RESPONSE OF ROAD USERS TO THE ROLE OF MUNICIPAL POLICE AS A TRAFFIC REGULATOR IN BANDAR LAMPUNG CITY

by

Altry Novia

Traffic congestion is a problem that occurs in Bandar Lampung City. Traffic congestion that occurs in Bandar Lampung City handled by the traffic police and the transportation department, but it is less to solve the problem of traffic congestion, so municipal police deployed to regulate traffic in Bandar Lampung City.

This study aims to determine the response of road users against municipal police role as a regulator of the traffic in Bandar Lampung City, and to know the suggestions and feedback from road users for the improvement of road traffic management service performed by municipal police in Bandar Lampung City. This type of research is descriptive research with quantitative approach.

Result of this study indicate that the response of road users support the municipal police role as a regulator of the traffic in Bandar Lampung City, can be seen from the results of the questionnaire study. The majority of respondents agreed with the
services provided municipal police as traffic control in Bandar Lampung City. As well as advice and input from the user community for the improvement of traffic control services are performed by municipal police the increase in Bandar Lampung City each service indicator such as discipline, professionalism, friendliness, completeness of facilities and infrastructure, responsiveness, and accuracy of the location and time of served.

Keywords: roles, services, municipal police