



Evaluation of the Tax-Free Parking Policy Improving Quality of Public Services in Jember Regency

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ABSTRACT

This study aims to evaluate the free parking policy implemented in Jember Regency and its impact on the quality of public services and the local economy. This policy was launched to reduce the burden on the community in paying parking fees and to increase population mobility. Using a qualitative approach, this study analyses data through field observations and documentation studies. The results of the study show that this policy has succeeded in reducing the financial burden on the community and improving accessibility to public facilities. However, there are challenges related to the decline in regional revenue from the parking sector, which needs to be offset by other alternative sources of revenue, such as regional taxes. This study suggests the need for periodic evaluations to ensure the sustainability of this policy and its positive impact on the local economy and public infrastructure. A comprehensive evaluation will be crucial to assess the effectiveness of this policy in the long term.

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INTRODUCTION

The provision of public services is of paramount importance in enhancing the quality of life of the general population. The purpose of this service is to ascertain whether the fundamental needs of the population, such as infrastructure, sanitation, transportation, and other essential facilities, are being met. As stated by Apriliano (2022), the delivery of public services must be aligned with the needs and expectations of the community. This approach is in accordance with the principles of good governance. The provision of excellent public services is not merely a matter of ensuring the satisfaction of the general public; it also functions as an indicator of the performance of the relevant authorities (Kusnadi, 2025). In this context, the decisions made by the local government, including the introduction of free parking fees, represent a significant factor in the quality of public service delivery in Jember.

In the period spanning from June to August, the district of Jember introduced a policy of exemption from parking fees as a component of a broader initiative to enhance public service delivery. The objective of this policy is twofold. Firstly, it is intended to alleviate the financial burden on the public when paying for parking. Secondly, it is hoped that it will increase the mobility of the population, which in turn is expected to have a positive effect on the local economy. The objective of this policy is to eliminate barriers to accessibility for the general public, a matter of increasing importance in the context of rapid urbanisation in many major cities. This policy is regarded not solely as a means of alleviating the financial burden on the population, but also as a strategic measure to enhance population mobility. In the era of increasing urban congestion and the challenges of finding parking spaces, the elimination of parking fees emerges as a pragmatic solution to facilitate vehicular movement, catering to both personal and commercial needs (Mulyadi & Iskandar, 2022).

The research conducted by Setiadewi and Widnyani revealed that the effective and efficient management of parking systems can contribute substantially to the augmentation of local revenue. According to Setiadewi & Widnyani (2019), effective management of parking systems encompasses not only aspects related to revenue generation, but also the efficiency of public space utilisation and the enhancement of daily living comfort for individuals. It is their contention that the freedom from parking charges will not only eliminate the direct revenue generated from parking, but will also create new revenue opportunities through the expansion of parking-related economic activities in the relevant regions.

The reduction in parking fees undoubtedly offers a financial benefit to the general public; however, of greater significance is the enhancement of the quality of services and facilities available to the public. It is anticipated that the implementation of this initiative will encourage local authorities to prioritise the provision of high-quality public amenities, including expansive parking facilities, well-maintained public sports facilities, and cutting-edge infrastructure. It is evident that these factors can contribute to an enhancement in the overall quality of life and a continuous deterioration in the quality of life of the region.

Witjaksono & Wibawani's research emphasises the necessity of inter-institutional collaboration in the implementation of parking management policies to achieve optimal outcomes (Witjaksono & Wibawani, 2023). Adequate coordination is imperative in addressing public concerns regarding the implementation of the initiative, including the paucity of adequate parking facilities or dissatisfaction with existing amenities. This is also evidenced by research findings which demonstrate that effective implementation of the policy is contingent upon the identification of its specific objectives. As stated by Ramdhan *et al.* (2024), the enhancement of the capacity of human resources and

infrastructure is a pivotal aspect that must be given due consideration to ensure the success of this initiative.

Notwithstanding the significant potential for enhancement of public service quality, there are several challenges and obstacles that must be confronted during the implementation process. One such issue is the considerable reliance on revenue derived from the parking sector, which is potentially susceptible to a substantial decline. It is incumbent upon the local government to explore alternative sources of revenue in order to offset the shortfall. One potential solution to this issue would be to increase revenue from other sectors, such as taxation, which could be achieved through the promotion of economic activity driven by this policy. A further challenge pertains to the limited awareness among the public regarding the policy of free parking charges. It is possible that some individuals may not be fully aware that there is no obligation to pay for parking, which could potentially lead to confusion or dissatisfaction.

