

**SUPERVISION OF FIBER OPTIC POLE CURBING BY PAMONG PRAJA POLICE UNIT OF PEKANBARU CITY**

**Siti Wahyuni<sup>1</sup>, Fajriani Ananda<sup>2</sup>**

<sup>1,2</sup>Program Studi Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Riau,  
Pekanbaru, Indonesia

Correspondence Email: [siti.wahyuni1310@student.unri.ac.id](mailto:siti.wahyuni1310@student.unri.ac.id)

**ABSTRACT**

*The unauthorized installation of fiber optic poles in the city of Pekanbaru has had a negative impact on safety, aesthetics, and urban order. Enforcement by the Pekanbaru Municipal Police, which is responsible for addressing these violations, has not been optimal. This study aims to analyze the implementation of enforcement by the Satpol PP in the context of monitoring violations related to the installation of fiber optic support poles. Using a qualitative approach with a phenomenological method, this study identifies four monitoring indicators, as outlined by Jones and George: setting standards and targets, measuring performance, comparing results with these standards, and taking corrective actions. The results show that the establishment of standards and targets is not yet specific, performance measurement is not yet measurable, comparison of results is not systematic, and corrective actions are sporadic. Enforcement remains reactive and dependent on community reports, rather than being based on a structured work plan. The recommendation of this study is the need for a more structured, data-driven, and consistent enforcement system to create equitable public order.*

*Keywords: Supervision; Enforcement; Fiber Optic; Civil Service Police Unit.*

## INTRODUCTION

The implementation of regional autonomy in Indonesia currently provides an opportunity for local governments to be more active in governance and public services. According to Purnama et al., (2022) autonomy can be understood as the rights, authorities, and obligations possessed by an autonomous region in organizing government and regulating the interests of local communities independently, while still guided by the provisions of applicable laws and regulations. One important aspect of regional autonomy is the management of urban space and the supervision of infrastructure built in the region. Based on the survey results of the Indonesian Internet Service Providers Association (2024), the internet penetration rate in Indonesia reached 79.5%, an increase of 1.4% compared to the previous year, which reached 78.19%. This means that 221,563,479 out of 278.6 million Indonesians are connected to the internet (Mohammad et al., 2024).

In Pekanbaru City, the development of information and communication technology, especially related to the provision of internet services, has led to an increase in the number of internet providers operating. This has led to the need for fiber optic poles to support the fiber optic cable network spread across various city roads. However, many providers install fiber optic poles without a valid permit from the local government, resulting in the accumulation of poles in several locations and causing problems related to safety, aesthetics, and city infrastructure. Based on Pekanbaru Mayor Regulation No. 49/2016 on Technical Implementation Guidance of Regional Regulation No. 6/2015 on Structuring and Controlling Telecommunication Implementation article 31 paragraph 4 which reads that every utilization of road benefit space and road right-of-way other than its designation must obtain a permit, but there are still many providers who violate this regulation. Therefore, supervision is necessary to address this issue. According to Alfiqri et al., (2025) Supervision is very important for a region in implementing policies, with the aim of improving the layout of the city to be beautiful, comfortable, safe, and orderly in accordance with applicable regulations.

Although Satpol PP Pekanbaru City has the authority to conduct supervision of this violation, the implementation is still not optimal. According to Khairiyah & Zulkarnaini (2021) monitoring is one of the important activities in managing a program which aims to ensure that the program runs according to plan and achieves the desired goals. In this case, patrol activities, which are expected to monitor and tackle violations, are still limited and have not been able to operate optimally. This can be seen from the many violations of Regional Regulations (Perda) and Mayor Regulations (Perkada) that are still found on various roads in Pekanbaru City. Although the enforcement has been carried out, similar violations continue to occur, indicating that the enforcement has not covered all aspects necessary to create a comprehensive order. According to Susi et al., (2024) policing is a law enforcement process designed to increase the level of community compliance with local laws, regulations, and other restrictions that apply in the area. It is not only a repressive effort, but also a preventive measure aimed at reducing the likelihood of future violations. However, ineffective supervision is often caused by officers involved in enforcement activities who do not have a clear plan for further enforcement or follow-up on violations that have occurred. The sustainability of enforcement actions, both in the form of corrective and preventive measures, remains poorly structured. As a result, the long-term effects of the crackdown have not been significant. This indicates that the crackdown remains reactive and lacks integrated and well-coordinated planning.

