



Analysis of the Role of Supeltas as Informal Traffic Controllers at the Jambon Intersection

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Abstract: Traffic congestion is a classic problem in urban areas, including in the Sleman region of the Special Region of Yogyakarta. One of the most significant congestion hotspots is the Jambon Four-Way Intersection, where traffic flows from various directions converge. In addressing this congestion, the strategic role of Traffic Volunteers (Supeltas) emerges, who voluntarily assist in regulating traffic flow. Their presence often serves as a temporary solution to alleviate congestion, especially during peak hours. This study aims to identify and analyze the role of Supeltas at the Jambon Four-Way Intersection and evaluate the need for a management and training system for them in the future to ensure greater effectiveness and sustainability. The study employs an empirical method using direct observation as the data collection technique. The results of the study indicate that Supeltas make a concrete contribution to reducing traffic congestion and fostering good two-way communication with drivers, thereby helping to create a sense of safety and order on the roads. However, they still operate without clear system support and are not integrated into formal traffic management. Therefore, future efforts are needed in the form of training, capacity building, and institutional strengthening involving the police, local government, and the community. This is important to maintain the consistency of Supeltas' role, enhance professionalism, and provide legal protection for them. With a more structured and collaborative approach, Supeltas can become strategic partners in creating safer, more orderly, and more humane traffic in urban areas.

Keyword: Public Order, Supeltas, Traffic

INTRODUCTION

The land transportation system via highways plays an important role in supporting various activities such as social and economic activities of the community. Poor road conditions will hinder economic and social activities for the community. (Annisa, Hasanah, & Saputra, 2024, p. 2354) In this case, roads are an essential requirement in the transportation system. Without roads, it would be impossible to provide transportation services to the community. Roads serve as routes for transportation vehicles to move from their origin to their destination. Generally, roads can be classified into natural roads, such as footpaths, rivers, and airways, which are naturally available and incur almost no costs, and artificial roads, which are

constructed through human intervention with investment in construction and maintenance costs..(Subeni & Saputro, 2025, p. 60)

In many developing countries, including Indonesia, traffic management still faces various challenges, especially in urban areas and densely populated regions.(Tommy E. R. Kaban & Hermansyah, 2025, p. 204)9/6/25 4:20:00 PM Various issues such as traffic congestion, traffic violations, and accidents are major concerns that impact public safety.(Apriliana & Nyoman Serikat Putra Jaya, 2019, p. 2)(Yoga Nugroho & Pujiyono, 2022, p. 50)(Uni Sabadina, 2020, p. 60) Road conditions that are damaged, poorly maintained, or inadequate for the capacity of vehicles passing through can pose serious obstacles to the smooth flow of community activities.(Sulistiyono & Santoso, 2023, p. 25)(Febriani & Mintarsih, 2023, p. 44)(Pratama, Nurwati, & Ilyanawati, 2024, p. 9539)9/6/25 4:20:00 PM . Not only do they cause delays in goods distribution and individual mobility, but also poor traffic conditions also increase the potential for accidents(Yassin, Ismail, & Tijow, 2020, p. 124) and reduce the overall quality of life for the community.(Muniga & Sutedja, 2023, p. 4)

In accordance with Law Number 22 of 2009 on Road Traffic and Transportation, Section 1 on General Provisions, Article 1, Paragraph (32) states: “Traffic Order and Road Transportation is a state of traffic that proceeds in an orderly manner, with the rights and obligations of every road user.”(Roeroe, Antow, & Mamesah, 2024, p. 1) In implementing this, the task of traffic regulation is the authority of the police, particularly the traffic unit, which has the authority to conduct supervision, regulation, and enforcement of the law.(Saputra & Suryanto, 2024, p. 4810) The duties of the Traffic Police are part of the implementation of the National Police's functions in the field of traffic, which include various efforts, activities, and actions aimed at regulating and controlling traffic flow. The objective is to prevent and eliminate various forms of disturbances or threats to ensure the creation of safety, order, security, and smooth traffic flow on public road.(Muhammad Harismansyah Putra Arifin, Sirajuddin, & Ismail Jalili, 2024, p. 52) However, in reality, the limited number of personnel and the vastness of the surveillance area are factors that cause some high-risk traffic areas to not be monitored optimally.(Hanif Aryono Putra & Aris Setyo Nugroho, 2025, p. 66)9/6/25 4:20:00 PM

