

# Improving parking attendants' competency to develop professional staff in the parking sector

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## ABSTRACT

The increasing number of vehicles every year requires parking attendants who are professional and competent in managing the entry and exit of vehicles in the parking lot so as not to impede traffic. Aside from having enough parking space, a dependable parking attendant is also required to handle parking effectively. The biggest issue with this community service is a lack of awareness about parking arrangements and safe parking. This Community Service was held in collaboration with the Tulungagung Regency Transportation Service. The purpose of this activity is to develop competent professional staff in the parking sector by increasing knowledge, understanding, and abilities. The methods used in this activity are lectures, presentations, interactive questions, and answers, providing case examples and practice. From the results of the training carried out, there was an increase in the value of parking attendants' knowledge about safe parking by 31.41%. This shows that the material provided during the training can be accepted and applied well by the participants. It is envisaged that this activity will be carried out on a regular and continuous basis, allowing Tulungagung Regency parking attendants to keep their competence.

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## 1. INTRODUCTION

Parking attendants are personnel who are responsible for regulating, supervising, disciplining, and collecting parking fees from motorized vehicles parked in authorized areas. As the number of motorized vehicles grows year after year, dependable parking attendants are required to regulate vehicle entry and exit from the parking lot without interfering with traffic flow. According to Indonesian Police Traffic Corps data, the number of motorized vehicles in Tulungagung Regency in 2023 was 825,353, divided into 144,947 passenger cars, 1,052 buses, 27,698 cargo cars, and 651,618 motorcycles. Based on this information, motorbikes have the highest number. By looking at the number of vehicles available, apart from requiring sufficient parking space, reliable and competent parking attendants are also needed to be able to manage parking properly. Apart from parking attendants, adequate car parking capacity is required. Parking capacity is the maximum number of vehicles that may be accommodated in a parking lot at a given time and under specific conditions (Tripoli & Djamaluddin, 2019).

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In big cities, parking is a major problem that needs to be solved immediately. This is due to increasing traffic and vehicle volume which has resulted in increased demand for parking spaces/lots for certain areas, such as business areas, offices, schools, and markets (Putrato et al, 2021). The results of the analysis of collecting parking problems show that the most important problem in parking is the imbalance between vehicle volume and parking capacity which can cause new problems, such as congestion, long queues, and disruption of traffic activities, illegal parking, and accidents (Sandra, 2021). Several service issues remain in the field, including illegal parking attendants, decreasing road capacity, protests by building owners or businesses along the road, causing significant congestion, and people still paying parking fees to official parking attendants (Vipriyanti & Meirinawati, 2021). Parking vehicles on the sidewalk, especially motorbikes, also disrupts the function of the sidewalk which should be a facility for pedestrians (Maulidya et al., 2021).

Parking activities are also considered to disrupt traffic activities and the public and cause noise. However, the public does not mind parking activities. The presence of a parking attendant is considered to help reduce parking activities that disrupt traffic activities (Kiswanto & Setianingrum, 2018). Traffic congestion is triggered by problematic behavior from drivers who do not or do not obey traffic signs, problematic behavior from parking managers and parking attendants who are irresponsible in carrying out their roles, as well as problematic behavior from regulatory implementing agencies that have not optimally carried out their duties and function properly (Gustika, 2018). Then, the human resource factor of the Transportation Service which carries out direct supervision of parking managers and transportation service employees is not comparable to the large number of parking attendants (Anwar et al., 2023). The Transportation Service requires supervision, as well as increased outreach and communication with parking attendants (Pitriani & Prabawati, 2018).

However, unauthorized or illegal parking attendants continue to generate some issues. At every shop or other business place that is busy with visitors, there is always an illegal parking attendant who collects fees or acts as a shadow parking manager (Rumengan et al., 2020). According to Erwin (2021), consumers regarding the existence of illegal parking attendants showed that 93.33% stated that they did not want to return to visit or shop at places/shops/outlets where there were illegal parking attendants. This research reveals the reasons that illegal parking attendants are considered less ethical, children are illegal parking attendants, parking attendants come suddenly, parking attendants do not help or immediately leave after being paid, do not compromise, are irresponsible, and disturb the minds of consumers (Erwin, 2021). Various factors can please parking customers, including the fact that the parking location is close to the shopping center and that they do not have to walk around the parking lot looking for a parking space. Parking satisfies security standards such as CCTV, and customers believe their vehicles will be parked safely and without disruption (Djaelani & Darmawan, 2021).