The author chose this phenomenon because there are real problems related to the control of fiber optic pedestals that not only impact public order and safety, but also affect the aesthetics and infrastructure of the city. According to Rijasa et al., (2024), there are several impacts that can be caused by the implementation of fiber optic pedestals, namely narrowing of road space, aesthetic disturbances, risk of damage and accidents, complexity of cable installation, and inefficient use of space. In Pekanbaru City, although information and communication technology is developing rapidly, especially in the provision of internet services, the supervision and control of fiber optic pedestal installations have not been implemented optimally. Policing that is still limited to public reports reveals a mismatch between expectations and the reality of policing implementation, which should be more structured and data-driven. Additionally, this research is important for understanding the obstacles faced by Satpol PP in carrying out supervision and control tasks, which can impact urban space management policies and infrastructure development in the future. By identifying inhibiting factors, this research aims to provide solutions to enhance the effectiveness of supervising and controlling fiber optic poles in Pekanbaru City, thereby contributing to better and more orderly city management. This phenomenon is interesting to study because the control of telecommunications

infrastructure, especially the installation of fiber optic poles, has a direct impact on the quality of life of the community, the safety of road users, and the image of the city itself.

This research aims to analyze the implementation of supervision of fiber optic pole policing by Satpol PP in Pekanbaru City, using a qualitative and phenomenological approach. The results of the research are expected to provide an overview of the effectiveness of policing carried out by Satpol PP, as well as offer recommendations to improve supervision and policing that are more structured, proactive, and data-driven, thereby creating an orderly, safe, and comfortable city for the people of Pekanbaru. This research was conducted to answer two main questions, namely: (1) how is the implementation of supervision of fiber optic pole policing by the Pekanbaru City Pamong Praja police unit, and (2) what are the inhibiting factors in the supervision? This research is important because it can provide a real picture of the dynamics of supervision at the local government level, as well as provide input for improving policies and strategies for enforcing local regulations in the future. Thus, this article is expected to contribute to the enrichment of the literature in the field of public administration, particularly about supervision and law enforcement in autonomous regions.

This study refers to the theory of supervision according to Jones and George (in Rahayu & Rahmayanti, 2023) which includes four indicators: (1) setting standards, goals and targets; (2) measuring performance; (3) comparing measurement results with standards; and (4) taking corrective action if standards are not achieved. This theory is relevant because it can examine the extent to which the implementation of the order by Satpol PP aligns with the principles of systematic supervision. Several previous studies have discussed the supervision of telecommunications infrastructure development. Aini et al., (2025) studied the supervision of unlicensed Wi-Fi installation in Bojonegoro and found obstacles in coordination and reporting. Meanwhile, Putri & Rahman, (2023) showed that billboard control in Kampar was also not optimal despite having SOPs. The main difference of this study is its focus on the policing of fiber optic poles by Satpol PP Pekanbaru City, which is strategic in the context of urban spatial and aesthetics. The gap in this research lies in the lack of studies that specifically analyze the policing of fiber optic poles by Satpol PP with Jones and George's supervisory approach. This research is important for providing an overview of the extent to which policing has been carried out evenly and effectively, as well as for identifying factors that hinder its success. Thus, the purpose of this study is to analyze the implementation of supervision of fiber optic pole policing by Satpol PP Pekanbaru City, based on Jones and George's four supervisory indicators, and to identify the obstacles faced in the process.

## **RESEARCH METHODS**

This research employs a qualitative approach, utilizing a phenomenological method and a descriptive approach. This approach was chosen because the researcher wanted to gain a deep understanding of the experiences, views, and realities faced by Satpol PP Pekanbaru City in controlling the installation of fiber optic poles. The research location is in Pekanbaru City, Riau Province, with informants including employees at the Pekanbaru City Pamong Praja Police Unit, PUPR Office, DPMPTSP Office, representatives from internet service providers (providers), and affected communities. The type of data used in this research is primary data obtained from in-depth interviews with informants. In contrast, secondary data is obtained from relevant documents, such as Pekanbaru City Regional Regulation Number 13 of 2021 concerning Public Order and Peace of Mind and Pekanbaru City Regional Regulation Number 6 of 2015 concerning Arrangement and Control of Telecommunications Implementation, which are closely related to the control of fiber optic pylons. In addition, data on fiber optic pole erection in Pekanbaru City, as well as books, articles, and journals related to the research topic, provided further insight into the theory and practice of erecting and managing telecommunications infrastructure in Pekanbaru City. Data collection techniques were employed through three methods: first, in-depth interviews with key informants and supporters; second, direct observation in the field at the location of the pedestal pole installation; and third, documentation of assignment letters, activity reports, and relevant field photos. The data obtained were then analyzed using data reduction, data presentation, and conclusion-drawing techniques, as proposed by Miles and Huberman. Data validity was maintained through triangulation of sources and research methods to ensure the accuracy and credibility of the research results.

