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## Legal Consequences of Parking Management in the City of Surabaya in Realizing Good and Clean Governance

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**Abstract:** The phenomenon of illegal parking has evolved into a serious problem in urban areas, including the city of Surabaya. Although the Surabaya City Government has established various regulations to organize the parking system, violations of these provisions still frequently occur, causing disturbances to traffic order, the comfort of road users, and the aesthetic value of the city. This article aims to analyze the legal implications of parking practices that are not in accordance with applicable laws and their impact on efforts to organize effective, efficient, and sustainable urban transportation governance. This study includes an analysis of the parking management system implemented, the authority and responsibility of law enforcement officials, as well as the obstacles to its implementation. This article also offers alternative solutions based on technological innovations and data-driven approaches to strengthen an orderly and equitable parking system. The results of this study are expected to serve as normative and applicative recommendations for the Surabaya City Government.

**Keyword:** Illegal Parking, Parking Management, Urban Management.

### INTRODUCTION

The city of Surabaya is the capital of the province in East Java, and it holds the title of the second largest city in Indonesia after Jakarta. Surabaya serves as a central hub for various activities such as governance, business, industry, education, and trade in East Java. This has resulted in rapid transformation in Surabaya over the past few decades. Currently, Surabaya is facing the challenge of rapid urbanization, which, alongside the increasing population, has also led to numerous issues, one of which is the problem of illegal parking (Ramadhan, 2024).

Illegal parking can be found throughout the areas of Surabaya City. One of the causes of the emergence of illegal parking is the imbalance between the needs of the community and the parking capacity provided by both private and government entities. This phenomenon attracts individuals posing as illegal parking attendants to seek personal or group profit. They deliberately exploit vacant lots or even public facilities that should not be used as parking spaces. The lack of parking spaces in Surabaya City should be a particular concern for the Surabaya City Government so that it can be addressed promptly.

Illegal parking in the city of Surabaya has become a problematic issue that disrupts security, comfort, and traffic order. The problem of illegal parking that occurs in the City of Surabaya arises and grows due to a lack of supervision, limited parking infrastructure, indifference, and the public's lack of awareness regarding the applicable regulations. In fact, the city government has implemented several policies and regulations to address the issue of illegal parking, such as providing official parking spaces and placing parking attendants at various locations. However, the reality is that violations persist, with many vehicles found parked in improper places, such as on sidewalks, road shoulders, and green open spaces.

Various problems arise from the impacts of illegal parking, significantly affecting many aspects of urban life. Although Surabaya has endeavored to regulate and manage parking through structured regulations and systems, the practice of illegal parking remains prevalent in several strategic areas, including business centers, residential zones, and around public facilities. This phenomenon has a significant impact on the smooth flow of traffic, leading to congestion and increased air pollution. Additionally, illegal parking also affects the comfort and safety of pedestrians, as sidewalks are often obstructed by improperly parked vehicles. In terms of the city's aesthetics, this condition undermines the well-planned spatial arrangement, creating a disorganized view and diminishing the quality of public spaces. Urban infrastructure such as bike lanes, highways, and public facilities is also disrupted due to illegal parking, which hinders mobility and accessibility (Maspatella & Hakim, 2024).

The social effects that arise also include increased tensions among road users, public dissatisfaction with ineffective policies, and a decline in the city's image as a well-organized and comfortable area. Disorganized parking causes blockages on sidewalks, damages, and sometimes leads to a decrease in surface quality due to the continuous load of vehicles, which impacts the comfort of pedestrians. Meanwhile, illegal parking attendants gain personal and group benefits from their practices. These benefits are obtained through the collection of parking fees without authorization from the authorities and are enforced upon drivers, sometimes even at rates that are not in accordance with the established tariffs. In addition, illegal parking attendants often take advantage of the scarcity of parking spaces and the lack of supervision from law enforcement.