Professional and competent parking attendants are required to address the issues that arise in the field. As a result, the Regional Government must participate in the development of official parking attendants for parking fees to have an impact on growing Regional Original Income (PAD) in the area because the presence of unauthorized parking attendants reduces the likelihood of receiving levies from the Regional Government (Sedenel et al., 2022). So it is intended that the Regional Government will encourage these illegal parking attendants to become official parking attendants, allowing regional PAD to grow. Regional original income is a representation of the region itself. A region's economy is considered advanced when its original regional income is high (Humairah et al., 2021). Collaboration with landowners can also be carried out to improve PAD parking profits (Sedenel et al., 2022).

Every person who needs parking services will be served by parking attendants. Vehicle safety and

road order are two services that parking services consumers can enjoy (Gustika, 2018). The problem with parking attendants in Tulungagung Regency is a lack of knowledge about parking arrangements and parking administration, so it is necessary to increase parking attendant competency to improve security, order, and safety through community empowerment training for safe parking attendants. The Polytechnic of Road Transportation Safety (PKTJ), a tertiary institution under the Indonesian Ministry of Transportation, works with the Tulungagung Regency Transportation Service to carry out community empowerment activities such as training safe parking attendants. This community service activity aims to develop knowledge, understanding, and abilities, and to form competent professional staff in the parking sector.

## **2. METHODS**

This Community Empowerment Training exercise for safe parking attendants is carried out utilizing approaches such as training and counseling, and it is followed by demonstrations of parking arrangements and safe parking implementation. This activity delivers the subject through lectures, presentations, and questions and answers, as well as case examples and practice.

The Tulungagung Regency Transportation Service in East Java hosted a two-day safety parking attendant activity. The stages are as follows: (1) The team made observations and wrote to work partners, including the Tulungagung Regency Transport Service, to arrange community service activities; (2) The crew and the Transportation Service discovered 30 parking attendants in Tulungagung Regency; (3) At the beginning of the activity, the team administers a pre-test to counseling participants in the form of questions about parking arrangements and safe parking; (4) The team used the pre-test results to assess the participants' initial knowledge of parking arrangements and daily parking management; (5) The team carries out safety parking education activities with material on parking policies, introduction of markings, parking arrangements, parking management, professional ethics, and excellent service; (6) Outreach activities are carried out using the lecture method, question and answer, providing case examples in parking arrangements and parking management practices; (7) The team conducted a post-test on the participants by providing instruments in the form of questions regarding parking arrangements and safe parking at the end of the activity; (8) The team takes the post-test scores to measure the level of participants' understanding of parking arrangements and safe parking at the end of the activity.

This community service activity was taken out on November 1 and 2, 2023. The community empowerment exercise for safe parking attendants was attended by 30 parking attendant representatives from Tulungagung Regency. Drs. Johanes Bagus Kuncoro, M.Sc., Head of the Tulungagung Regency Transportation Service, opened the training session. In his speech, he provided instructions for the participants to carry out this training effectively, thus increasing their parking competency and understanding. Aside from that, participants will receive a certificate, which will be used as a reference by the Tulungagung Regency Transportation Service when recruiting parking attendants. It is intended that parking attendants working in Tulungagung Regency are qualified and professional.

Activities are evaluated using pre-test and post-test procedures to determine participants' understanding levels. The pre-test was administered to 30 participants before the resource person provided them with safety parking training materials. On the last day, a post-test will be administered to determine whether there has been any improvement in the participants' comprehension of the material presented before beginning the training and after receiving the training materials. Table 1 shows the training activity schedule for two days.

