

Analysis of Road Infrastructure Development Implementation in Enhancing Public Satisfaction in Lebak Regency

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Abstract

Road infrastructure development serves as a cornerstone for driving economic activity and regional integration at the local level. This study aims to analyze the implementation of road infrastructure development and its impact on public satisfaction in Lebak Regency. A descriptive-qualitative research method was employed, utilizing data collection techniques such as in-depth interviews with officials from the Public Works and Spatial Planning Agency (PUPR), field observations of physical road conditions, and document analysis. The findings indicate that the technological shift to concrete paving (rigid pavement) on major corridors has significantly enhanced accessibility, mobility, and economic productivity for residents. However, a stark spatial disparity exists between the northern urban areas and the remote southern regions of Lebak, resulting in a sharp polarization of public satisfaction levels. Key obstacles to policy implementation include limited fiscal space within the regional budget (APBD), landslide-prone topography, and the prevalence of overloaded vehicles that accelerate road deterioration. The study recommends diversifying funding sources by optimizing Corporate Social Responsibility (CSR) funds and the Special Allocation Fund (DAK), strictly enforcing vehicle tonnage regulations, and digitizing complaint systems to ensure transparency and provide the public with reliable information regarding road repair schedules.

Keywords: *Road Infrastructure, Development Implementation, Public Satisfaction, Lebak Regency*

Introduction

Infrastructure development serves as a primary pillar for driving economic growth and national integration in the modern era (Siahay et al., 2023). As a crucial public asset, adequate infrastructure acts as a stimulus for attracting investment, creating jobs, and reducing regional disparities. Governments at both central and local levels consistently prioritize budget allocations for this sector to bridge development gaps and strengthen the nation's competitive foundation on the global stage (Agustin & Hariyani, 2023).

Among the various types of infrastructure, road networks play a highly strategic role due to their impact on the daily mobility of goods and services (Nss et al., 2015). Well-maintained roads not only reduce logistics costs—which have long burdened business operators—but also break the isolation of remote areas. Enhanced regional

accessibility allows for faster and more efficient distribution of key local commodities, enabling them to reach broader markets (Palilu, 2022).

Conceptually, the provision of adequate roads constitutes a form of public service that the government is constitutionally mandated to fulfill (Syafingi, 2017). The quality of public service in this infrastructure sector directly correlates with public perception and satisfaction regarding bureaucratic performance. When the public experiences the tangible benefits of smooth, safe roads, trust in the local government's commitment increases significantly (Ridwan & Sudrajat, 2020).

Lebak Regency is a region in Banten Province characterized by challenging geography, featuring hilly terrain and a vast land area (Sururi, 2015). As a developing region, Lebak requires robust road connectivity to link the administrative center with its inland districts. Equitable development in the area is often hindered by terrain prone to landslides and the significant distances separating settlements (Irawan, 2016). Although the Lebak Regency Government continues to accelerate road maintenance and upgrading programs, the reality on the ground indicates that not all segments of society enjoy equitable access to these facilities (Sururi, 2020). Several inter-district connecting roads are reported to remain in severely damaged condition, riddled with potholes and turning muddy during the rainy season. This situation hinders residents' access to healthcare facilities, educational institutions, and traditional markets, ultimately sparking complaints on social media and in community forums (Herdiansah et al., 2017).

The uneven implementation of road development in Lebak Regency stems from various managerial and structural constraints. Limited Regional Budget (APBD) capacity compels the local government to apply a strict system of priorities, resulting in the postponement of many development proposals originating from village-level development planning meetings (*Musrenbang*) (Hermawan, 2010). Furthermore, extreme weather conditions and heavy vehicle loads exceeding road class capacities accelerate the deterioration of newly repaired roads (Rozi et al., 2016).

Given the gap between the government's strategic plan targets and the reality of resident satisfaction, research analyzing this implementation is critically important. An objective evaluation is required to assess the extent to which ongoing programs address the community's actual needs. Without in-depth scientific analysis, there is a risk that future road development policies will lack precise direction and fail to improve the public satisfaction index.

Against this backdrop, this study focuses on the implementation of road infrastructure development in Lebak Regency and the extent to which it enhances community satisfaction. The primary objective of this study is to evaluate project implementation effectiveness, identify obstacles encountered in the field, and formulate solution-oriented recommendations for the local government. The findings are expected to serve as a strategic reference for formulating more inclusive and accountable infrastructure development policies.

Method

This study employs a qualitative approach with a descriptive design to explore and gain an in-depth understanding of the phenomenon of road construction

implementation in Lebak Regency. The research focuses on specific districts within Lebak Regency that are prioritized for development, as well as areas still experiencing significant road damage. These locations were selected purposively to ensure the data obtained objectively represents the varying levels of public satisfaction. Primary data were gathered directly from key informants—selected via purposive sampling—including officials from the Lebak Regency Public Works and Spatial Planning Agency (PUPR), community leaders, and road users. Meanwhile, secondary data were obtained from regional strategic planning documents (Renstra), development performance reports, and infrastructure statistics for Lebak Regency.

