ABSTRACT

OPERATIONAL SUPERVISION OF ROAD PASSENGER TERMINALS AT THE* LUMPUE *MAIN TERMINAL TYPE-A IN PARE-PARE CITY

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The terminal is a crucial node in the land-transport system, serving as the starting and ending point of public-transport journeys. The Lumpue *Main Terminal Type-A in Pare-Pare City, as one of the national terminals, has a strategic function in supporting smooth community mobility and goods distribution. However, in practice various operational-supervision problems are still found, such as vehicle disorder, lack of supporting facilities, and low operator compliance with applicable regulations. This study aims to analyze the operational supervision of road-passenger terminals based on the managerial-supervision theory proposed by George R. Terry, which includes four stages: setting standards, measuring implementation, comparing implementation with standards, and correcting deviations with corrective actions.*

This study employs a qualitative descriptive method using data-collection techniques of interviews, observation, and documentation. The informants comprise terminal officials, transport drivers, and terminal service users.

The research findings indicate that operational supervision is not yet fully effective. Standard setting refers to regulations such as Minister of Transportation Regulation No. 24 of 2021, yet its implementation shows a gap between planned and actual field execution. Performance measurement and evaluation have not been carried out comprehensively, and corrective actions have failed to deter recurring violations. Non-strategic terminal location and weak inter-agency coordination emerge as major obstacles. Consequently, the study concludes that strengthening the supervision system—through enhancing human-resource capacity, improving supporting facilities and infrastructure, and optimizing collaboration among relevant parties—is essential to create orderly, safe, and comfortable terminals for public-transport users.

Keywords: Operational Supervision, Passenger Terminal, Land Transport, Lumpue *Main Terminal Type-A in Pare-Pare City.*

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