The management of “ngettek” service (helping control the traffic) “sahabat baluran” in Situbondo district, East Java, Indonesia

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Abstract. “Ngettek” in Baluran forest is the one who helps to control the traffic when there is a traffic jam in Baluran forest by getting voluntary payment from the riders who pass the traffic. Today, people who work as “ngettek” have an organization named Sahabat Baluran, to manage “ngettek” services and to be a place for working as a form of legal corporation so that they work comfortably and safely to help traffic in Baluran forest. The aim of this study was to find out, to analyze, to apply the management of “ngettek” service (helping control the traffic) “Sahabat Baluran” in Situbondo district. The research method used was a descriptive qualitative method with a sampling technique. From this research, it was found that the existence of “ngettek” worker in Baluran forest make the riders in Baluran traffic feel comfortable and the management of “Ngettek” service make the “Ngettek” workers can be directed to know about planning, organizing, actuating and controlling during the work.

1. Introduction
There are a lot of needy people in Sumberwaru Village that was caused by many needs and gages that should be fulfilled and inequality of economy in Situbondo District. Most of them are the elderly and the children who are dropping out. There are also people of Sumberwaru Village who have their own farmland. The welfare of the local community is one of the important aspects in the development of sustainable tourism, especially around the Baluran National Park which will provide local economic value, education and understanding of conservation [1][2].

The difficulty of finding job in formal sector caused many people take the initiative to working the informal sector by opening up business opportunities and also creating creativity to create jobs themselves. Many people who live in the city are having difficulty to find a job if they do not have the proper skills, compare with informal sector which has a lot of job variations, jobs in the informal sectors included some sectors such as agriculture, mines, utilities, electricity, commercial construction, transportation, and etc. The diversity of livelihoods that provide economic benefits is the reason for the community to preserve the environment and local culture [3]. Thus, ngettek workers have their own uniqueness which is most of people who work as “ngettek” workers are people who do not have an exact job such as the one work as a daily laborer, farmer, fisherman, and also jobless. People who do “Ngettek” are mostly from KarangAnyar Hamlet, Tekok Hamlet, Belangguan Hamlet and only a few of them from Sumberwaru Hamlet and Krajan Hamlet.

Nowadays, “Ngettek” workers have formed an organization named Sahabat Baluran. The organization was coped by LMDH (forest village society) which is based in Sumberwaru, and also as
the supervisor of “Ngettek” workers. In the organization of Sahabat Baluran, they have been able to develop and to create new businesses by opening the stalls in the middle of the forest in order to facilitate people whom the car is broken down in the middle of the forest. This is also a support promotion and condition of tourist destination components are needed to attract visitors to Baluran [4].

To describe about this phenomenon, the researcher tried to describe it using the theory from George R. Terry which explained the management functions such as planning, organizing, actuating, and controlling [5]. By management, an organization will have a good membership and also have a clear direction and purpose in the process of implementation of members [6]. To support this research, the researcher took some previous researches those are the previous research about The Potentials and The Obstacles of “Awe-Awe” workers in Kumitir Mountain and about The Behavior of Beggar in Probolinggo Townsquare [7][8]. From both of previous researches, the novelty of this study is that researcher put more emphasis on management, as well as management to establish an effective and productive organization [5].

Development of Sahabat Baluran organization has been legalized by the police force. Thus, they also develop the animal farm sector, which is basically they utilize the grass in Baluran forest. So that, this study will further research into and understand social life of “Ngettek” workers and the process of management and membership of Sahabat Baluran through the expected study, to be able to describe that then become the basic of designing the empowerment model they need, based on those backgrounds, the writer interested to choose the title “The Management of “Ngettek” Service (Helping Control The Traffic) “Sahabat Baluran” in Situbondo District.

Terry G R in [5] also states that management is the accomplishing of a predetermined objective through the efforts of other people or management is the achievement of goals that have been set through or together with the efforts of others. There are “Technician” workers who control them at work so that they don’t do negative things, as explained by [9], “Ngettek” workers who rely more on their ability to earn income by voluntarily helping to run Baluran traffic jams.

