

RETRIBUTION MANAGEMENT STRATEGIES AT THE CITY TRANSPORTATION DEPARTMENT OF BAUBAU

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ABSTRACT

This study aims to explain the retribution management strategy and outline the factors that influence the implementation of the retribution management strategy at the Department of Transportation of the City of Baubau. This study uses a qualitative research method design with a descriptive approach. The results of this study aimed that the management strategy of retribution in the transportation department of Baubau City was carried out in two ways namely intensification and extensification. Intensification of charge management is done through guidance and training, through employee discipline in carrying out tasks and counseling to the community while efforts to reduce the cost of administrative fees have not been made. While the extensification strategy is done through the first through tariff adjustments, but the expansion of subjects and objects of retribution is still very minimal. Second, through coordination and support efforts that involve all parties of the Department of Transportation itself as well as outside parties such as the kelurahan and regional finance parties. There are two factors influencing the organization's strategy in managing fees in the Transportation Department of Baubau City. First is the internal factor, where the organizational structure and resources, although limited, affect the implementation of the management fee strategy. Organizational culture and existing leadership factors also influence the implementation of retribution management strategies. Second, external factors that influence are technological factors and the economic and political environment.

Keywords: Retribution Management Strategy, Factors Affecting the Strategy and Transportation Department of the City of Baubau.