ABSTRACT
Optimizing the Collection of Bus Station Charges (Study at Department Of Transportation, Communication dan Informatics of Metro City)

By
Coco Yudistira Panggabean

This research is intended to describe the factors that impede the optimized collection of bus station charges and describe how to optimize the collection of bus station charges at the Deparment of Transportation, Communication and Informatics of Metro City. The research methods used in this study is a qualitative method of data collection technique through interview, observation and documentation (secondary data).

The results of this study indicates that the fee collection in bus stations in Metro City are handled by the Department of Transportation, Communication and Informatics of Metro City is not optimal. It is because there are some obstacles encountered in the collection of bus station charges: four function of management has not done well, the condition facilities and infrastructure and the commuters of public transport in Metro City began to decline. Yet this obstacles shouldn’t be reason for the Department of Transportation, Communication and Informatics of Metro City to not continue to seek the appropriate and effective solutions so that the collection of bus station charges in Metro City can be optimized.

Key Words: Optimized, Optimizing, Optimum, Collection, Charges, Bus Station Charges.