## RESULTS AND DISCUSSION

### Research Results

#### Supervision of Fiber Optic Pole Curbing by Pamong Praja Police Unit of Pekanbaru City

Supervision is an important step to ensure activities in an organization or agency run by the rules and objectives set. In the public sector, effective supervision requires coordination among various parties. One of the problems that arises in Pekanbaru is the unauthorized installation of fiber optic poles, which creates a messy impression and endangers the safety of road users. Irregular cable installation can disrupt the city's aesthetics and pose a risk, especially on dark roads. However, to date, the implementation of policing these poles has not been fruitful. Therefore, the supervision of the order by Satpol PP is very important. Jones and George's supervision theory, which includes setting performance standards, measuring performance, comparing results with standards, and taking corrective action, can be used to assess the effectiveness of this supervision.

#### 1. Setting Performance Standards

The results of the research indicate that the installation of fiber optic poles in Pekanbaru City is often carried out without a valid permit from the government, resulting in aesthetic, safety, and public order issues. Although Satpol PP has an SOP for policing, namely the SOP for Order Development Operations, the implementation of supervision is still reactive, depending on public reports, without a structured supervision target or schedule. This leads to ineffective and incomplete policing. In addition, although some internet providers claim to have followed licensing procedures, there is a lack of clarity in the implementation of licensing, with some providers relying solely on technical recommendations from the PUPR Office, which are not valid as official licenses. These irregularities in the licensing procedure exacerbated the situation, leading to many violations that could not be properly followed up by Satpol PP.

#### 2. Establishing Performance Measurement

The results showed that the performance measurement of Satpol PP Pekanbaru City is based on activity reports, which include the results and constraints of routine patrols conducted every day. Satpol PP utilizes the SOP for Order Development Operations to plan activities and set goals based on field conditions, community reports, and patrol results. After giving a warning letter, enforcement is carried out if there is no response from the violator. However, although enforcement actions such as the removal and sealing of poles have been carried out, the provider claimed to have never received a warning or action from Satpol PP. Additionally, the community affected by the pole installation claimed that they had never received a visit from Satpol PP or related agencies. This shows that Satpol PP does not have a mapping of violation areas, which shows a lack of coordination between Satpol PP, providers, and the community. The uncoordinated installation of poles with local communities or neighborhood associations further adds to the inconvenience, with many poles installed in front of residents' houses, disrupting access and neighborhood aesthetics. This irregularity further exacerbates the problem, as the lack of clarity in procedures and supervision makes violations recur. The following is the data on fiber optic pole policing by Satpol PP Pekanbaru City.

**Table 1. Fiber Optic Pole Curbing in Pekanbaru City**

No	Date	Action
1	October 12 <sup>th</sup> , 2022	Issuing warnings and summoning internet providers to the office
2	December 2 <sup>nd</sup> , 2022	Issuing warnings and summoning internet providers to the office
3	August 8 <sup>th</sup> , 2023	Issuing warnings and summoning internet providers to the office
4	October 6 <sup>th</sup> , 2023	Sealing fiber optic poles that do not have permits on Jalan Selamat, Pekanbaru
5	October 13 <sup>th</sup> , 2023	Issuing warnings and summoning internet service providers to the office
6	March 31 <sup>st</sup> , 2024	Regulating fiber optic support poles on Jalan Pembangunan
7	April 1 <sup>st</sup> , 2024	Regulating and sealing fiber optic support poles on Jalan Tuanku Tambusai
8	July 29 <sup>th</sup> , 2024	Issuing warnings and summoning internet service providers to the office

Source: Unit of Pamong Praja Police of Pekanbaru City, 2025

### 3. Comparing the Results of Performance Measurement with the Established Performance Standards

Based on research on the supervision of fiber optic pole policing by Satpol PP Pekanbaru City, it is found that the supervision carried out is still reactive, only occurring after reports from the public. Consequently, it has not been able to prevent repeated violations, especially in densely populated areas. Additionally, there is no clear mapping of areas and a lack of a periodic monitoring schedule, resulting in a lack of focus on areas prone to violations. The reports produced are also narrative in nature, lacking clear quantitative data, such as the number of poles that have been disciplined or the progress of the disciplining, which hinders effective performance evaluation. Despite the crackdown, violations still occur frequently, indicating that the crackdown has not been optimal.