This problem highlights the necessity for further research to be conducted on the effectiveness of socialisation and public education. Furthermore, the impact of long-term developments on parking charges at public infrastructure and the local economy has yet to be fully identified. Consequently, conducting a comprehensive evaluation is of paramount importance. The evaluation is intended to assess not only the efficacy of this policy in reducing public expenditure, but also to determine the extent to which public revenue is dependent on revenue from parking charges and the potential shift towards revenue from other sources. In the opinion of William N. Dunn (Harbani Pasolong, 2020), the evaluation of a given belief system is defined as a dual process of intellectual and practical nature, with the objective of creating, measuring and communicating knowledge during the process of analysing a belief system.

In light of the points, it is imperative for the local administration to undertake periodic evaluations of this policy to ascertain its exemption from parking charges, thereby ensuring that this policy confers long-term benefits on the general public and the regional economy. It is anticipated that the findings of this study will provide a substantial contribution to the comprehension of the impact of the removal of parking charges on the quality of public services, the local economy, and infrastructure management in Jember Regency. It is hoped that the findings of this study will provide a foundation for future local governments as they formulate policies that consider the effectiveness, efficiency, and sustainability of such policies in enhancing the quality of life of the population.

LITERATURE REVIEW

Public policy is defined as a series of decisions and actions made by the government in response to public issues and to achieve certain objectives. Dye (2013) defines public policy as any action or inaction undertaken by the government, thereby indicating that policy is reflective of the strategic choices of the government. Anderson (2014) posits that public policy is purposive, goal-oriented, and implemented through a relatively consistent pattern of action by government actors. Within the domain of local governance, public policy assumes a pivotal function as a means of enhancing community welfare through the provision of effective, responsive, and equitable public services (Chaniago *et al.*, 2025).

Policy evaluation is an important stage in the public policy cycle that aims to assess the performance and impact of a policy. According to Dunn (2018), policy evaluation serves to provide information about the value or success of a policy based on several criteria, such as effectiveness, efficiency, adequacy, equity, responsiveness, and accuracy. Rossi, Lipsey, and Freeman (2004) emphasise that policy evaluation should not

only focus on the results, but also on the implementation process and the impact of the policy on the target group. Therefore, policy evaluation is an important basis for local governments to improve or adjust policies to better suit the needs of the community.

Local taxes are mandatory contributions collected by local governments to finance the administration of government and public services. According to Bahl and Bird (2008), local taxes have two main functions, namely a budgetary function as a source of local revenue and a regulatory function as an instrument of social and economic regulation. Parking policies, including tax-free parking policies, are a form of local fiscal policy that is not only oriented towards increasing revenue, but also towards improving public access to and convenience in using public facilities. Thus, parking policies can be seen as part of a public service strategy that has a direct impact on the community.

The quality of public services reflects the extent to which the services provided by the government can meet the needs and expectations of the community. Parasuraman, Zeithaml, and Berry (1988) argue that service quality can be measured through five main dimensions, namely tangibles, reliability, responsiveness, assurance, and empathy. In the public sector, service quality is determined not only by technical aspects of service, but also by principles such as transparency, accountability, ease of access, and fairness (Osborne, 2010). Quality public services will increase public satisfaction and strengthen public trust in the government.

Parking policies are closely related to the quality of public services, particularly in terms of accessibility and convenience for the community. Tax-free parking policies can reduce costs and administrative barriers for the community when accessing public services, thereby potentially increasing user satisfaction. According to Osborne (2010), citizen-centred services will strengthen positive perceptions of government performance. Therefore, evaluating parking policies is important to assess the extent to which they contribute to improving the overall quality of public services.

RESEARCH METHOD

The research method employed in this study is qualitative, using a descriptive-analytical approach to obtain an in-depth understanding of the policy under examination. The primary purpose of this study is to analyze and evaluate the impact of the elimination of parking fees in Jember Regency, particularly in terms of its implications for public service quality and its broader effects on the local economy.

