

ABSTRAK

Implementasi kebijakan tata kelola infrastruktur jalan merupakan salah satu upaya Pemerintah Kota Medan dalam meningkatkan kualitas pelayanan publik, konektivitas wilayah, serta mendukung pertumbuhan ekonomi masyarakat. Kecamatan Medan Marelan sebagai salah satu kawasan strategis di Kota Medan masih menghadapi berbagai permasalahan infrastruktur jalan, seperti kerusakan jalan, keterbatasan kapasitas jalan, keterlambatan penanganan, serta rendahnya partisipasi masyarakat dalam mendukung pengelolaan infrastruktur. Penelitian ini bertujuan untuk menganalisis implementasi kebijakan Pemerintah Kota Medan dalam tata kelola infrastruktur jalan di Kecamatan Medan Marelan serta mengidentifikasi faktor-faktor yang menjadi penghambat dalam pelaksanaannya. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara mendalam, dan dokumentasi. Informan penelitian terdiri atas Kepala Dinas Pekerjaan Umum Kota Medan, Kepala Bidang Bina Marga Dinas Pekerjaan Umum Kota Medan, Camat Medan Marelan, Lurah Kelurahan Terjun, anggota DPRD Kota Medan Komisi IV, tokoh masyarakat, LSM pemerhati infrastruktur, kepala lingkungan, serta masyarakat pengguna jalan. Analisis data dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa implementasi kebijakan Pemerintah Kota Medan dalam tata kelola infrastruktur jalan di Kecamatan Medan Marelan telah berjalan cukup baik. Hal tersebut terlihat dari terlaksananya komunikasi melalui sosialisasi dan koordinasi antarlembaga, tersedianya sumber daya berupa anggaran, sumber daya manusia, serta sarana dan prasarana pendukung, serta adanya komitmen aparatur dalam melaksanakan pembangunan sesuai prosedur yang berlaku. Meskipun demikian, implementasi kebijakan belum berjalan secara optimal karena masih dipengaruhi oleh beberapa faktor penghambat, yaitu keterbatasan alokasi anggaran daerah, rendahnya partisipasi dan kesadaran masyarakat dalam pelaporan kerusakan maupun pemanfaatan jalan secara tertib, serta perlunya penguatan pengawasan dan evaluasi baik secara internal pemerintah maupun melalui fungsi pengawasan DPRD. Oleh karena itu, diperlukan sinergi yang lebih kuat antara pemerintah daerah, DPRD, masyarakat, dan seluruh pemangku kepentingan agar tata kelola infrastruktur jalan dapat dilaksanakan secara lebih efektif, transparan, akuntabel, dan berkelanjutan.

Kata Kunci: Implementasi Kebijakan, Tata Kelola Infrastruktur Jalan, Pemerintah Kota Medan, Kecamatan Medan Marelan, Pelayanan Publik.

ABSTRACT

The implementation of road infrastructure governance policies is one of the efforts undertaken by the Government of Medan City to improve public services, regional connectivity, and community economic development. Medan Marelan District, as one of the strategic areas in Medan City, continues to experience various road infrastructure problems, including damaged roads, limited road capacity, delayed maintenance and development, and low public participation in supporting infrastructure management. This study aims to analyze the implementation of the Medan City Government's policy on road infrastructure governance in Medan Marelan District and to identify the factors that hinder its implementation. This study employed a qualitative research method with a descriptive approach. Data were collected through observation, in-depth interviews, and documentation. The research informants consisted of the Head of the Medan City Public Works Office, the Head of the Highway Division of the Public Works Office, the Head of Medan Marelan District, the Head of Terjun Village, a member of Commission IV of the Medan City Regional House of Representatives (DPRD), community leaders, infrastructure monitoring non-governmental organizations (NGOs), neighborhood heads, and road users. Data were analyzed through the stages of data reduction, data presentation, and conclusion drawing. The findings indicate that the implementation of the Medan City Government's policy on road infrastructure governance in Medan Marelan District has generally been carried out effectively. This is reflected in the implementation of communication through policy dissemination and inter-agency coordination, the availability of resources in the form of budget allocations, human resources, and supporting facilities and infrastructure, as well as the commitment of government officials to implementing development activities in accordance with established procedures. However, the implementation has not yet reached an optimal level due to several inhibiting factors, including limited regional budget allocation, low public participation and awareness in reporting road damage and maintaining orderly road utilization, and the need to strengthen monitoring and evaluation, both through internal government supervision and the oversight function of the Regional House of Representatives (DPRD). Therefore, stronger collaboration among the local government, DPRD, the community, and other stakeholders is essential to achieve more effective, transparent, accountable, and sustainable road infrastructure governance.

Keywords: Policy Implementation, Road Infrastructure Governance, Medan City Government, Medan Marelan District, Public Service.