According to the background above, problem formulation of this research are, the first How was the history of “Ngettek” formation (helping to control the traffic) Sahabat Baluran association in Situbondo district, the second How is the management process of Sahabat Baluran organization, and the third How is controlling, actuating, organizing and planning process in Sahabat Baluran association.

To make it easier for the author in analyzing the result of the research, this research is focused on as follows, the first To find out the history of “Ngettek” formation (helping to control the traffic) Sahabat Baluran association in Situbondo district, the second To find out the management process of Sahabat Baluran organization, the third To find out the controlling, actuating, organizing and planning process in Sahabat Baluran association.

Based on the research formula, the purposes of this research are, the first To describe the history of “Ngettek” formation (helping to control the traffic) Sahabat Baluran association in Situbondo district. The second To describe the management process of Sahabat Baluran organization, and the third To describe the controlling, actuating, organizing and planning process in Sahabat Baluran association. The benefits expected in this study are as follows, the first, To enrich the concepts or propositions related to George R. Terry’s Theory. The second As a reference and be able to contribute to the development of science and additional information for parties related to research on the same topic.

2. Methods
This research was conducted in Baluran Forest area, Situbondo. This type of research was descriptive qualitative. Researcher will collect, describe, and analyze the data in the form of words obtained in research sites. The technique used in this research was purposive sampling. The informants are deliberately selected according to the research needs. Data collection technique through observation, interviews, and documentation [10]. Besides interviewing the main informant, researcher also did an interview with the additional informants to get the additional information that can be compared to the
main information and rechecked the data obtained so that it can strengthen the data [6]. The data validity test used was triangulation. Researcher tried to use the data obtained in the location of research in testing the validity of the data. In accordance with the type of research above, the researcher uses an interactive model from [9] to analyze the research data, while the model is data reduction, data presentation and then conclusions.

3. Result and Discussion

3.1. The history of Sahabat Baluran organization

To coordinate the “Ngettek” workers who were previously uncontrolled and also seen negatively by the society, by being coordinated and formed an organization, it is expected that they will have a positive impact on society. Those who had the idea to coordinate and form an organization named Sahabat Baluran were Mr. Fajar as the supervisor and the chairman of the LMDH Sumberwaru Village and Mr. H. Purwaji in the field of empowerment and also other coaches such as Babinsa, Babinkatibnas Kapolsek. Here is the explanation from Mr. Fajar:

Ya that is okay. In the past I worked as the chairman of LMDH in collaboration with Perhutani and PA to protect this forest. I was here to prevent people who want to look for wood. In this forest, I can’t handle the negativity, as we know Baluran forest was vulnerable. So I had initiative to handle with activities to decrease those negativity like robber, then we make a community to handle it and change those negative side of the forest. During the trip, we help the riders of the road to coordinate in order to help their safety. By coordinated it, we felt responsible. Our purpose to make the riders comfortable, and through that process, we all felt safe. That why phenomenon of “Ngettek” was happened. We are legal, based on the law. We were registered Sahabat Baluran organization, and we have made the deed for our legality in notary. We do have spirit, because by doing “Ngettek” the riders felt safe and we got additional income.

Through Sahabat Baluran organization, “Ngettek” workers are expected to be able to collaborate well and it is positive to teach organizational education to them that lacks formal education. Sahabat Baluran organization has many benefits for riders to feel safe, because they help to control the traffic jam in Baluran forest area. “Ngetek” workers have organizational that evident and legal. As explained by Ribot and Peluso, to explore more widely about Power. Power or control it means inherent in efforts through gaining access mechanisms. If we look at sahabat Baluran organization, the supervisors have power to gain the access and control it from the “Ngettek” workers, thus both of supervisors and workers got advantages. Utilize their power, the supervisors could formed an organization becoming legal. Sahabat baluran formed in 2016, this organization formed of kepedulian the supervisors to change the point of view of the society that seen it negative become positive.

