felt to have not been carried out thoroughly into the people of the City of Surabaya.

The implementation of a preemptive strategy for the people of Surabaya City in Dikmaslantas activities is useful in reducing the number of traffic accidents in the City of Surabaya. This preemptive effort is following the *Undang-Undang Nomor 2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia, Pasal 14 ayat 1(C)*, preemptive is defined as fostering the public to be

aware and obedient to the laws and regulations. In this case, the legislation in question is the *Undang-Undang Nomor 22 Tahun 2009 tentang Lalu Lintas dan Angkutan Jalan*.



Figure 2. Community Education Activities
(Source: *Data of Satlantas Polrestabes Surabaya, 2020*)

The importance of community education activities is based on the lack of community discipline in traffic. As Weka (2018:149) suggests that the low level of community discipline is influenced by internal and external factors. Internal factors that influence are rebellious and against traffic rules, while external factors are influenced by peers and the environment. This is what later became a culture of society where traffic is considered only to be able to drive a vehicle but not master the skills and knowledge of traffic. So that it can cause traffic violations and accidents.

Not only coaching activities, but the Surabaya Polrestabes Satlantas also carried out socialization efforts about traffic safety which had icons. The socialization was carried out in the form of questions and answers and gave prizes for those who could answer the questions. This is so that the socialization can be easily accepted and remembered by the community.



Figure 3. Education in Class Activities
(Source: *Data of Satlantas Polrestabes Surabaya, 2020*)

The Dikyasa Unit also provides education to the public which continues to be intensified for the creation of an orderly traffic society. The education carried out is about traffic wherein the condition of the coronavirus disease (COVID-19) pandemic, it is carried out online at educational institutions. This activity is carried out with materials including traffic knowledge and skills that are instilled from an early age. This activity is expected to be a reminder to the public how dangerous an accident is and how much loss can be caused by an accident.

The preemptive strategy carried out by the Surabaya Police Traffic Unit has been carried out properly but is considered not to have an impact on public traffic order. This is like the opinion of Pravitasari (2017:178) that campaigns or socialization about traffic safety are now weak when compared to anti-drug campaigns, aids, and programs promoted by the government.

Based on the author's observations while in the field, the preemptive strategy carried out by the Satlantas Polrestabes Surabaya has not been carried out optimally. The preemptive strategy carried out by the Surabaya Polrestabes Traffic Unit has not been carried out widely and deeply to all levels of society. So that the number of violations and traffic accidents is still recorded. The preemptive strategy can run optimally if the entire community has sufficient knowledge and awareness of traffic. However, based on interviews that the author has conducted, it is found that the people of Surabaya City still do not have sufficient knowledge and awareness of traffic. So that there are still traffic violations and accidents on the roads of the City of Surabaya which often involve residents and residents outside the city.

2. Preventive

Prevention is the effort of a person or group to an organization against something that can cause property loss to human life. Likewise, at the time of traffic, prevention of danger needs to be done by yourself and by others for the safety of yourself and others. Therefore, preventive strategies need to be used to reduce traffic violations that have the potential to cause traffic jams to occur. Preventive is one of the strategies of the Satlantas Polrestabes Surabaya to create traffic order. The preventive strategy is carried out by revealing Polantas members at certain points that have the potential to cause congestion, optimizing traffic engineering, and operations on the road. Preventive action is also a preventive measure carried out by the Satlantas Polrestabes Surabaya to suppress law enforcement. The goals of preventive strategies are traffic operations, traffic engineering, and personnel placement.

Accidents don't happen by themselves, they happen for a reason. Therefore it is necessary to prevent or prevent. Preventive measures are carried out by the Satlantas Polrestabes Surabaya to suppress violations and suppress legal action. Preventive strategies are carried out by monitoring or appearing members on roads so that people who want to violate traffic can discourage their intentions, as for traffic operations that are useful for minimizing traffic violations, as well as traffic engineering at certain points in the City of Surabaya. This is done so that there are no traffic accidents and the realization of traffic order in the City of Surabaya.

Preventive efforts are carried out during community peak hours, such as when going to work and coming home from work. The placement of members in the field is also based on the level of vulnerability of the area to traffic jams and violations. Traffic users must understand and understand good traffic ethics and culture as stated in Pasal 3 Undang-Undang Nomor 22 Tahun 2009 tentang Lalu Lintas dan Angkutan Jalan.

As stated by Dwi (2017:183) that 5 factors cause traffic accidents, namely:

1. Human Factor
2. Facility Factor
3. Infrastructure Factor
4. Environmental Factor
5. Special Factor

Of the five factors above, the human factor is the first factor. This means that humans are the potential source of accidents. In line with the opinion of Umi (2017:243), which says that the driver acts as an actor in controlling a vehicle that has different reflexes, concentration, intelligence, and character which are influenced by physical, age, gender, emotion, and others. This statement is also supported by Widorini (2013:4) who says that driver behavior is believed to be the cause of 80-90% of accidents. Therefore, this preventive strategy is carried out so that people carry driving equipment, and are more vigilant in driving their vehicles so that traffic accidents do not occur.

As a metropolitan city, the City of Surabaya is a city that is visited and traversed by many people from outside the city, the potential for traffic jams can arise at any time which can cause traffic disorder. Traffic engineering is important to break down congestion and reduce traffic violations in the community, both by residents of the City of Surabaya and residents outside the City of Surabaya.