This situation is clearly evident in some urban areas where population growth and community activities are not aligned with traffic regulations.(Rini, Shafira, Fakhirah, Putri, & Sadiawati, 2024, p. 223) One example is Sleman Regency, Special Region of Yogyakarta, which has experienced growth in the number of vehicles of various types and high mobility among its residents. Based on data from the Yogyakarta Statistics Agency (BPS), the following data was obtained:(Badan Pusat Statistik Yogyakarta, 2024)

Table 1. Number of Motor Vehicles by District/City and Vehicle Type in Yogyakarta Special Region (units), 2021–2023

City	Year	Passenger Cars	Bus	Truck	Motorcycle	Total
<i>Kulon Progo</i>	2021	20 838	576	8 193	243 389	272 996
	2022	22 051	586	8 476	252 801	283 914
	2023	23 222	610	8 715	263 424	295 971
<i>Bantul</i>	2021	76 424	1 544	24 357	715 390	817 715
	2022	81 725	1 614	25 490	742 101	850 930
	2023	87 135	1 784	26 403	776 703	892 025
<i>Gunungkidul</i>	2021	26 259	951	11 253	293 276	331 739
	2022	27 662	965	11 700	303 759	344 086
	2023	29 037	991	12 035	315 665	357 728
<i>Sleman</i>	2021	208 595	7 783	24 576	900 953	1 141 907
	2022	213 891	7 796	64 689	932 869	1 219 245
	2023	221 703	7 716	65 557	970 847	1 256 823

<i>Yogyakarta</i>	2021	68 511	2 544	14 096	476 212	561 363
	2022	70 039	2 533	14 240	489 043	575 855
	2023	72 712	2 378	14 352	503 969	593 411
<i>D.I Yogyakarta</i>	2021	400 627	13 398	82 475	2 629 220	3 125 720
	2022	415 368	13 494	124 595	2 720 573	3 274 030
	2023	433 809	13 479	127 062	2 830 608	3 404 958

Based on data on the number of vehicles in Sleman District from 2021 to 2023, there has been a significant increase from year to year. In 2021, the total number of motor vehicles in Sleman was recorded at 1,141,907 units, consisting of 208,595 passenger cars, 7,783 buses, 24,576 cargo vehicles, and 900,953 motorcycles. This number increased in 2022, with a total of 1,219,245 vehicles, comprising 213,891 passenger cars, 7,796 buses, 64,689 goods vehicles, and 932,869 motorcycles. The increase in the number of vehicles continued into 2023, with the total number of vehicles recorded at 1,256,823 units, comprising 221,703 passenger cars, 7,716 buses, 65,557 cargo vehicles, and 970,847 motorcycles. This increase in the number of vehicles reflects the growing need for mobility among the population and the increasing economic activity in Sleman Regency. However, the increase in the number of vehicles, which is not accompanied by optimal traffic management, has the potential to cause various issues such as traffic congestion, increased emissions, and the risk of traffic accidents.

As a strategically located area with road connections to various cities in Yogyakarta, Sleman has many busy and congested road junctions. One of the important and frequently used traffic junctions in Sleman is the Jambon Intersection, which connects several major roads such as Godean Road (south), West Ring Road (west), Kronggahan Ring Road (north), and Magelang Road (east). This intersection is not only a route for private and public vehicles but also the main access point for residents heading to schools, markets, offices, and other public facilities. Its strategic location results in high traffic intensity at the intersection, particularly during morning and evening rush hours.

The high level of road user activity at the Jambon Intersection poses various potential issues for road users, such as traffic congestion, minor accidents, and traffic violations by drivers. These issues will worsen if there is no proper traffic management in place, given the high level of vehicle activity in the area. In this context, it is interesting to conduct further research on how traffic management systems function at various densely populated vehicle points that are not always monitored by formal officials. In many areas, informal actors often emerge within the community, originating from the community itself, to voluntarily assist in traffic management. Their presence is not part of the official state structure, but they perform traffic control tasks and interact directly with drivers and other road users.