Data collection was carried out through systematic field observations, which were conducted by directly observing the implementation of the policy in various public parking locations within the regency. These observations focused on identifying changes in parking management practices, service procedures, and the overall condition of parking services following the enactment of the policy. In addition, the observations aimed to capture observable public responses, such as patterns of parking utilization, service efficiency, and compliance with parking regulations, as they naturally occurred in the field.

This observational approach enabled the researcher to document real conditions and practices associated with the policy implementation without relying on self-reported data. Consequently, the method provides empirical insights into how the elimination of parking fees influences public service delivery and local economic activities at the operational level.

RESEARCH RESULTS

The tax-free parking policy implemented in Jember Regency has proven to be highly effective in meeting its primary objectives of alleviating financial burdens and improving public mobility. The policy has contributed positively by offering a cost-free parking option for residents, thereby reducing the financial strain on vehicle owners and promoting increased access to public spaces. A thorough evaluation of the policy's outcomes reveals notable successes, including a marked improvement in traffic flow and enhanced convenience for residents and visitors alike. However, certain challenges persist, such as the ongoing need for better infrastructure and the management of high-demand areas. Recommendations for further improvement include expanding parking facilities in strategic locations, enhancing public awareness of the policy, and ensuring the long-term sustainability of the initiative through adequate funding and infrastructure development. This comprehensive analysis of the policy provides valuable insights into its current impact, as well as avenues for refinement to ensure continued effectiveness in the future.

Effectiveness

The effectiveness of the tax-free parking policy in Jember Regency is evident through several positive outcomes. The policy successfully increased accessibility by eliminating parking fees, which allowed more people, especially those from low-income groups, to access public facilities like markets and government offices. This had a notable impact on enhancing mobility and encouraging the use of public services. Additionally, the policy served as an economic stimulus, with local businesses experiencing an uptick in foot traffic, which contributed to the growth of commerce and the informal sector. Public satisfaction with the policy was generally positive, reflecting improved service quality.

Despite these successes, challenges remain. One issue is the reduction in parking-related revenue, which has put pressure on local finances, highlighting the need for alternative funding sources. Furthermore, the policy has led to increased demand for parking in certain areas, revealing gaps in enforcement that could lead to long-term congestion if not addressed. While the policy has had positive outcomes, these challenges suggest the need for further refinements to ensure its sustainability and continued success.

Efficiency

The efficiency of this policy can generally be considered satisfactory, as it was designed by utilizing existing infrastructure without requiring significant new investments. This approach allowed the policy to be implemented in a cost-efficient manner while minimizing additional financial burdens on the government. Moreover, relying on established systems helped streamline administrative processes and reduce bureaucratic obstacles that often hinder the delivery of public services.

From an operational perspective, the policy contributed to improvements in time efficiency within administrative procedures. Processes that were previously complex and time-consuming became more straightforward and better coordinated, enabling faster service delivery. This improvement enhanced the responsiveness of public administration and supported more effective performance by government officials in carrying out their responsibilities.

Nevertheless, the efficiency of the policy has also been subject to criticism. One key concern relates to opportunity costs arising from potential revenue losses, which could weaken fiscal sustainability if not compensated by alternative sources of income. In addition, the benefits of the policy tend to be concentrated in urban areas rather than

rural regions due to the uneven distribution of supporting facilities. This disparity indicates that, despite its overall efficiency, further adjustments are necessary to ensure a more equitable distribution of policy outcomes.

Adequacy

The adequacy of the policy can be understood in terms of its ability to address the core problems it was intended to resolve. In this regard, the policy was effective in reducing financial barriers faced by users and improving access to the targeted service. However, its problem-solving capacity remains limited because it was not accompanied by complementary measures, such as the expansion of supporting facilities or the provision of alternative transportation incentives, which are essential to fully meet public needs.

In terms of sustainability, the policy demonstrates potential effectiveness in the short term but raises concerns regarding its long-term adequacy. Without parallel improvements in infrastructure and system capacity, the policy may struggle to accommodate increased demand over time. This limitation suggests that the policy's ability to sustain its outcomes is contingent upon broader structural support and continued investment in related sectors.