The Surabaya city government has undertaken various efforts to address the issue of illegal parking by implementing the Surabaya Mayor Regulation (Perwali) Number 42 of 2023 regarding the Formation and Structure of the Technical Implementation Unit for Street Side Parking at the Surabaya Transportation Agency and the Surabaya Regional Regulation (Perda) Number 3 of 2018 concerning Parking Management in Surabaya, which contains all regulations including sanctions imposed on offenders, both drivers and rogue parking attendants who deliberately exploit certain situations for personal gain. This also includes setting parking rates that exceed the amounts specified in the Surabaya Mayor Regulation. This policy aims to regulate and organize the parking system in public spaces, reduce congestion, enhance comfort, create a safer and more orderly environment, and address violations that occur. This effort aligns with the vision of Surabaya City in creating an advanced, sustainable, and humane city, as well as the mission of Surabaya City related to realizing an advanced city through development and governance as follows (Wicaksono & Arwanto, 2025):

1. Cultivating a global economy through the enhancement of community welfare and the creation of new job opportunities by maximizing independent local economies, fostering a beneficial capitalization climate, and reinforcing the competitiveness of Surabaya City as an international business and service hub.
2. Developing superior human resources (HR) who are physically and spiritually healthy, religious, creative, culturally diverse, with improved access to opportunities.
3. Strengthening urban spatial planning integrated with available infrastructure facilities and cutting-edge urban utilities that are sustainable and internationally recognized.

4. Enhancing the bureaucratic system to be clean, active, and responsive with a digital foundation to improve the quality of public services.
5. Realizing a harmonious, prosperous atmosphere characterized by diversity and certainty based on objective principles.

Involving the roles of actors in the implementation of parking policy in the city of Surabaya includes the Civil Service Police Unit (Satpol PP), the Police, and the Military (TNI) as law enforcement agencies that are the main elements in public law enforcement. However, these efforts have not fully resolved the issue concerning rogue individuals who deliberately seem to take advantage of the situation. Moving forward, there is a necessity for joint awareness efforts to improve both the quantity and quality of parking facilities, more stringent law enforcement, and public education regarding the importance of adhering to applicable parking regulations.

The output of this research is expected to produce several aspects of new points, such as comparing the implementation practices and arrangement of parking rules in different regions to identify differences and similarities, and to explore the best methods. This research can also provide a deeper understanding of the role of related elements from the City Government through the Transportation Department and related agencies from Satpol PP, the Police, as well as the TNI and the community according to their fields to improve the effectiveness and quality of parking implementation, especially in the Surabaya City area. Efforts are aligned in realizing good and clean governance starting from the implementation of maximum parking. Based on the background description above, the researcher is interested in conducting a research entitled: "Legal Consequences of Parking Implementation in the City of Surabaya in Realizing Good and Clean Governance (Putri Bunga, 2023).

## **METHOD**

The research method used is descriptive research, which in its implementation clearly and detailed describes the object selected for the study. The research consists of normative legal research and empirical legal research (Jonaedi Efendi & Prasetijo Rijadi, 2022). According to Soekanto, both types of normative legal research and empirical research can be collaborated and developed or conducted separately. Considering the aspects of approach, types of data, and research objectives as benchmarks to distinguish between the two types of normative and empirical legal research (Irwansyah, 2020). By analyzing or studying secondary data in the form of legal materials, especially primary legal materials and secondary legal materials, studying law as a set of rules as well as positive norms applicable within the relevant legislative system, in this case, the organization of parking in the City of Surabaya in realizing good and clean governance. Describing the characteristics of the events and phenomena highlighted in the research, with a primary focus on explaining the research object to elucidate certain events and the ongoing phenomena.

## **RESULTS AND DISCUSSION**

### **DEFINITION OF PARKING**

Parking has become an important aspect of the transportation system, becoming an inseparable part of society today. According to Surabaya City Regulation Number 3 of 2018 Article 1 Paragraph 7, parking is a situation in which a vehicle is stopped and/or not moving for a period of time and is left by its driver, thus serving as an instrument for traffic flow control/Transport Demand Management (TDM). Because vehicles will move and at some point will certainly come to a stop, at that time a location is needed for the placement of the vehicle. Wiktionary describes parking, which originates from the Dutch word *parkeer*, *parkeren* ("to stop, to park, and to leave a vehicle in a certain place"). According to Law Number 22 of 2009 regarding Traffic and Road Transportation, parking is defined as the condition of a vehicle being stopped or not in motion and abandoned by its driver for a certain period of time (Nuraini,

Firly Erysa Faldilal Jannah, Gina Nur Maya Karfen, Safna Humayrah Salsabila & Muljanto, 2024).