METHOD

This study uses an empirical legal method, which is an approach that views law as a real social phenomenon in society. This method is used to understand how law operates factually in the field, without making normative judgments. As stated by Soerjono Soekanto and Sri Mamudji (2007), empirical legal research, also known as sociological legal research, aims to examine the reactions, responses, and behaviors of society (both individuals, groups, and institutions) to the enforcement of certain laws. In this context, law is not only understood as a written norm, but also as something that is alive (living law) and develops along with social interaction. This research produces a description of how effectively a legal rule is applied in society, as well as the factors that influence the level of compliance or non-compliance with the law. (Nurul Qamar & Farah Syah Rezah, 2020, p. 50)

his research uses a sociological approach to law, which is an approach that studies law in relation to social structures and community dynamics. Through this approach, law is understood not in a vacuum, but as an instrument that is influenced by and influences social

conditions. The main objective of this approach is to explain, connect, and even criticize the extent to which formal law can function as expected in social reality. In this context, it is important to understand that the functioning of the law is always closely related to human behavior and the social context in which the law is applied. (Solikin, 2021, p. 68)

The data used in this study are divided into two types, namely primary data and secondary data. Primary data were obtained through direct observation in the field, namely at the predetermined research location. Observations were carried out systematically by observing and recording various events, activities, and interactions relevant to the research topic. Observation is one of the most effective data collection methods because it allows researchers to directly observe social dynamics objectively. To support data validity, researchers used a pre-designed observation format or form containing items or indicators to be observed during the observation process. Meanwhile, secondary data was obtained through a literature review relevant to the research topic. This secondary data includes primary legal materials, such as legislation, jurisprudence, and other official documents with authoritative power. In addition, secondary legal materials were also used, namely various sources that provide explanations of primary legal materials, such as textbooks, scientific journal articles, previous research results, and other written sources. These legal materials were used to provide a conceptual basis and theoretical analysis of the field findings. (Sigit Sapto Nugroho, Anik Tri Haryani, & Farkhani, 2020, p. 66)

The data analysis technique was carried out using a qualitative approach. Qualitative analysis is a method used to manage and interpret descriptive data, whether obtained from observation or from literature studies. Through this approach, researchers seek to understand the meaning behind the data collected and draw conclusions based on the quality and relevance of the information found. In this process, the researcher carefully sorts out data that is truly relevant to the problem formulation and discards data that is considered unsupportive or not directly related to the focus of the study. The qualitative approach emphasizes the importance of a deep understanding of the legal phenomena being studied, rather than merely revealing data quantitatively. (Muhaimin, 2020, p. 105)

RESULTS AND DISCUSSION

The Role of Supeltas in Regulating Traffic at the Jambon Intersection

The Jambon Intersection in Sleman, Yogyakarta, is one of the traffic hotspots prone to congestion, especially during peak hours and holiday seasons. The absence of traffic lights at this location adds to the complexity of regulating the flow of vehicles from four intersecting directions. In such conditions, the presence of Supeltas (Volunteer Traffic Regulators) serves as a practical alternative solution in maintaining order on the road. Although not official authorities, Supeltas play a crucial role in regulating traffic flow, mitigating potential conflicts between vehicles, and fostering a more orderly and humane driving environment. Their presence not only provides technical assistance but also fosters social awareness among road users about the importance of mutual respect and patience in public spaces. Here are their roles in this regard:¹

1. Signaling Drivers to Be Patient

In heavy traffic situations, drivers often have a strong desire to quickly pass through the Jambon intersection. This urge arises due to the high traffic density and the time pressure faced by drivers, especially during peak hours for the public, such as in the morning and in the evening. Therefore, the role of Supeltas is crucial as traffic regulators capable of alleviating congestion and vehicle buildup.

¹ Hasil Observasi peneliti selama 5 bulan terakhir

One of the initial actions taken by Supeltas at this location is to give specific signals to drivers to be patient and wait for their turn to proceed. These signals typically involve open hand gestures pointing downward with a slow motion, or a stop gesture conveyed with a calm facial expression. These signals indirectly convey that drivers should hold back briefly before continuing their journey to give other drivers the opportunity to proceed. In this context, it is evident that traffic police officers are making an effort to establish non-verbal communication that is calming and humanizing in the midst of the stressful traffic conditions faced by drivers.