To enhance its adequacy, the policy should be integrated with comprehensive urban planning strategies. Coordinating the policy with initiatives such as integrated transportation systems and supporting infrastructure would help ensure that its objectives are met more effectively in the long run. Such an integrated approach would strengthen the policy's capacity to respond to evolving urban challenges and maintain its relevance over time.

Alignment

The alignment of the policy with principles of equity shows mixed outcomes, particularly in terms of the distribution of benefits across different population groups. While the policy succeeded in providing advantages to certain segments of society, its overall impact was uneven. The concentration of benefits in central urban areas indicates that residents in peripheral and rural regions did not experience the same level of access or advantage, raising concerns about spatial equity.

Equity issues are also evident in relation to vulnerable groups, especially persons with disabilities. The policy had a limited impact on this group due to insufficient supporting facilities that accommodate their specific needs. As a result, disabled citizens were unable to fully benefit from the policy, highlighting a gap between policy objectives and inclusive implementation. This shortcoming suggests that equity considerations were not fully integrated into the design and execution stages of the policy.

To improve alignment and equity, it is necessary to adopt a more inclusive redistribution strategy. This could involve extending targeted support to underserved rural areas and providing special provisions or exemptions for vulnerable groups, particularly persons with disabilities. By ensuring that benefits are more evenly distributed and accessible, the policy would better align with equity principles and promote more just and inclusive

Responsiveness

The responsiveness of the policy can be observed in its general alignment with prevailing public demands, particularly among dominant user groups. The policy was formulated as a response to widely expressed concerns and expectations, which contributed to its acceptance and perceived relevance among a large portion of the population. This

indicates that policymakers were attentive to mainstream public preferences during the design and implementation phases.

However, despite this alignment, the policy demonstrated limitations in addressing the needs of marginalized groups. Low-income communities and individuals who rely on non-motorized transportation reported limited benefits from the policy, suggesting that their perspectives were insufficiently represented in the decision-making process. This exclusion points to an imbalance in responsiveness, where dominant voices were prioritized over those of socially and economically vulnerable populations.

To enhance responsiveness and inclusivity, greater emphasis should be placed on participatory policy-making mechanisms. Engaging diverse stakeholder groups through structured consultations or participatory forums would allow policymakers to better understand varied needs and constraints. Such an approach would help refine the policy to ensure that it responds more equitably to the full spectrum of public interests and social conditions.

Resolution

The resolution of the policy in terms of long-term viability reveals several important trade-offs that must be carefully managed. On the one hand, the policy contributed to positive economic outcomes by supporting commercial activity and stimulating local economic dynamics. On the other hand, the resulting fiscal adjustments, particularly the increased reliance on alternative revenue sources, raised concerns regarding fairness and the distributional effects of the policy across different social groups.

From an environmental perspective, the policy generated unintended consequences related to urban mobility and congestion. Inadequate regulation of parking practices contributed to increased traffic density and reduced urban efficiency. These environmental externalities indicate that the policy's long-term sustainability is contingent not only on economic considerations but also on its capacity to mitigate negative impacts on the urban environment.

To strengthen long-term viability, corrective measures should be integrated into the policy framework. Introducing differentiated regulations based on spatial and temporal conditions, such as area-based management strategies during peak periods, could help balance economic benefits with environmental and social considerations. Such adjustments would enhance the policy's capacity to achieve sustainable outcomes while addressing equity and environmental concerns.

DISCUSSIONS

A study of the impact of the policy of exemption from parking charges on the quality of public services in Jember district revealed a significant improvement in public access to public facilities. The objective of this policy is to mitigate the financial burden of parking, which has historically been a significant impediment to the mobility of the population. It is anticipated that the elimination of parking fees will result in an augmentation of local economic activity, owing to an increase in the ease of access to and utilisation of local centres for economic activities.

Nonetheless, during implementation, issues such as the dependency on regional income from parking charges must be given due consideration. A comprehensive evaluation of the efficacy of this policy is imperative to ascertain that its benefits extend beyond the immediate benefits to the public but also encompass contributions to the development of public infrastructure and the sustainability of the regional economy.

The evaluation of the policy on free parking in Jember is analysed using the theory of policy evaluation proposed by William N. Dunn (Harbani Pasolong, 2020). Dunn's theory asserts that policy evaluation is a process involving the collection, analysis and interpretation of information to determine the effectiveness and impact of policy.