Data collection techniques included in-depth interviews, direct field observations of physical road conditions, and document analysis. Interviews focused on understanding regulations, budget allocation, implementation obstacles, and residents' perceptions of satisfaction. To ensure data validity and reliability, the researcher employed source and method triangulation. Subsequently, the collected data were analyzed interactively using the Miles and Huberman model, which comprises three main stages: data reduction (sorting relevant information), data display (presenting information in a logical narrative), and conclusion drawing or verification. Through this analytical process, the relationship between the infrastructure policy implementation process and the dynamics of public satisfaction in Lebak Regency could be comprehensively explained.

Result and Discussion

Implementation of Road Infrastructure Development and Associated Challenges in Lebak Regency

The implementation of road infrastructure development policy in Lebak Regency is guided by the Regional Medium-Term Development Plan (RPJMD), which prioritizes regional connectivity. The Lebak Regency Government recognizes that a reliable road network is an absolute prerequisite for driving productive sectors such as agriculture, tourism, and trade. Through the Public Works and Spatial Planning Agency (PUPR), various programs to upgrade road classifications have been launched to transform accessibility in areas that were previously isolated.

From a technical standpoint, the direction of road development policy in Lebak Regency has shifted in recent years from standard asphalt paving to concrete pavement (rigid pavement) technology. This measure was adopted as an adaptive response to the soil characteristics in the Lebak region, which tend to be unstable and prone to shifting. Concrete pavement is considered more efficient in the long run due to its superior durability against heavy vehicle loads, despite requiring a substantial initial investment.

Field observations indicate that this concrete paving initiative has successfully transformed transportation along the regency's main corridors, such as the routes connecting the administrative center in Rangkasbitung with surrounding districts. These logistics routes can now be traversed smoothly regardless of weather conditions, directly resulting in reduced travel times. The seamless flow of goods and services in these growth centers serves as early evidence of the successful execution of this planned policy.

However, this picture of success does not fully reflect the spatial reality across the entire Lebak Regency. There is a stark disparity in road infrastructure quality between urban areas and remote regions, particularly in southern Lebak. While urban routes benefit from smooth concrete roads, many inter-village roads in the interior still consist of rudimentary gravel surfacing or even high-risk red earth tracks. This unevenness in development outcomes stems from a number of complex structural obstacles, with limited regional fiscal space being the most dominant factor. Lebak Regency's relatively low Locally-Generated Revenue (PAD) results in a heavy reliance on the Regional Budget (APBD). The funds available in the APBD are disproportionate to the total length of regency roads—spanning hundreds of kilometers—leaving the region's fiscal capacity stretched to its limit.

Due to these budgetary constraints, the Public Works and Spatial Planning Agency (Dinas PUPR) is forced to apply a strict prioritization system when selecting road sections for annual repair. Priority is consistently given to road segments with the highest Average Daily Traffic (ADT) volume and those of strategic economic value. Consequently, road repair proposals submitted by the community through the village-level Development Planning Deliberation (Musrenbang) mechanism are often delayed for years.

Beyond financial issues, Lebak Regency's geography and topography present formidable natural challenges for project implementers in the field. The region is dominated by steep hills and soil structures prone to landslides and mechanical instability. During the rainy season, heavy rainfall frequently causes landslides that damage newly completed road structures, trapping the local government in an exhausting and costly cycle of emergency maintenance.

An external factor accelerating road infrastructure deterioration is the inadequate control of vehicle tonnage. Lebak Regency is a major producer of "Class C" mining commodities (such as sand and stone) and palm oil. Freight trucks frequently operate with loads exceeding the limits permitted for the road class—often involving both over-dimension and over-loading violations—thereby destroying the road surface long before its intended technical lifespan is reached.

This phenomenon of overloading persists due to gaps in coordination regarding field supervision and law enforcement. The Public Works and Spatial Planning Agency (PUPR), responsible for road construction, lacks enforcement authority on public roads, while the Transportation Agency and the police face personnel shortages that limit their ability to conduct continuous checks on unofficial routes. The absence of adequate weigh stations at commodity exit points exacerbates these supervisory lapses, leaving regency roads to suffer the consequences of excessive and unstable loads.

Overall, road development in Lebak Regency is caught in a dilemma between limited government resources and the rapid rate of deterioration caused by both natural and human factors. This reality underscores that road development cannot be viewed merely as a technical physical project; rather, it is a governance process requiring policy synchronization, strict regulatory enforcement, and robust risk management. These multifaceted obstacles are the primary reasons why the acceleration of road

improvements remains sluggish and has yet to meet the expectations of the entire community.

Analysis of Public Satisfaction Levels and Government Strategic Solutions

Public satisfaction serves as a key indicator for measuring the success of local government public service delivery. In the context of infrastructure, resident satisfaction stems from comparing their expectations of ideal road conditions with the reality of daily usage. When the government successfully aligns development programs with the actual mobility needs of residents, positive sentiment and public trust in the credibility of the local bureaucracy increase significantly.