The “patience” signal has both symbolic and practical value in its implementation. Symbolically, the signal indicates that drivers' interests are not being ignored but are being regulated and considered fairly. Supeltas seem to convey that every vehicle will get its turn to pass, so there is no need to rush or overtake each other in an disorderly manner by cutting in. This is aimed at maintaining harmony among drivers and preventing potential social conflicts on the road. Practically, this command also reflects the traffic police's ability to assess traffic conditions effectively. They do not simply stop vehicles randomly but observe the flow of vehicles from all four directions, calculate speed, distance between vehicles, and the level of congestion on each road segment. Thus, these signals are the result of quick assessments on the ground regarding the most appropriate time for each vehicle to pass safely and efficiently.

Additionally, the signals to be patient also play a role in fostering collective awareness among road users. When drivers see that there are Supeltas present who are managing traffic flow calmly and effectively, they tend to follow suit and reduce the urge to act aggressively on the road by driving recklessly. This attitude has a positive impact on traffic flow, making it smoother, more conducive, and better controlled.

In field observations, it can be seen that the success of traffic police in giving signals to be patient depends on their consistency and attitude. Traffic police who demonstrate firmness yet remain polite in giving signals tend to be more respected by drivers. Conversely, if traffic police show hesitation or inconsistency, drivers may ignore their instructions, which could lead to traffic chaos. These instructions also have educational value. In the long term, drivers who are accustomed to being instructed to be patient will learn the importance of restraint and obeying traffic rules, even in situations that are not directly supervised by official authorities. This can strengthen a culture of orderly traffic in society.

2. Regulating Vehicle Traffic from Four Directions

The Jambon intersection is a meeting point for traffic from four main directions, namely from the north (Kronggahan Ring Road), south (towards Godean Road), west (towards the West Ring Road), and east (Magelang Road). The presence of such an intersection often poses a potential conflict of vehicle flows, as there are no traffic lights at the location. This task is carried out using a combination of body gestures and distinctive hand signals that are easily understood by most drivers on the road. For example, by raising the hand with an open palm toward the vehicle that must stop, and swinging the hand in the opposite direction as a signal for the vehicle to proceed. Supeltas also frequently use whistles to emphasize their signals, especially when road conditions are noisy or visibility is limited. They actively create a queuing system that minimizes collision risks and ensures traffic flows smoothly.

The allocation of turns is not done arbitrarily but based on observations of the road traffic situation. Supeltas consider the volume of vehicles, the speed of the flow, and the length of the queue on each lane. In practice, turns are given to the most congested direction first, then dynamically adjusted according to changing conditions in a fair manner.

The success of Supeltas in regulating vehicle turns also demonstrates the effectiveness of traffic control functions. When drivers see that their turn is given fairly, they tend to wait

orderly and avoid cutting in line or rushing ahead. Conversely, if the arrangement is done arbitrarily, the potential for tension and violations increases. This role has a significant impact on traffic flow, especially during peak hours. With Supeltas actively managing the order of vehicles, traffic congestion can be prevented or at least reduced, resulting in smoother traffic flow. Additionally, drivers who feel they are being given attention through the order management system tend to respond with more disciplined and cooperative behavior toward Supeltas. This indicates that what Supeltas does can help establish a culture of queuing in public spaces, particularly on roads for the community.

On another note, traffic police officers' turn management also serves a preventive function against traffic accidents. Intersections without proper management have a high potential for vehicles from different directions to collide due to the lack of order in the flow of traffic. With active traffic police officers, this risk can be prevented and minimized. Even without existing legal regulations, traffic police officers can serve as figures who create order and safety on the ground.

3. Giving a Thank You Gesture to Drivers

One of the interesting things about the role of Supeltas in regulating traffic is when they give a thank you gesture to drivers. This gesture is usually done by waving or nodding after drivers obey their instructions, such as stopping briefly or giving way to other vehicles. Although it seems simple, this action has a deep meaning and a positive impact in creating a more friendly and orderly traffic atmosphere, so that the flow of vehicles becomes smoother.

This gesture of gratitude shows that Supeltas are not only focused on traffic flow, but also on building good social relationships with drivers. When drivers are thanked directly, they feel valued and recognized for their role in helping to create smooth traffic flow. This indirectly encourages drivers to be more compliant and willing to follow Supeltas' instructions in the future, even though Supeltas are not official police officers.

Socially, Supeltas' actions can create a sense of mutual respect and appreciation among road users. In a traffic environment that is sometimes stressful and emotional, small gestures like saying thank you can have a big positive impact. Drivers become more patient, more willing to cooperate with Supeltas' instructions, and more aware that orderly traffic is a shared responsibility.