Parking activities involve several factors, such as parking rules and duration, type of vehicle, including the utilization of existing technology to facilitate the parking system. Due to these factors, the presence of illegal parking in inappropriate places can disrupt traffic, particularly. Therefore, if the management and organization of parking are conducted well, it will benefit the comfort of drivers utilizing parking facilities. Conversely, if parking is poorly managed, it can lead to difficulties for drivers and road users. Achieving effective management and organization requires adequate budgeting and human resources. The Surabaya City Government, as the Regional Executive Body (BEDA), has the responsibility for the governance and regulation of autonomous regions to implement central government policies and carry out local governance (Mohammad Riyan Hidayatulloh, 2023).

The definition of parking can be categorized into several types. Based on general placement, parking is divided into two main types: on-street parking and off-street parking. On-street parking refers to parking facilities that occur at the sides of public roads, with or without parking signs. Off-street parking, on the other hand, refers to vehicle parking facilities that are specifically created and located outside of the roadway. Based on the type of vehicle parking, it consists of perpendicular parking, parallel parking, angle parking, back-in angle parking, and double parking. Perpendicular parking is the concept of parking vehicles perpendicular to the road, forming a 90-degree angle, with other vehicles positioned on the right and left. Parallel parking is the concept of parking vehicles parallel to the road and to other vehicles. Angle parking is a method of parking that involves positioning vehicles at an angle, which is considered to make it easier for vehicles to enter and exit the parking space. Back-in angle parking occurs when vehicles are parked at an angle while reversing into the parking space. Meanwhile, double parking refers to the positioning of parking in series or parallel, maximizing the available space for parking. Meanwhile, the city of Surabaya's parking regulations consist of two categories: parking within public road space, which includes TJU Zone Parking, Incidentally TJU Parking, Special Section TJU Parking, and parking outside public road space, which encompasses TKP Building Parking, TKP Courtyard Parking, TKP Park Parking, and TKP Tourism Parking. Parking within road space (Kornus, n.d.).

Parking is prohibited if it may disrupt traffic flow that could reduce road capacity (Article 287 paragraph 3 of the Road Traffic Law). Parking management is one of the main aspects of the transportation system, especially in urban areas, as it is directly related to the comfort of the city, the efficiency, and the smooth flow of traffic. The primary objective is to manage parking spaces effectively and meet the needs of drivers, avoid congestion, and support organized road mobility.

### **The Parking Phenomenon In The City Of Surabaya**

The phenomenon of parking in the city of Surabaya has a significant impact on various aspects of urban life. The rapid increase in the number of vehicles and the ongoing urbanization of society have made Surabaya an increasingly complex city, always bustling with activities. According to the latest data from BPS Surabaya in February 2024, the city's population density reaches 8,958 people/km<sup>2</sup>, with a total population of 3,009,300 people over an area of 374.8 km<sup>2</sup>. All areas in the 31 sub-districts are crowded and are not exempt from the activities of the community, which contribute to the parking burden. Moreover, there is a limited parking space, inadequate parking fee regulations, less than optimal management, and a lack of community awareness regarding the wise use of parking facilities, all of which are contributing factors to the unresolved parking issues. Ultimately, this has led to a tolerance and normalization of forced and careless parking in inappropriate places such as on the roadside or sidewalks. The impact is not only disruptive to the smooth flow of traffic but also creates other social issues such as

difficulties for pedestrians using the sidewalks due to being obstructed by parked vehicles, increasing the potential for traffic accidents as roadways are consumed as parking areas, and diminishing air quality due to vehicle pollution trapped in traffic jams caused by illegal parking (Pandia, 2024).

The suboptimal management of parking and the lack of oversight by relevant officers have contributed to the failure to achieve efficiency in the utilization of existing parking spaces. Many parking areas that could be utilized more effectively are not being properly utilized and even appear neglected, leading to the emergence of illegal parking practices in areas intended for public interest, including the imposition of fees exceeding regulations by unscrupulous parking attendants. The insufficient collaboration among relevant authorities has further exacerbated this parking issue, resulting in low public satisfaction with parking facilities in the city of Surabaya, and the development of an integrated parking management system with strategic management has not yet been optimally realized.