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**Table 1.** The training activity schedule for parking attendants in Tulungagung Regency

Day/ date	Time	Material	Speaker
	07.00 - 07.30	Opening	Head of Tulungagung Transportation Service
	07.30 - 09.00	Pedestrian Characteristics and Recognition of Marking Signs	R. Arief Novianto, ST, M.Sc
	09.00 - 09.15	Coffee break	
Tuesday/ Nov 1, 2023	09.15 - 11.45	Parking Policy (Parking Regulations)	R. Arief Novianto, ST, M.Sc
	11.45 - 13.00	Lunch break	
	13.00 - 14.30	Parking Arrangement Practice (Knowledge & Traffic Arrangement)	Aries Prasetyo, A.Md. LLAJ
	14.30 - 15.00	Coffee break	
	15.00 - 18.00	Parking Arrangement Practice (Knowledge & Traffic Arrangement)	Aries Prasetyo, A.Md. LLAJ
	07.30 - 09.45	Professional Ethics and Excellent Service	R. Arief Novianto, ST, M.Sc
	09.45 - 10.15	Coffee break	
	10.15 - 11.45	Professional Ethics and Excellent Service	R. Arief Novianto, ST, M.Sc
	11.45 - 13.00	Lunch break	
Wednesday/ Nov 2, 2023	13.00 - 14.30	Parking Management (Parking Arrangement and Control Techniques)	Aries Prasetyo, A.Md. LLAJ
	14.30 - 15.00	Coffee break	
	15.00 - 16.30	Parking Management (Parking Arrangement and Control Techniques)	Aries Prasetyo, A.Md. LLAJ
	16.30 - 18.00	Closing	Secretary of Tulungagung Transportation Service

Before the start of the training, a symbolic handover of training equipment was carried out as a sign of the start of the Safety Parking Officer Training in Tulungagung Regency in 2023. The handover was carried out by the Head of the Tulungagung Regency Transportation Service, Drs. Johanes Bagus Kuncoro, M.Si, and R. Arief Novianto, ST, M.Sc as representatives of The Polytechnic of Road Transportation Safety lecturers.



**Figure 1.** Opening of training by the head of the Tulungagung regency transportation service  
**Figure 2.** Symbolic handover of training equipment to training participants

### 3. RESULTS AND DISCUSSION

#### Results

The participants' pre-test and post-test scores reveal the outcomes of community empowerment programs for safe parking attendants in Tulungagung district. The pre-test and post-test serve as instruments for assessing participants' abilities and knowledge of safe parking. The pre-test instrument includes parking arrangement and management questions. The best pre-test score was 88, the lowest was 13, and the average was 60.17. Several participants had undergone parking training in 2020, therefore their pre-test results were fairly good. Pre-test findings are shown in Figure 3.



Figure 3. Pre-test diagram results of parking attendant training

After the pre-test is carried out, it continues with the activity of delivering the material. This activity was carried out for 2 days at a meeting building initiated by the Tulungagung Regency Transportation Service. This activity involved the academic community and lecturers of the Road Transportation Safety Polytechnic which was held in collaboration with the Tulungagung Regency Transportation Service. Activities for providing material and discussions in extension activities can be seen in Figure 4.

The material is provided in the form of a lecture, question, and answer sessions, as well as case examples and best practices for implementing daily parking arrangements. The speakers were drawn from the Polytechnic of Road Transportation Safety (PKTJ) Tegal and the Tulungagung Regency Transportation Service. Mr. R. Arief Novianto, M.Sc., a PKTJ Tegal speaker, presented information on pedestrian characteristics, sign recognition, and parking policies on the first day. This material covers, among other things, pedestrian safety, types of markings and signs, the legal basis for laws and regulations, regional regulations, parking UPTD organization, structure and rates of fees and parking objects, collection and billing procedures, sanctions, and criminal provisions, as well as parking attendants' rights and obligations. For the second day, the PKTJ presenters spoke about professional ethics and excellent service. This material contains ethics in carrying out a good parking attendant profession and its implementation, the purpose and importance of excellent service, as well as strategies for implementing this excellent service.

Meanwhile, on the first day, Mr. Aries Prasetyo, A.Md LLAJ from Tulungagung Regency Transportation Service presented information on parking management methods (knowledge and traffic management). This material includes procedures for maintaining the security of parked vehicles and equipment, as well as traffic order around the parking area, procedures for guiding drivers in and out of the parking area, and procedures for managing traffic in the parking area and the road for parking on the

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side of the road when the vehicle enters or exits the parking lot. On the second day, Mr. Aries presented parking management material (techniques for managing and controlling parking). This material contains public parking facilities, types of daily/subscription parking, parking instruments/tools, parking control, parking arrangements, and supervision, problems in final control, and the integrity of parking attendants.