The community will become more accepting of their presence and not view them solely as "unauthorized" parties. Instead, with polite, courteous, and respectful behavior, Supeltas gain the trust and support of the community. They are seen as having a high level of social awareness and concern, making their presence particularly helpful at busy intersections. In other words, the gesture of gratitude given by Supeltas is not just a small gesture, but an integral part of meaningful social communication. This strengthens cooperation between Supeltas and drivers, and creates a more humane, orderly, and comfortable traffic environment for all parties.

4. Helping to Manage Traffic for Tourist Buses

Traffic conditions in urban areas with popular tourist destinations often experience an increase in vehicle volume, especially during holidays. This also occurs at the Jambon intersection in Sleman, Yogyakarta, which is located close to a family tourist destination, Sindu Kusuma Edupark (SKE). This tourist spot is situated on the eastern side of the Jambon intersection, and on certain days such as weekends, school holidays, or national holidays, the area is often crowded with private vehicles, motorcycles, and especially tourist buses carrying groups of tourists.

In such conditions, the presence of Supeltas (Traffic Volunteers) becomes crucial. They not only manage regular vehicle traffic but also play a strategic role in facilitating the smooth movement of large buses entering and exiting the tourist area. This task is not

straightforward, given that the road leading to SKE is not very wide and is situated in a densely populated residential area with high community activity. In such conditions, proper traffic management is essential. Supeltas act as traffic coordinators at critical points, especially when buses are turning or exiting narrow lanes. They first ensure that traffic from the opposite side has been stopped or controlled, providing sufficient space for buses to maneuver safely. The calculations made by Supeltas are not arbitrary, but based on intuition and empirical experience in estimating the length of the bus, the turning angle, and the speed of vehicles approaching from other directions. Precision in decision-making is crucial, as even a small mistake can cause traffic congestion or accidents.

Supeltas' contributions extend beyond the technical aspects of physical vehicle management, also impacting the psychology of drivers and other road users. Supeltas who demonstrate a proactive, firm yet humane approach in communication create a disciplined and emotionally neutral traffic environment for road users. This is particularly important in the tourism context, where comfort and positive impressions of the visited area influence the overall tourist experience. When buses can enter and exit without significant obstacles, passengers do not feel disturbed or hindered, while local road users also feel that their rights on the road are respected.

From direct observations on-site, it is evident that Supeltas demonstrate a high level of sensitivity to the complex dynamics of traffic, especially when dealing with large vehicles like buses. They position themselves strategically, taking into account the direction and intensity of traffic, and take swift action to avoid potential congestion.

Future Management of Supeltas for Traffic Optimization

The active role of Supeltas in voluntarily managing traffic shows an undeniable contribution to urban social life. However, with the increasing complexity of traffic and safety demands, the future of Supeltas needs to be directed more systematically. Strengthening their capacity, social legitimacy, and the sustainability of their role are important aspects that need to be considered. Without adequate support, there is a concern that their contributions may not be optimized or even decline. Therefore, it is important to view Supeltas not merely as individual volunteers but as part of the community with significant potential in supporting order and safety on the roads. Here are some things that can be done to optimize Supeltas:

1. Provide special training by the police

Supeltas are not official state officials, but they play an important role in supporting the smooth flow of traffic on certain roads. To enhance their effectiveness in performing their roles, Supeltas should receive specialized training from the police. This training is not only a recognition of their role but also an effort to ensure they understand the national traffic rules and regulations. Without adequate training, Supeltas tend to rely solely on intuition and field experience, which may not align with existing regulations.

Through this training, traffic wardens can learn important things such as types of traffic signs, the meaning of hand signals in accordance with regulations, basic principles of traffic safety, and how to handle emergency situations on the road. This knowledge will strengthen their ability to take appropriate actions when regulating traffic and minimize errors that could endanger road users or themselves. Additionally, technical skills such as how to blow a whistle, give clear instructions, and stand in a safe position can be acquired through training provided directly by more competent police officers.