The suboptimal implementation of parking management in the city of Surabaya is evidenced by the data showing the targets and realizations of revenue from parking levies imposed by the Surabaya City Government each year, which have been declining. The revenue from these parking levies has become one of the sources of local revenue (PAD) for the city of Surabaya. Regional Original Income (PAD) is obtained from levies and local taxes implemented with the aim of becoming an additional source of financing for government administration and regional development in an effort to enhance the equitable distribution of public services. PAD is one of the efforts of local governments in meeting the development budget and the regional expenditure budget.

It reflects the self-sufficiency of autonomous regions in fulfilling local needs and does not place an excessive burden on the central government's budget. Therefore, annual targets are set for parking fees, including in the City of Surabaya itself. With the high mobility of transportation in Surabaya, the revenue from parking fees should be maximized; however, the high targets set by the Surabaya City Government based on existing data calculations do not align with the actual realization of revenue collection. The main factor contributing to the suboptimal realization of revenue compared to the established targets is the rampant practice of illegal parking in inappropriate locations, as well as the actions of irresponsible parking attendants who deliberately exploit the situation for personal gain (Kartika et al., 2017).

Year	TJU		TKP	
	Achievement (Rp)	Realization (Rp)	Achievement (Rp)	Realization (Rp)
2018	34.496.346.500	34.514.062.000	4.254.329.000	5.247.926.500
2019	35.414.340.217	34.545.207.000	4.613.230.000	7.226.928.000
2020	35.814.000.000	17.667.941.000	5.759.966.000	5.020.425.000
2021	35.000.000.000	12.234.810.000	7.154.738.000	3.874.479.000
2022	36.500.000.000	18.497.841.000	18.497.841.000	5.451.412.000
2023	60.441.279.426	23.165.152.202	18.958.043.183	5.977.665.508
2024 (s/d November)	65.441.279.426	21.471.322.89	18.958.043.183	5.868.273.629

Table 2.1. Data achievements and parking realization for the year 2018 - 2024

Therefore, the existence of these disturbing illegal parking practices must be anticipated promptly and effectively by the Surabaya City Government. Early steps can be taken through persuasive efforts and more agile actions, such as socialization activities and wise enforcement,



which are part of the general policy. This is in line with the Surabaya City Government's initiative to establish Surabaya City Regulation Number 3 of 2018 concerning Parking Management in Surabaya, which includes administrative sanctions against violators outlined in Chapter 14 (Rafly & Tohari, 2024).

The need for socialization and maximization of the implementation of these regulations is essential to provide a deterrent effect on offenders. The Transportation Office, together with relevant agencies, frequently conducts routine patrols on every road in the city of Surabaya to foster disciplined parking and orderly traffic flow. Monitoring and enforcement actions are carried out against violators who park in inappropriate places, such as on sidewalks, double parking, and under no-parking signs. In the future, in order to keep up with the times and tackle the challenges ahead, it is necessary to innovate in the organization of urban parking systems, utilizing technology such as smart parking to maximize the efficiency of parking space usage. The use of this technology enables real-time monitoring of parking space availability, allowing vehicle owners to directly know the locations of accessible parking through a mobile application. This makes urban parking management more effective and efficient, reducing the wasted time spent searching for parking spaces, thereby minimizing congestion in densely populated areas. Additionally, the implementation of this technology also facilitates the utilization of vertical and automated parking spaces that optimize the use of limited land in urban areas, including the city of Surabaya (Noviantoro & Ferry Rosando, 2023).

Until sustainability is achieved, if such innovations can be effectively and comprehensively implemented, a sustainable solution will be attained that not only maximizes urban parking management but also improves urban quality of life. This begins with the realization of smooth traffic flow, reducing air pollution caused by vehicle load, and can lead to the establishment of good and clean governance, while providing maximum comfort for the residents of Surabaya.