### 4. Evaluate the results and, if necessary, take corrective action if work standards are not met

This research found that the supervision and control of fiber optic poles in Pekanbaru City have not been effective. Satpol PP Pekanbaru City has not conducted a special evaluation of the supervision activities that have been carried out. The supervision is more reactive, conducted based on public reports, without any routine evaluation or structured supervision planning. Despite several field observations and violations, such as the installation of new poles in previously disciplined locations, still occur, even though a moratorium on licensing is in effect. Additionally, existing surveillance documentation only records activities without including quantitative data related to the results of the crackdown, such as the number of poles successfully removed or the impact of sealing. There is no effective monitoring system in place to ensure that violations are not repeated. On the other hand, the Pekanbaru City Government is planning several alternative arrangements for fiber optic poles, including underground cabling, the use of shared poles, and the implementation of a zoning system. The government also plans to introduce a retribution policy as a source of local revenue, regulating the use of public spaces in a more orderly manner.

## **Inhibiting Factors of Supervision of Fiber Optic Pole Curbing by Pamong Praja Police Unit of Pekanbaru City**

In the background, it has been explained that the purpose of this research is to examine how Satpol PP Pekanbaru City carries out the supervision of fiber optic pole policing and the factors that hinder the process. Through interviews and observations conducted, various factors that become obstacles to the supervision of fiber optic pole policing in Pekanbaru City are identified as follows.

### 1. No Planning in Carrying out Order Supervision

This research found that the supervision of fiber optic pole policing in Pekanbaru City remains limited due to a lack of structured planning. Satpol PP relies more on public reports and does not have a regular monitoring schedule or system. In addition, the lack of accurate data on fiber optic pole violations hinders the analysis and mapping of vulnerable areas. The policing also focuses more on activity reports without measuring the results achieved, making it more of an administrative formality. To improve effectiveness, Satpol PP needs to develop a systematic plan, collect valid data, and conduct regular evaluations and corrective actions.

### 2. No Data Related to Violation of Fiber Optic Pole Implementation

This study found that the monitoring of fiber optic poles in Pekanbaru City is hampered by the absence of accurate and organized data on violations, locations, and licensing status of poles. Satpol PP has difficulty obtaining data related to violations and only relies on public reports, which causes the policing to be late and not targeted. Additionally, the data collection process for providers was slow, with only a few providers fulfilling the report request. Without an integrated data collection system between related agencies, supervision is inefficient and difficult to conduct in a structured manner.

### 3. Implementation of activities that are oriented towards activity reports rather than activity results

This study found that the supervision of fiber optic poles in Pekanbaru City is overly focused on activity reports, rather than the results of enforcement. Satpol PP prioritizes the number of activities carried out rather than evaluating the real impact, such as a reduction in violations or an increase in compliance. This makes it difficult to evaluate the effectiveness of supervision and causes the enforcement to appear as an administrative formality. To improve effectiveness, Satpol PP needs to shift its focus from activity reports to measurable results of policing, such as reductions in violations and infrastructure improvements.

## Discussion

In this section, we will discuss the indicators used in the supervision of fiber optic pole policing carried out by the Civil Service Police Unit (Satpol PP) of Pekanbaru City. Effective supervision relies heavily on the existence of clear standards and a structured monitoring system. Therefore, it is essential to examine how Satpol PP Pekanbaru City manages and applies the indicators of supervision to enhance the performance of fiber optic pole policing. This paper will discuss various aspects that affect the effectiveness of supervision, including careful planning, the use of accurate data, and the evaluation and follow-up that need to be implemented to ensure that policing is not only carried out routinely, but also results in significant changes in the management of fiber optic infrastructure in Pekanbaru City.