Training from the police not only provides technical skills and legal knowledge but also enhances the confidence and authority of traffic wardens in the eyes of the public. When the public knows that traffic wardens have been trained directly by the police, it fosters greater respect and compliance with their instructions. This is important because many drivers still disregard traffic wardens, viewing them as ordinary citizens rather than

official personnel. If traffic wardens are equipped with identification badges, special vests, and have undergone certified training, this will strengthen their legitimacy in performing their duties. The training provided by the police can also serve as the beginning of long-term collaboration between traffic wardens and traffic enforcement officers. Through training and mentoring, a better relationship and stronger coordination between traffic wardens and police are established. Supeltas can become partners with the police in providing quick information in the field, assisting in traffic flow management during peak hours, and acting as an extension of the police in certain locations where it is not possible for the police to always maintain traffic control. Ultimately, this training will make supeltas part of a structured, trained, and more professional traffic management system.

2. Evaluated regularly by the police

After receiving training from the police, the presence of traffic assistants should also be evaluated regularly by the authorities, especially the police. This evaluation is important to determine the extent of their contribution in helping to ease traffic congestion at vulnerable points such as the Jambon intersection. Without evaluation, it will be difficult to measure the effectiveness of traffic assistants' activities. Evaluations can be conducted in various ways, including direct observation by officers, reports from local residents, and monitoring via CCTV if available. Through these evaluations, the police can determine whether the presence of traffic assistants truly has a positive impact on traffic management or whether it creates new issues such as chaos or conflicts with existing road users.

In addition to measuring effectiveness, regular evaluations also serve as a means of ongoing training for traffic police officers. During the evaluation process, police can provide feedback or corrections for common mistakes, such as giving confusing signals, standing in unsafe locations, or handling unruly drivers. This way, traffic police officers will continue to develop and become more professional in performing their roles. Evaluations can also be used to identify additional training needs, including if there are changes to traffic regulations that need to be communicated to traffic volunteers.

These evaluations also serve as a form of social control to ensure that traffic volunteers continue to perform their duties in the spirit of voluntarism and solely for the sake of smooth traffic flow on the road. If not monitored, there is a risk that some parties may abuse the status of traffic volunteers for personal gain, such as demanding money forcefully or regulating traffic in ways that do not comply with existing rules. In such cases, the police have the authority to issue warnings or even recommend the suspension of traffic volunteer activities deemed inconsistent with their original purpose. Conversely, if the evaluation reveals that the performance of traffic volunteers is highly beneficial and positive, they may be awarded recognition or further empowered.

With regular and measurable evaluations, a better working system will be established between traffic volunteers and the police. Additionally, the public will feel safer and more comfortable knowing that there is direct oversight by authorities over the activities carried out by traffic volunteers. This evaluation can also be part of the formation of a community-based traffic system, where the community not only complies with the rules but also participates in creating order on the roads. Therefore, periodic evaluations are not only about assessing but also about nurturing, improving, and strengthening the role of supeltas as strategic partners in traffic management.

3. Awarded by Community Leaders

The awarding of prizes to traffic volunteers by community leaders is an effective way to boost their enthusiasm and motivation in carrying out their duties as volunteer traffic controllers. These awards are not just material rewards, but rather social recognition of their real contributions in helping to create order and smooth traffic flow in the Simpang Empat Jambon area. In many cases, traffic volunteers work without regular compensation,

even facing safety risks while standing in the midst of heavy traffic and fast-moving vehicles. Therefore, open recognition and expressions of gratitude from community leaders can serve as a highly valuable form of appreciation for them. This also symbolizes that the community respects and supports their hard work on the ground.

The awards given vary, tailored to the capabilities of community leaders, and can include certificates, daily necessities, safety equipment such as reflective vests or whistles, or voluntary financial assistance. The form of recognition can be adjusted to the capabilities of the community or community leaders who have influence in their area. By giving awards, traffic volunteers will feel that their presence is valued and recognized, not just as traffic accessories, but as part of a community that cares about mutual order. Additionally, the community that sees appreciation for traffic volunteers will be encouraged to support or even participate in creating a safer and more orderly traffic environment.

Awards from community leaders can also enhance the social legitimacy of traffic volunteers themselves. Although they are not officially recognized as traffic officers under the law, the support and recognition from community leaders will make traffic volunteers more respected and heard by road users. This will facilitate their ability to provide guidance or signals to drivers, as they have received a kind of “social mandate” from the community where they serve. Ultimately, this recognition will form a positive reciprocal relationship: the community feels helped by the presence of supeltas, while supeltas feel appreciated and more enthusiastic in carrying out their social role.