3.2. The Management System of Sahabat Baluran

3.2.1. Interaction system

The occupation as Ngettek cannot be separated between individual relationship and communication about the traffic jam that occurs, through the communication other member can work “Ngettek” to get money. By doing interaction and giving information it can avoid a jealousy between members who found a traffic jam and take it for their self, it that was individualism.

3.2.2. Job Description of Sahabat Baluran

When working “Ngettek” in Sabahat Baluran organization and assist in controlling the traffic jam, they divided the job for every worker in order to manage the job and time well. This occupation is divided when occurs the traffic jam, cause of the large amount of the workers which are around 200 people, so they have to queuing up to do “Ngettek”. Because the job description, “Ngettek” workers will get income in equal and it conduct alternately by 4 people of each section to get maximum which
is Rp.35,000. Every section should pay about Rp.5000 for endowment. If they already get Rp.35,000, the job will continued by next section.

Before dividing the job description, the workers were quarrel to get “Ngettek” place. Through forming an organization, the workers become discipline in doing “Ngetek” and remind each other if there is any egoistic. They worked unregulated like formal workers, so they work in a day, afternoon, even in night to get additional income. By dividing the job occupation, the work schedules become organize well.

3.2.3. Coaching of Sahabat Baluran
The supervisors of Sahabat Baluran have initiative to gathering the “Ngettek” workers to coordinate them easily, so they formed an organization. That organization makes the supervisors easier in coaching them. The coaching conducting by arrange a gathering every Monday, so they have activity every week in that organization. Furthermore they should to pay weekly cash dues of Sahabat Baluran organization in every Monday, and they should be off to work in Monday. In coaching and mentoring, the supervisors involved soldier to assist in coaching and mentoring members of Sahabat Baluran.

3.2.4. Controlling Model
In order to encourage the discipline and avoid the negative things, supervisors control the member of Sahabat Baluran to keep solid and the reputation of “Ngettek” workers in Baluran forest. The supervisors applied deep controlling for all the members, thus it can make easier to remind each other between the members. It coordinated by supervisors, so the supervisors do not have to control the members one by one.

3.3. Membership recruitment system of Sahabat Baluran
Sahabat Baluran organization has rules and procedures in recruiting their members, people cannot join the organization directly, they must pass some phases. In order to create reputable organization and to be able coordinate the society which has different goals into one goal when become the member, the supervisors have their own way in recruiting the new members.

Supervisor interviewed and asked some questions to the new members, such as the reason in joining the organization, what is the purpose, and are you willing to follow all the rules of Sahabat Baluran organization. Beside those questions, they also have training as the requirement that should be done. The supervisors will test them to know how they utilize the chance that given, and also test their honesty. This is important to avoid impairing reputation of the organization, and undisciplined. The supervisors do hope to new member can learn positives sides of old member, and also the honesty because it is very important to avoid negative things in the future.

3.4. Business development process of “Ngettek” community
Kind of business that will be develop by Sahabat Baluran organization are food court that will be placed in the middle of forest by using a cars, build a garage, and also developing in a farm sector to utilize Baluran forest as grass fields.

4. Conclusion
This “Ngettek” activity can contribute as additional income for whom that conducting “Ngettek” and get the lowest income of it around Rp.35,000 every day. For people who work in a day and night will get more income than people who just work in a day. They optimist cause of the problem that exist, they can make it become additional income. The main problem there is traffic jam, it have to solve the problem to make it become a benefit for those people who involved, especially the organizer of the traffic jam and also it can assist the police in organize that traffic jam. If there is no one organized the traffic jam, it can be worse, so they got additional income by doing Ngettek and also decrease economic inequality.
One of the successful key of Ngettek is caused by they established an organization, that organization represented members goal, thus when there is any complain and desire it can discuss and support together, that organization named Sahabat Baluran. That organization is legal and has a deed as a legality proof of sahabat baluran organization, and the members were around 200 people at this time. This organization is not open for public, so they have their own way in recruiting members.

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