Effectiveness

The objective of this study is to assess the effectiveness of the policy of exempting parking fees in Jember Regency. The primary outcome of this policy is the enhancement of public service quality and the alleviation of financial burden on the community. In this context, the success of the initiative can be determined by observing its direct impact on the mobility of the general population, as well as the subsequent increase in local economic activity resulting from the elimination of parking fees. Moreover, the effectiveness of a given policy can be gauged by the public's response to it. Specifically, it is important to ascertain whether the policy has facilitated access to public facilities and enhanced the level of comfort experienced by the public when carrying out their activities.

The evaluation of the effectiveness of a given policy must encompass not only its immediate outcomes, but also its long-term ramifications. It is imperative that the ramifications of ongoing initiatives, particularly their impact on infrastructural development and the quality of life of the population, be given due consideration. Research indicates that an optimal system of transport infrastructure can act as a catalyst for economic development in urban areas (Dewi & Sumabrata, 2023; Anisa *et al.*, 2024). This suggests that effective urban planning has a considerable impact on population mobility (Anisa *et al.*, 2024). Hanif (2024) posits that one of the key indicators of success is the ability to enhance the mobility of the population without placing significant strain on the region. Similarly, Kusumawardhana (2023) asserts that the government plays a pivotal role in implementing control mechanisms, such as fiscal policy and appropriate regulatory frameworks, to achieve development objectives. It is imperative to recognise the comprehensive nature of this strategy, encompassing both immediate and long-term objectives in a sustainable manner.

The findings of the research conducted in Jember indicate that the implementation of the policy of "Pajak Bebas Retribusi Parkir" has had a favourable impact on the mobility of the local population and has led to a reduction in financial burden. It has been reported that there has been a significant improvement in the accessibility of public facilities, which were previously constrained by the cost of parking. The level of economic activity within the local community has also increased, because of the encouragement given to the public to visit more frequently the centres where economic activities are taking place, without incurring any parking charges.

Notwithstanding the positive short-term outlook, this study also identifies challenges relating to the potential for revenue from parking charges, which must be offset by increases in other revenue sources, such as taxes. Further evaluation is required to ensure the sustainability of this initiative over the long term, particularly in the context of infrastructure management, which is becoming increasingly sophisticated. This is also necessary to mitigate any potential adverse effects on the environment. Overall, this policy is ineffective in terms of enhancing public service quality. However, further research is required to determine its sustainability and the positive long-term implications for both the public and the government.

Efficiency

It is anticipated that the policy on the exemption of parking fees in Jember district will enhance the efficiency of resource management, both financially and in terms of workforce and time, thereby ensuring optimal outcomes. The primary objective of this initiative is to alleviate the financial burden on the community while ensuring that the financial burden on the state does not increase significantly. Consequently, it is imperative to consider the correlation between the attainment of objectives and the utilisation of available resources. It is essential to explore more efficient strategies to achieve comparable outcomes (Rahayu *et al.*, 2023).

Fatmawati *et al.* (2025) posit that effective coordination between various government agencies is imperative for the efficient management of parking facilities. Adequate management systems have been shown to reduce expenditure on taxation, whilst concomitantly minimising the consumption of superfluous resources during the implementation process (Andry *et al.*, 2024). Should this course of action be undertaken without incurring significant financial expense for the local authority, and should it succeed in optimising the utilisation of both public space and extant infrastructure, then it would be possible to claim that the objective has been achieved in an efficient manner. Nonetheless, it is imperative to prioritise the management of local revenues in order to ensure the sustained implementation of effective policies.

It is evident from the findings of the research that the policy of free parking in Jember is indeed efficient in terms of utilising available resources. The implementation of this policy does not necessitate a significant investment from the local government, as it can be executed by utilising the existing parking management system. In addition, this policy has been shown to reduce the financial burden on the public without significantly increasing the financial burden on the state.

The primary challenge identified in this study pertains to the sustainability of the decision, particularly with respect to the diminishing revenue from parking fees. It is evident that, despite the efficiency of this policy in its implementation, it is imperative for the government to formulate alternative strategies to mitigate the potential consequences of this policy, thereby ensuring the continuity and stability of the financial sector. Overall, the policy is relatively efficient in achieving its objectives, although further detailed planning is required to address the challenges posed by the environment.