For the appearance of members, the Satlantas Polrestabes Surabaya's personnel appear by looking for points that can be seen from all directions by traffic users. Motorists who are found to be disorganized by committing traffic violations will be dealt with by officers conventionally, namely with a ticket.



Figure 4. Appearance of Member Activities
(Source: *Data of Satlantas Polrestabes Surabaya, 2021*)

The traffic operation is a filter for the community to be orderly traffic. People who drive can pass the inspection by bringing vehicle documents and driving, installing vehicle attributes that comply with regulations, and optimizing the function of the vehicle used.

Based on the author's observations while in the field, the preventive strategy has been carried out well by the Satlantas Polrestabes Surabaya's personnel. The preventive strategy has been implemented quite well even though the number of traffic violators is still found. This activity was carried out by the Turjawali Unit by looking at potential trouble spots and black spots in the City of Surabaya with the hope that the number of violations and traffic accidents could be reduced to zero. . The massive use of CCTV cameras helps the Satlantas Polrestabes Surabaya in carrying out preventive strategies. People who were originally only afraid to commit violations if there were officers on guard are now also more careful because there are CCTV cameras.

3. Represif

The repressive strategy is a legal action carried out by the Surabaya Police Traffic Unit in the event of a traffic violation that has the potential for an accident (Ramly, 2016:88). The forms of repression carried out are ticketing, confiscation, and warnings to traffic violators. This is as stated in the *Pasal 15 ayat 1 Undang-Undang Nomor 2 Tahun 2002 tentang Kepolisian Negara Republik Indonesia* that the police can take the first action at the scene of a violation. This is also reinforced by Mufidah (2020:13) that repressive actions are carried out if the preemptive and preventive measures that have been taken are not sufficient to prevent violations.



Figure 5. Repressive Actions

(Source: *Data of Satlantas Polrestabes Surabaya, 2021*)

Repressive efforts are carried out if it is found that people violate traffic signs and road markings that have the potential to cause traffic accidents. People who are punished are often people who are not aware of traffic so they commit violations. This can happen because people are not well educated about traffic education. The police are authorized to take action against traffic violators who have the potential to cause accidents by issuing conventional traffic tickets. However, along with the times, the National Police innovated in a repressive

form, namely by using an electronic system. The system is then integrated into the relevant agencies to create an orderly traffic society.

A repressive strategy is a last resort if the community is still unable to respond to pre-emptive and preventive strategies. This does not only apply to residents, but also to residents outside the city of Surabaya who commit violations, they will continue to be prosecuted. The existence of people who commit traffic violations shows that there is still a lack of knowledge and skills possessed by the community in traffic. This is because of the high mobility of the people. Where many people from outside the city of Surabaya traffic inside the city of Surabaya. So that the Surabaya Polrestabes Traffic Unit needs to make preemptive and preventive efforts first to the community so that no people need to be involved in repressive efforts.

Based on the author's observations while in the field, the repressive strategy was carried out well by the Satlantas Polrestabes Surabaya. Not only taking action conventionally, but Satlantas Polrestabes Surabaya also takes action online through e-tickets. This is quite effective in reducing traffic violations on the streets of the City of Surabaya, especially the streets of the Kawasan Tertib Lalu Lintas (KTL). In addition, the success of the repressive strategy is shown by taking action against traffic violators and not neglecting traffic violators..

E. CONCLUSION

Based on the research that has been conducted by researchers, it can be concluded that:

1. The Preemptive Strategy carried out by the Satlantas Polrestabes Surabaya has not been carried out optimally. The existence of Dikmaslantas activities carried out in organized and unorganized communities makes the people of Surabaya City more orderly in traffic. However, there are still some people who have not been educated and have good traffic skills. Due to the large number of migrants from outside the city who work and carry out activities in the City of Surabaya, the traffic in the City of Surabaya is increasingly crowded and prone to traffic violations and accidents.
2. Preventive strategies carried out by the Satlantas Polrestabes Surabaya quite well. The placement of Satlantas Polrestabes Surabaya's personnel in carrying out supervision at trouble spots under certain conditions, carrying out traffic operations, and traffic engineering makes the public more alert and discourages from committing a traffic violation so that traffic can be conducive to traversing public.
3. The Repressive Strategy carried out by the Satlantas Polrestabes Surabaya has been carried out quite well. The existence of action at the scene of the violator is proof that the police are firm so that violators do not repeat their mistakes. Because violations or mistakes that are left will become justifications that will become the culture of society.

The strategy of Satlantas Polrestabes Surabaya has not been implemented optimally. This is because there is still some people who have not been educated and have good traffic skills. This is because the preemptive strategy is still not optimal.

Based on observations of conditions found directly by researchers in the field, researchers can provide suggestions that can be useful for Satlantas Polrestabes Surabaya, namely:

1. Satlantas Polrestabes Surabaya needs to follow up and expand preemptive strategies in villages. Satlantas Polrestabes Surabaya also needs to cooperate with relevant agencies so that the educated and nurtured community is not only local but also regional-scale communities.
2. Satlantas Polrestabes Surabaya need to maintain and improve preventive strategies, such as increasing the number of personnel at trouble spots so that there is no vacancy in traffic control so that people do not use the opportunity to commit traffic violations.
3. Satlantas Polrestabes Surabaya needs to improve its repressive strategy by monitoring and evaluating unscrupulous personnel who do not perform their duties properly. So that acts of abuse of authority can be reduced or even nothing.

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