### **The Concept Of Good And Clean Governance**

The organization of a clean and good government is a primary asset in the administration of prosperous, democratic, and just regions. The elements of government and society are interconnected based on their respective job descriptions. The community participates and plays a role in supervision to ensure that the principles can be implemented to the fullest by the government in making policies and actions. In discussing parking management, reference is made to the principles of an appropriate, open, and accountable system in the execution of public parking facility governance. By considering the following principles (Delima & Adi, 2020):

1. Participation.

In this context, the community of Surabaya City is involved in the decision-making process according to their respective roles based on capacity in a constructive manner and the freedom to gather and express opinions. This is realized through legitimate representatives of the people and directly. Community participation is manifested with the hope that the direction of policies taken by the government reflects and represents the aspirations of the community. In alignment with this, the government facilitates the community, which can be done through various methods such as written submissions, aspiration networks, open meetings, and consultations. Other methods include participatory planning in the preparation of development plans, supervision, evaluation, and consultation stages in resolving existing issues.

2. The enforcement of the law (Rule of Law).

The Surabaya City Government, through the Department of Transportation, collaborates with related agencies such as the Civil Service Police Unit (Satpol PP), the Police, and the National Armed Forces (TNI) to serve as law enforcement institutions. Their duty is to

uphold the law by ensuring its fair and objective application. This is based on the main legal framework of Surabaya Regional Regulation Number 3 of 2018 concerning Parking Management in Surabaya City and Law Number 22 of 2009 concerning Road Traffic and Transportation (LLAJ). They are committed to law enforcement characterized by the supremacy of law, responsive law, legal certainty, independent judiciary, and consistent law enforcement. The law operates fairly without discrimination.

3. Transparency.

Realizing the existence of feedback between the government and the community through accessible and accurate information. The governance process includes institutions and information that is adequately accessible to relevant parties, enabling monitoring and understanding. The output is that the people of Surabaya become more aware of the ongoing governance, trust and community participation in the government increase, and violations of existing regulations are reduced.

4. Concern for Stakeholders.

All institutions have a moral obligation to ensure that good governance is realized in each of their entities. The government and related institutions synergize in their service to the stakeholders involved. The government has an obligation as a part of the community in the form of contributions both internally and externally. Internally, this pertains to the operational aspects of governance, while externally, it concerns how the government collaborates with relevant stakeholders, including the community, to achieve common goals.

5. Consensus.

All decisions made by the government take place through a forum, in this case, a consensus. Thus, the decision-making will be binding and collectively owned, possessing coercive power over those involved. The greater the participation in decision-making, the more aspirations and community members will be represented. This is because the management of governance is related to public issues that are accountable to the represented community. Bridging all diverse interests and building a complete consensus.

6. Equity.

All members of society have the right to defend and change their welfare. It is important to create a reciprocal trust between the community and the government through the availability of easy access to current and updated information. The Surabaya City Government is required to actively provide complete information regarding services and policies to the public. This can be achieved by maximizing existing communication channels such as the internet, radio, local TV, newspapers, and brochures.

7. Accountability.

The policymakers, in this case the government along with relevant agencies, have an obligation to the public and other related institutions in the execution of their performance. They should conduct regular evaluations of systems that have not yet reached their maximum potential and improve the organization of parking services. Improvements in parking management cannot be implemented in a partial or limited manner. Instead, it must be done in an integrated and comprehensive way across different sectors that synergize with each other to achieve a well-organized urban environment in Surabaya.

8. Effectiveness and Efficiency.

The fulfillment of effective and efficient criteria in this matter must be useful and successful. With output indicators that can reach the interests of all community elements. The government must be able to create planning based on the needs of the community that is structured logically and measurably. It is hoped that the community can be mobilized more easily, as the programs are part of the community's needs. Producing according to the priority needs of the community while maximizing the utilization of resources.

## 9. Strategic Vision.

It is a critical perspective in addressing various future challenges. It encompasses a forward-looking view regarding an improving governance system, the development of Human Resources (HR), and an awareness of what is needed in the efforts to realize future progress. This is maintained while retaining foundational knowledge as a reference and guide.