Adequacy

A study of the adequacy of the policy of free parking in Jember district is required, with particular reference to the extent to which the objectives of the policy can be said to be in accordance with the needs of the community, especially with regard to problems such as the high cost of parking and the limited accessibility of public facilities (Saputra & Safitri, 2020). The objective of this policy is twofold. Firstly, it is intended to alleviate the financial burden on the general population. Secondly, it is hoped that it will increase mobility, which is expected to have a positive effect on the local economy. Should this objective be realised, it would be reasonable to conclude that the solution to the problem would be adequate.

Nevertheless, the desired outcomes cannot be solely determined by the cost of parking, but also by the extent to which this policy contributes to the enhancement of public services. It is evident that this decision has facilitated the lives of the public; however, the challenge lies in ensuring its sustainability over an extended period. It is incumbent upon the local government to undertake regular evaluations and to adjust policies in accordance with the prevailing circumstances and available resources, thereby

ensuring that these policies are effective in addressing the issues at hand in a comprehensive manner.

It is evident from the findings of the research that the objective of the Free Parking Tax in Jember has been largely achieved. The initial objective was to alleviate the financial burden on the community and to enhance mobility. The local populace has expressed its appreciation for this initiative, as it has facilitated convenient access to communal amenities without the financial encumbrance of parking expenses. Furthermore, this policy is also conducive to an increase in the frequency of visits to the centres of economic activity, which in turn has the potential to stimulate the local economy. It is evident that the implementation of this solution is an effective measure in addressing issues related to accessibility and parking costs.

Notwithstanding the immediate benefits that have been realised by the public, the results achieved thus far are inadequate in addressing the prevailing issues. It is imperative to address the challenge posed by the dependency on parking revenue from the regional sector, with a view to ensuring that alternative sources of income are given due consideration. It is incumbent upon the local government to consider alternative measures that would allow for a balance to be struck between the financial implications of parking charges and the financial sustainability of the local authority. Notwithstanding the fact that this innovation has indeed facilitated the lives of the public, further consideration is required to ascertain its sustainability.

Further evaluation has indicated that, while this policy has had a beneficial effect in the short term, there is a requirement to monitor its impact on infrastructure and public service provision in general over time. Local governments must continue to supervise and evaluate their policies to ascertain their sustainability over time and the extent of their potential benefits, which should extend beyond mere mobility to include sustainable development. Notwithstanding the fact that the current approach may be considered effective and efficient, there remains scope for further refinement and adaptation to achieve optimal results.

Alignment

To assess the impact of the policy on the taxation exemption and parking fees in Jember district, it is necessary to consider the extent to which the policy is being experienced by the public, both in terms of their economic status, location, and social class. The objective of this policy is to ensure that the benefits are distributed equally across all segments of society, thereby addressing any disparities, particularly between those residing in metropolitan areas and those in rural or remote regions. Ridwan (2021) posits that the ideal policy should be one that is universally applicable, without resulting in disparities, particularly between those residing in metropolitan areas and those residing in rural or remote regions.

The implementation of the policy of free parking is expected to alleviate financial pressures for all segments of society. However, the potential for inequitable distribution of benefits remains. For instance, individuals who utilize private vehicles or reside in the central city may well reap greater benefits than those who depend on public transport or dwell in more remote areas. It is imperative that a thorough evaluation of this policy's implementation be conducted to ensure that no segment of society is overlooked and that the positive impacts of this policy are universally experienced. This evaluation is of paramount importance in establishing a more inclusive and equitable future for all residents of Jember.

The findings of the research indicate that the policy of free parking in Jember has had a relatively uniform impact on the public, particularly in terms of reducing parking

costs. The local population of the central district, which predominantly utilizes public transport, has experienced a direct benefit from the elimination of parking fees. However, it appears that those residing in suburban or rural areas, who are predominantly reliant on public transport, have not experienced a significant impact. It is evident that this measure has facilitated accessibility for a significant proportion of the population. However, the distribution of its benefits has not been uniforming, particularly among groups that do not frequently utilize such services.