Community leaders who give recognition directly show that every small action for the common good deserves to be appreciated. This can inspire other residents to get involved in social activities that have a positive impact on the surrounding environment.

4. Providing a Platform for Them to Gather

The existence of supeltas as volunteer traffic controllers at the Jambon intersection deserves more attention. One very important form of attention is to provide them with a platform or organization where they can gather collectively. This platform could take the form of a community overseen by local government, police, or community organizations, enabling supeltas to share experiences, exchange information, and enhance their capabilities in managing traffic. It could also serve as an informal learning space where supeltas can receive more systematic training, such as safety training, effective communication techniques with road users, and basic understanding of traffic laws. With a place to gather, traffic police officers no longer work independently but can operate in an organized manner. This will enhance the effectiveness and consistency of their work in the field. Additionally, through this platform, traffic police officers can support one another, share the challenges they face on the road, and seek collective solutions. For example, if there are certain obstacles that they often encounter, such as drivers who do not obey directions or traffic situations that are too congested at certain times, collective solutions can be discussed and implemented. In this way, traffic police officers do not feel like they are working alone, but are part of a social system that supports each other to achieve safe and orderly traffic.

This platform can also serve as a bridge between supeltas and relevant authorities such as the police, Transportation Department, or local traffic communication forums. If established formally, communication between supeltas and authorities can be more effective. For instance, if there is a need for equipment like vests, whistles, or administrative requirements, this organization can collectively request them and receive a more responsive response from the relevant parties. Additionally, this organization can help track volunteer traffic controllers' membership, document their activities, and even create a work rotation system to prevent burnout. This documentation is crucial for

monitoring the presence of volunteer traffic controllers, whose efforts directly impact traffic flow.

Such an organization or platform can serve as an advocacy medium for the rights of supeltas, which have often been overlooked due to their unofficial status. Through the organization, supeltas can voice their needs or seek protection for their workplace safety, especially since they work on the road with various accident risks. Moreover, if they experience unpleasant treatment from road users while performing their duties, the organization can provide legal and social protection. With an umbrella organization, traffic police officers will have a stronger bargaining position and gain recognition as part of society contributing to maintaining traffic order.

Lastly, this organization can also be utilized to strengthen the collective identity of traffic volunteers as advocates for road order who work voluntarily for the public good. This identity will enhance their sense of pride and responsibility toward their work, while fostering high solidarity among peers. When traffic volunteers feel they are part of a structured and valued community, their enthusiasm to continue contributing will grow even stronger.

CONCLUSION

The presence of Traffic Volunteers (Supeltas) contributes significantly to creating order, smoothness, and safety in traffic at locations that are not yet equipped with traffic lights. In practice, Supeltas actively guide drivers by giving signals and instructions to remain patient and orderly during traffic jams, especially during peak hours. They also regulate vehicle flow in a balanced and alternating manner to prevent congestion on one side of the road. Additionally, Supeltas serve as a social bridge between road users, particularly in terms of concern for collective safety, demonstrating that despite being voluntary and lacking formal authority, their role is highly beneficial in alleviating traffic congestion that frequently occurs. Field observations indicate that the general public appreciates the presence of Supeltas for their ability to provide a sense of safety and order in a practical manner without having to wait for formal intervention from police or local government authorities.

Although Supeltas have played a significant voluntary role in helping to regulate traffic, particularly at the Jambon Four-Way Intersection, their future presence needs to be managed in a more structured and systematic manner to ensure their contributions remain sustainable and increasingly optimal. In facing increasingly complex traffic dynamics, Supeltas require capacity building through specialized training from the police, so they can understand national traffic standards and perform their roles more safely, effectively, and professionally. Additionally, regular evaluations of Supeltas' performance are important to maintain the quality and integrity of their duties, as well as to prevent potential role deviations in the field. Recognition from community leaders is also considered crucial as a form of social acknowledgment that can boost their motivation and enthusiasm in performing their duties. Finally, it is also important to have a forum or organization that oversees them so that they can work collectively, receive ongoing guidance, and become active partners who are directly connected to relevant agencies. With a focused management strategy and cross-sector support, Supeltas are not only seen as ordinary volunteers, but as an important part of the social and traffic system that contributes significantly to order and safety on the roads.

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