Field findings reveal a sharp polarization in public perception regarding satisfaction in Lebak Regency. Residents living in urban areas and along the regency's main corridors express high levels of satisfaction with the government's performance. The successful implementation of concrete road projects (rigid pavement) in their areas is seen as having transformed transportation, making it safer, more comfortable, and free from mud pits during the rainy season.

For those benefiting from well-maintained roads, this satisfaction is rooted in tangible economic impacts. Smoother traffic flow has reduced vehicle operating costs and accelerated the transport of key commodities—such as agricultural and plantation produce—to central markets. This increased logistical efficiency automatically boosts local economic competitiveness and raises profit margins for farmers and rural micro-entrepreneurs.

Beyond economic factors, social dimensions also drive high resident satisfaction in areas where development has taken place. Smooth concrete roads provide more inclusive access to government-run basic services. Children can travel to school more safely, village ambulances reach Community Health Centers (Puskesmas) faster, and social interaction between districts is facilitated without geographical barriers.

Conversely, deep dissatisfaction and widespread complaints persist among residents living in remote areas, particularly in the southern part of Lebak. Residents in this area feel they are experiencing spatial injustice, as they must risk their lives daily traversing damaged roads riddled with potholes, rocks, and mud. This disparity in facilities fosters a negative perception that the local government is selective in its attention and indifferent to the plight of citizens living far from the seat of power.

The dissatisfaction among residents in remote areas is well-founded, as the poor road conditions directly degrade their quality of life. Infrastructure damage frequently causes traffic accidents, accelerates vehicle wear and tear, and drives up the prices of basic necessities due to high transportation costs. Psychologically, the government's sluggish response to these repairs breeds collective frustration, cumulatively eroding the public satisfaction index.

In response to this service gap and the resulting polarization of satisfaction, the Lebak Regency Government is urged to urgently formulate strategic solutions. Given that limited regional budget (APBD) capacity lies at the heart of the problem, the local government must move away from reliance on conventional budgeting schemes. Tactical measures include diversifying funding sources by applying for the central government's

"Special Allocation Fund (DAK) for Specific Assignments" and optimizing creative financing partnerships with the private sector.

One potential non-APBD funding source that remains underutilized in Lebak Regency is Corporate Social Responsibility (CSR) funds from major companies operating in the area. Mining firms, palm oil plantations, and cement manufacturers bear a moral responsibility to repair the roads they utilize. Through firm local regulations, the government can mandate that these companies contribute to the periodic maintenance of road corridors surrounding their operational sites.

Another urgent strategic solution is the strict on-the-ground enforcement of regulations limiting vehicle loads. The Transportation Agency, in collaboration with the police, must reactivate integrated oversight functions and establish dedicated checkpoints at exit points from mining industrial zones. Imposing heavy fines and forcing overloaded trucks to turn back will break the vicious cycle of road damage, ensuring that concrete roads achieve their intended service life.

Regarding public communication management, the local government needs to develop a transparent, digital-based complaint system for damaged roads that is accessible to the public in real-time. Public dissatisfaction often peaks due to uncertainty regarding when roads will be repaired. An interactive complaint platform would allow citizens to track the status of their reports, while enabling the government to transparently provide confirmed work schedules based on priority rankings.

Ultimately, this analysis underscores that the level of public satisfaction in Lebak Regency directly reflects the quality of policy implementation on the ground. Equitable public satisfaction cannot be achieved as long as development disparities and lapses in vehicle load enforcement persist. By combining innovative funding solutions, strict enforcement of freight transport regulations, and open communication channels, the Lebak Regency Government can accelerate road repairs while sustainably boosting the public satisfaction index.

Conclusion

This study concludes that the implementation of road infrastructure development policy in Lebak Regency has yielded positive results along major corridors through the adoption of concrete paving technology (rigid pavement). This success has tangibly reduced travel times and logistics costs while boosting the economic and social mobility of communities surrounding growth centers. However, this success has been uneven, resulting in a stark polarization of public satisfaction levels. Residents in urban areas report high satisfaction due to immediate improvements in well-being, whereas communities in remote southern areas continue to complain of unequal access caused by numerous inter-village connecting roads that are severely damaged and remain unrepaired. This implementation gap and the lack of optimal public satisfaction stem from limited local budget (APBD) capacity, challenging hilly terrain prone to landslides, and the prevalence of freight vehicles exceeding tonnage limits (overloading). To overcome these multifaceted obstacles, the Lebak Regency Government can no longer rely on conventional budgeting schemes; instead, it must adopt an adaptive governance approach. Future strategic measures must focus on diversifying non-APBD funding

sources—by optimizing corporate CSR funds and specific-purpose grants (DAK)—strictly enforcing vehicle tonnage regulations in collaboration with the police, and digitizing complaint systems to ensure transparency and provide the public with reliable information regarding road repair schedules.

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