In addition, the decision has the potential to have a significant impact on individuals with low incomes or disabilities, as they may not have equal access to parking facilities. Despite the evident success of this policy in facilitating the lives of many members of the community, it is crucial to acknowledge the existing disparities in the distribution of benefits. In the future, it is imperative for the government to identify the groups that have been marginalised by this policy and formulate strategies to ensure that the benefits are equitably distributed across all segments of society.

Overall, while this measure has the potential to alleviate the cost of parking, the challenge of ensuring equitable distribution of benefits remains. It is imperative to undertake a comprehensive evaluation of the impact of this policy on specific groups and to ascertain the measures that can be implemented to ensure its inclusivity and equitable distribution of benefits to all communities in Jember.

Taken together, the evaluation of the free parking policy in Jember Regency demonstrates that while the policy has been effective in reducing parking costs and improving accessibility for a substantial portion of the population, challenges related to equitable benefit distribution persist. Emphasizes that an effective public policy should not only achieve its stated objectives but also ensure fairness in its outcomes across different socio-economic and geographic groups. The findings suggest that residents in central urban areas, who have greater access to parking facilities and public services, tend to experience more tangible benefits compared to those in suburban and rural areas. This indicates the need for policy refinement that incorporates complementary measures, such as improved public transportation access and targeted support for low-income and disabled populations. Consequently, continuous policy evaluation is essential to enhance inclusivity and ensure that the free parking policy contributes meaningfully to social equity and improved public service quality for all residents of Jember.

Responsiveness

It is imperative to assess the efficacy of the policy entitled "Responsivitas Kebijakan Pajak Bebas Retribus Parkir diKabupate Jember" in meeting the needs and preferences of the public. The policy under discussion has been devised with a view to reducing the financial burden on members of the public, with a particular emphasis on the cost of parking, which has heretofore represented a significant impediment to mobility. Nevertheless, the extent to which this policy will satisfy the expectations of the general public and the economic elite must be subject to rigorous and detailed evaluation. It is imperative to ascertain whether this policy is indeed responsive to the needs of the population in the central city, which is the primary user of public services, as well as those in rural areas, which are likely to be more dependent on public transportation. Annas & Rusnaedy (2019) posit that a critical evaluation of parking charges is necessary to ensure that residents in rural areas also benefit from equal access to public facilities.

In addition, it is imperative to evaluate the extent to which this policy reflects the principles of social justice and equitable access that are held by the community. The absence of a parking fee is undoubtedly beneficial to certain groups, such as disabled individuals or economically disadvantaged individuals. However, it may be perceived as

inadequate by these groups, as they may encounter difficulties in accessing parking facilities or vehicles. It is therefore imperative for the relevant authorities to evaluate the efficacy of this policy in aligning with the preferences and needs of the public, while also identifying methods to enhance its responsiveness to the most vulnerable segments of society.

The results of the study indicate that the policy of free parking in Jember has met the needs and preferences of the public, particularly in the central district. The policy has been effective in facilitating mobility and reducing parking costs. Nevertheless, for the public, particularly those residing in rural areas, the impact is likely to be more pronounced. It is possible that the subjects may have perceived a paucity of immediate practical benefits from this decision, given its pronounced emphasis on personal interests.

It is evident that the benefits of this development have yet to be fully realised by the economically disadvantaged and disabled populations, particularly about the accessibility of parking facilities for these groups. Even though this policy has been found to be effective in meeting the needs of most of the population, there is still a lack of responsiveness to specific groups. Further evaluation is required to ascertain the extent to which this policy will be responsive to all segments of society, particularly those who are most vulnerable or have specific needs. It is incumbent upon the local government to give due consideration to this matter, so that the policy may be rendered more inclusive and equitable for all the inhabitants of Jember.

It is imperative to evaluate the responsiveness of the tax-free Parking Policy in Jember Regency to determine the extent to which it accommodates the needs and preferences of the public. This policy was designed to reduce the financial burden associated with parking fees, which have long been perceived as a barrier to mobility and access to public services. However, responsiveness requires more than policy intent; it necessitates empirical assessment of whether the policy effectively addresses the diverse needs of urban and rural populations. Urban residents, as primary users of public services, may experience more immediate benefits, while rural communities who are often more dependent on public transportation may face different challenges in accessing these benefits. Annas and Rusnaedy (2019) emphasize that a critical evaluation of parking policies is essential to ensure equitable access to public facilities, particularly for residents in rural areas who may otherwise be marginalized by urban-centered policy designs.