**Figure 4.** Delivery of training material by lecturers from PKTJ Tegal



**Figure 5.** Delivery of training material by presenters from the Tulungagung Regency Transportation Service

This activity was very well organized as shown by the great interest and enthusiasm of the parking attendants during registration and sign-up. In its implementation, several inhibiting factors due to the limited number of participant quotas meant that this activity could not accommodate all parking attendants in Tulungagung Regency.

After delivering the material, the activity is evaluated through a post-test. The post-test is a form of final evaluation of this activity which has been carried out for 2 days. The purpose of the post-test is to determine the success of the learning process and measure the participant's mastery of competence in the material presented by the resource person. By the competency indicator lesson material, participants are expected to be able to understand and explain pedestrian characteristics, parking policies, parking management, excellent service, and parking management practices. In the post-test, the questions given are the same as the pre-test questions to make evaluation easier and measure the participant's level of understanding. Post-test findings are shown in Figure 6.



**Figure 6.** Post-test diagram results of parking attendant training

The post-test results showed that the highest score was 100, the lowest was 50, and the average was 79.07. Figure 6 shows that several participants' scores increased in comparison to the pre-test. This may be shown by the achievement of the highest and lowest scores, which have increased compared to before obtaining the training material.

## Discussion

From the results of the pre-test and post-test that have been carried out, it is known that the understanding of parking attendants in Tulungagung Regency regarding parking regulations is increasing. This can be seen from the average pre-test score of only 60.17, increasing to 79.07 in the post-test or an increase of 31.41%.

However, this increase in understanding did not occur for all participants. There were 25 participants whose scores increased from the post-test results. Meanwhile, 3 people's scores were stable and 2 people's values decreased. Here it can be seen that the age and education of the participants are very influential in receiving the material. Participants who have just graduated from high school/vocational school for less than 3 years get higher scores than others. Apart from that, focus on learning also plays a role in absorbing the material provided by the speakers.

Aside from the age and education of the participants, the experience of obtaining training/training affects their understanding of the information. Several participants who had previously received training were more conscious of parking issues than those who had never.

The pre-test and post-test results show that Tulungagung Regency parking attendants who participated in the training had a 31.41% increase in their understanding. With these findings, it is believed that parking attendant competency in parking lot laws and practices would improve. This increase in understanding is also supported by a more interactive teaching method from the speakers, making the material easier for the training participants to absorb.



**Figure 7.** Interactive dialogue and Q&A conducted by speakers

## 4. CONCLUSION AND RECOMMENDATIONS

This Community Empowerment Training (DPM) is a community service activity carried out by the Polytechnic of Road Transportation Safety (PKTJ) academic community which focuses on safety. At this DPM, PKTJ held the 2023 Safety Parking Officer Training in Tulungagung Regency. It is hoped that this activity can improve the quality of human resources for parking attendants in Tulungagung Regency as well as recognize the importance of knowledge and skills and form competent professional staff in the parking sector. Based on data analysis carried out through community empowerment activities

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for safe parking attendants, participants' knowledge and understanding could increase by 31.41%. The enthusiasm of the Tulungagung Regency parking attendant was a determining factor in the success of this activity. As a long-term benefit to improve the quality of safe and professional human resources for parking attendants, regular monitoring and training can be carried out so that the competence of parking attendants in Tulungagung Regency is always maintained.

The lack of understanding and socialization of parking attendants regarding parking rules/regulations in Indonesia is one of the reasons for implementing this training. Even though the quota is still limited, it is hoped that this safety parking attendant training can be followed by other parking attendants who have not had the opportunity to take part in the training in the future. There is a need to socialize this community empowerment program in other regions in Indonesia so that the benefits are even wider. It is hoped that the implementation of this community service activity can carry out regular and continuous training to ensure that the parking attendants maintain their competence. To ensure that training participants receive the most recent information, community servants are also obligated to maintain an updated parking knowledge base. In addition, those who carry out this community service project can work with the regional government to determine what kind of training the local population needs and to help secure funding for the region's parking attendants to become more competent.

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