The management of parking is one of the important aspects in urban management that requires a supporting system to enhance comfort and compliance from the community, as well as to anticipate improper management and misuse. This includes the practice of setting parking fees transparently (in accordance with fee regulations), managing parking revenue funds with accountability, and the implementation of technology that facilitates supervision and real-time monitoring. Furthermore, the active role of the community in providing positive feedback for optimizing parking facilities and participating in oversight, without hesitation reporting and reprimanding any violations encountered, becomes an important asset in realizing the synergy of all parties to achieve a progressive city with actively engaged Human Resources. The application of the principles of clean and good governance in the management of parking is expected to enhance the quality of public services, minimize potential abuses of authority, and achieve efficiency in the arrangement and use of public spaces.

## DUTIES AND FUNCTIONS OF RELATED INSTITUTIONS

The organization of parking becomes an integral aspect of the transportation management system in urban areas. Its goal is to manage the use of public space efficiently and effectively. The duties and functions of related agencies in terms of parking management form a unified entity, each bearing significant and inseparable roles. In this context, the need for synergy among the government, law enforcement agencies, and the community in managing the governance of the city of Surabaya is critical, beginning with the creation of an organized parking system that meets the needs of the residents. The relevant agencies and the local government, through the Department of Transportation, Civil Service Police Unit, Police, Military, and including the Parking Management Agency at various locations, each have their respective roles in planning, supervision, law enforcement, and parking fee management. The local government, through the Transportation Department, is responsible for planning by regulating and determining parking zones, as well as setting policies related to tariffs and the utilization of public spaces that can be used for incidental parking.

The Civil Service Police Unit, in this context, plays a role in enforcing regional regulations, maintaining public order and tranquility, and providing protection for the community. Acting as the coordinator of the Civil Servant Investigators (PPNS) in upholding the regional regulations within the local government. The police play a general role in maintaining public order and security, as well as in preventing the practice of illegal parking. In a more specific context, this relates to the handling of offenders who fall under the category of Minor Criminal Offenses (Tipiring). Tipiring refers to cases that are subject to a maximum imprisonment of 3 months or a maximum fine of Rp. 7,500, as well as light insults (Article 205 paragraph (1) of the Criminal Procedure Code). With the classification of illegal levies (extortion) related to parking being handled by the police, specifically by the Samapta Unit as the implementer of functions at the local level, which has the obligation to uphold the law, this is limited to the resolution of minor criminal offenses (tipiring) from the ranks of the Police Sectors, Police Resor, and Regional Police (Article 1 of the Polri Regulation on Law Enforcement Number 06 of 2011 regarding tipiring) (Rafly & Tohari, 2024).

Thus, the handling of illegal levies (pungli), as regulated in the Surabaya City Regional Regulation No. 3 of 2018, grants special authority to Civil Servant Investigators (PPNS),



assisted by Police Investigators through the coordination of the local Samapta Unit. The component of the Indonesian National Armed Forces (TNI) undertaken by regional factions also plays a role related to their duties in maintaining security, order, and support for law enforcement. Although their primary mission is to defend the sovereignty of the state and national defense, the TNI is also involved in addressing issues that disrupt public order. The TNI actively participates in supporting and assisting civil authorities, joining in joint patrol activities, conducting outreach and education, collaborating with local governments and related agencies to achieve overall safety and order. However, the active involvement of TNI in addressing illegal parking practices is merely supportive and does not directly engage in law enforcement. In addition, the designated parking management body in its area has the responsibility for the technical and operational management of parking, including the collection of fees and the maintenance of facilities. Synergy among the relevant agencies involved is necessary to ensure that parking arrangements can be conducted effectively, efficiently, and to mitigate negative impacts such as congestion and discomfort for the community.

### **THEORY OF LEGAL AWARENESS**

The theory of legal awareness is a theory that explains the relationship between the thoughts and awareness of society or individuals regarding legal provisions and their roles in social life. Soerjono Soekanto argues that legal awareness consists of values and concerns within individuals regarding the existing and/or expected regulations. By emphasizing legal insight, it subsequently impacts the emergence of recognition and respect for legal norms. Legal awareness plays a crucial role in realizing a positive climate system within the community. The higher the level of legal awareness, the more it contributes to the levels of order, tranquility, welfare, and equality in social interactions among individuals. Legal awareness is influenced by four indicators, namely (Heru et al., 2024):