Beyond responsiveness, the evaluation of the free parking policy must also consider principles of social justice and equitable access. While the elimination of parking fees may benefit certain groups such as business actors, workers, and frequent users of public facilities who utilize official identification it does not automatically guarantee inclusivity for vulnerable populations. Economically disadvantaged individuals and persons with disabilities may continue to face structural barriers, including limited availability of accessible parking spaces and inadequate transportation infrastructure. Although empirical findings suggest that the policy has been effective in reducing parking costs and facilitating mobility, particularly in central districts, its impact appears less pronounced for rural residents and vulnerable groups. This indicates a gap between policy effectiveness and policy equity. Therefore, further evaluation is required to assess how the policy can be refined to better respond to the needs of marginalized populations, ensuring that the local government's commitment to public service quality is aligned with inclusiveness and social equity.

Resolution

It is imperative to assess the efficacy and value of the policy of free parking in Jember, particularly in terms of its potential benefits for the public and the regional economy. The

objective of this policy is twofold: firstly, to alleviate the financial burden on the population; secondly, to enhance mobility, with the aim of generating a positive impact on both the social and economic well-being of the population. It is imperative to undertake a comprehensive evaluation of the efficacy of this policy in enhancing public service quality and facilitating economic development at the local level, while also ensuring its sustainability over time.

In addition, this decision must be evaluated from the perspective of its sustainability. This study seeks to ascertain whether the introduction of free parking would contribute positively to the development of public infrastructure, the quality of life of the population, and the economy in other sectors, such as taxation. Further evaluation is required to ascertain that this policy is not merely of transient benefit but also has the potential to contribute to the long-term development of Jember. The determination of this policy is contingent upon its repercussions for the public and its sustainability over an extended period.

The findings of the research indicate that the policy of free parking in Jember has been effective in reducing both the financial burden on the public and the number of vehicles on the roads. The local populace considers this decision to be of significant benefit, as it facilitates convenient access to public amenities without the necessity for additional fees. In addition, the policy has a beneficial effect on the local economy, as it results in an increase in visits to major economic centers and a consequent acceleration in trade.

Nonetheless, although the present decision may be of limited benefit in the short term, a more comprehensive evaluation is nevertheless required in the context of sustainability. It is evident that revenues from the parking sector have declined. Consequently, it is imperative to formulate a strategic alternative to ensure that this development continues to contribute positively to the long-term outlook. Overall, this policy is beneficial to the public. Nevertheless, to ascertain its long-term viability, further research is required into the management of the region and its infrastructure, with a view to achieving greater sustainability.

CONCLUSIONS

The policy on the exemption of parking fees in Jember Regency has generated a generally positive impact, particularly in facilitating public access to public facilities and reducing the financial burden associated with parking costs. The implementation of this policy has also contributed positively to the local economy, as it has enabled broader segments of the community to access major public events and economic activities without incurring additional parking expenses. As a result, the policy has the potential to encourage increased public participation in social and economic activities, thereby supporting local economic dynamism.

Despite these favourable outcomes in the short term, the policy presents notable challenges in the medium to long term, especially with regard to the decline in parking-related revenue. This reduction poses potential risks to the fiscal capacity of the local government if not addressed through appropriate mitigation strategies. Therefore, the loss of revenue from the parking sector necessitates careful consideration of alternative income sources to ensure that the policy does not adversely affect regional financial sustainability.

In this context, it is incumbent upon the local government to conduct regular and continuous evaluations of the parking fee exemption policy to assess its long-term implications comprehensively. Such evaluations are essential to balance the objectives of

improving public service accessibility and maintaining fiscal stability. Furthermore, alternative revenue mechanisms, including the optimisation of local tax instruments and other legitimate sources of regional income, should be explored as potential substitutes for the shortfall in parking revenue.

Additionally, effective coordination among relevant government agencies and public education institutions is crucial to support policy implementation through public awareness initiatives and capacity-building programmes. This coordination can contribute to more effective policy delivery, improved public understanding, and the optimal utilisation of available resources, ultimately ensuring that the benefits of the policy are distributed equitably across all segments of society.

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