1. Legal Knowledge. The existence of knowledge regarding legal rules serves as a primary indicator of legal awareness. To what extent citizens understand the regulations that apply in their area.
2. Legal Understanding. Citizens have the opportunity to know and comprehend the rules that encompass the content, benefits, objectives, and consequences of any deviations that occur.
3. Legal Attitude. It is a characteristic of accepting and appreciating the law because it serves as the foundation of beneficial rules in social life.
4. Legal Behavior. This serves as an important indicator regarding legal awareness among citizens. The effectiveness of the law and applicable regulations is influenced by the behavioral patterns of citizens. Legal behavior is an indicator of legal awareness observed from the compliance status of citizens.

Legal awareness can provide benefits in the process of sustainable development. It plays an important role and ensures that development is carried out by respecting the social, cultural, and economic rights of all citizens. Law serves as a means to anticipate disparities and maximize the active role of citizens in the sustainable development process. With the development of law, it is expected to produce changes in citizens that are orderly, conducive, effective, and efficient. Moving forward, efforts are needed to enhance through (Kent Adytia Kusnanto, 2024):

1. Improvement of formal education. Maximizing comprehensive formal and non-formal legal education for citizens.
2. Access to justice. Developing access to legal services for all citizens regardless of their status.
3. Enhancement of law enforcement potential. Maximizing the abilities and integrity of law enforcement officials to fulfil their responsibilities effectively.

4. Multi-party synergy. All relevant parties should actively participate according to their respective job descriptions, collaborating in efforts to enhance awareness of the law and involvement in the development process.

## CONCLUSION

The city of Surabaya is facing an increasingly widespread problem of illegal parking due to the imbalance between community needs and existing parking capacities. Although the government has implemented various policies, the practice of illegal parking persists, causing disruptions such as traffic congestion, pollution, and discomfort for pedestrians. To address this issue, more structured and collaborative efforts are needed between the government and the community, including enhancements to parking facilities, stricter law enforcement, and the implementation of advanced technologies such as smart parking. Parking is an essential element in the urban transportation system that directly relates to traffic flow and the comfort of road users. Effective parking management involves clear regulations to ensure that road capacity is not compromised and supports efficient mobility. In the city of Surabaya, with the increasing number of vehicles and urbanization, optimal parking management has become increasingly complex, leading to the emergence of illegal parking practices and other negative impacts such as traffic disruptions and a decline in air quality.

To create sustainable solutions, it is necessary to apply the principles of clean and good governance in parking management, such as community participation, transparency, accountability, and efficiency. The synergy between the government, law enforcement agencies, and the community is crucial for establishing an organized parking system and reducing congestion. Each relevant agency, such as the Transportation Department, Public Order Agency, Police, Military, and Parking Management Authority, must collaborate in planning, supervision, law enforcement, and managing parking tariffs transparently.

Legal awareness also plays a key role in addressing the issues of illegal parking and achieving good governance. By enhancing legal knowledge, understanding, attitudes, and the legal behavior of the community, it is hoped that a sense of order will be created to support sustainable development. Improving legal education and access to justice is an important step in fostering a more legally aware society, thus enabling them to actively contribute to creating an orderly and efficient environment, thereby supporting the achievement of Surabaya's vision of being an advanced and sustainable city.

In the future, the improvement of the quality of parking management in realizing good and clean governance by the Surabaya City Government will be achieved through the provision of parking infrastructure, including a more optimal budget allocation, the development of modern and well-managed parking facilities across various areas, strengthening law enforcement against illegal parking violations more firmly and consistently to create a deterrent effect on both illegal parking attendants and users who park carelessly, and enhancing socialization and legal education to the public. The implementation of sustainable parking policies, the use of technology such as smart parking, and synergy among related agencies are essential to create an efficient parking system, reduce congestion, and support sustainable urban development. In the future, it is anticipated that further research will focus on the impact of smart parking implementation, comparison of parking policies between cities, evaluation of legal socialization, and the implementation of zoning-based parking systems. It is hoped that this research will provide constructive and practical recommendations in the effort to realize the vision of Surabaya as an advanced, sustainable, and humanistic city, characterized by improved accessibility and public comfort through the establishment of high-quality parking management.

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