### Supervision of Fiber Optic Pole Curbing by Pamong Praja Police Unit of Pekanbaru City

#### 1. Setting Standards, Targets, and Objectives

This research identified problems related to the installation of fiber optic poles without a valid permit in Pekanbaru City, which caused inconvenience to the community, especially in residential areas. Many residents revealed that they were not informed in advance about the installation of poles in front of their homes. This issue highlights the lack of socialization and coordination among internet providers, local governments, and the community. Satpol PP Pekanbaru City has an SOP for Order Development Operations, which is used as a guide in policing fiber optic poles. However, the supervision carried out is still reactive and does not have measurable targets, which causes the supervision to feel less focused. According to Ridwan (2021), supervision is carried out to ensure that all activities and processes align with the established objectives and plans. The main purpose of organizational supervision is to achieve predetermined targets. This study also found that the existing SOPs do not include setting quantitative targets or clear supervision schedules. To enhance the effectiveness of supervision, it is recommended that Satpol PP establish more specific and measurable targets based on the SMART Goals principle. According to Safitri & Abidin (2024), the application of the SMART Goals framework not only helps plan the steps needed to achieve the goals, but also supports an efficient monitoring and evaluation process to ensure progress is in line with predetermined targets. Additionally, changes in licensing, such as the integration of road space utilization permits into the Online Single Submission (OSS) system, underscore the importance of transparency and compliance with applicable licensing procedures. With improvements in SOPs and a clearer licensing system, it is expected that the monitoring and policing of fiber optic poles will be more structured, efficient, and accountable.

#### 2. Establishing Performance Measurement

In supervision, it is crucial to assess the extent to which the set standards can be implemented. Jones and George (in Rahayu & Rahmayanti, 2023) state that performance measurement focuses on two main aspects of actual output (work results) and individual behavior during task execution. Direct observation, statistical reports, oral, and written reports are sources that can be used for evaluation. In this study, the supervision carried out by Satpol PP Pekanbaru City on the installation of fiber optic poles remains reactive, as it is based solely on public reports without any follow-up supervision of the violations. This is reflected in the low frequency of supervision activities (only seven field observations) and the absence of violators in fulfilling the sanctions imposed. Without structured and measurable performance indicators, assessing the effectiveness of supervision is difficult. Whereas based on the opinion of Andy et al., (2025) proactive and reactive approaches complement each other in supervision and law enforcement. The proactive approach prevents violations through routine supervision and education, while the reactive approach deals with violations after they occur. The combination of the two creates a comprehensive surveillance system, where proactive measures prevent violations and reactive measures ensure violations are addressed promptly, thereby increasing the effectiveness of surveillance, order, and justice in society. Therefore, this research demonstrates the need to develop clearer and more data-driven performance indicators, enabling surveillance to be more targeted, measurable, and effective in maintaining order in public spaces. Furthermore, the lack of a clear mapping and monitoring system also contributes to the ineffectiveness of monitoring. Supervision that is only carried out based on public reports without any structured measurement leads to uncertainty in determining the success or failure in policing. Additionally, unscheduled supervision reduces the likelihood of preventing violations before they occur. With

data-based performance indicators and a more structured monitoring system, Satpol PP can conduct a more objective and accurate assessment of its monitoring effectiveness. This will strengthen the role of supervision as a tool that not only tackles violations but also prevents future violations, so that the order of public spaces can be better guaranteed.

3. **Comparing Performance Measurement Results with Established Performance Standards**  
Supervision in government organizations, such as those carried out by Satpol PP Pekanbaru City, plays a crucial role in ensuring that all activities and programs are conducted by the objectives set by the government and applicable regulations. This supervision aims to monitor the achievement of the desired results and ensure that every stage of achieving organizational goals is conducted smoothly and by predetermined standards. In this case, according to and Amalia (2020), supervision of employee performance and policy implementation is necessary to ensure that all actions and activities carried out yield optimal results. However, the supervision carried out by Satpol PP Pekanbaru City, especially in controlling fiber optic poles, still faces several obstacles. Supervision is only carried out after reports from the public, without a clear and regular mapping system or supervision schedule. This results in supervision being unstructured and less effective in creating a sustainable order. Although Satpol PP has referred to the SOP of Operation of Controlling Development, the supervision process is still not running optimally. One of the reasons for this is the lack of data related to violations that occur and the absence of clear targets. Without sufficient data and proper mapping, it is challenging for Satpol PP to objectively evaluate their performance and determine whether the actions taken align with the expected standards. In addition, the absence of clear benchmarks makes the supervision less focused, where the results achieved cannot be measured with certainty. For example, even though supervision is carried out routinely, repeated violations indicate that the actions taken are still not effective enough. Therefore, a more proactive and data-driven monitoring system is needed, which does not rely solely on public reports.
4. **Evaluate the results and, if necessary, take corrective action if work standards are not met**  
The discussion of the research results reveals that the supervision of fiber optic pole policing in Pekanbaru City has not been conducted optimally. This is indicated by the absence of routine performance evaluation and structured supervision planning by the Civil Service Police Unit (Satpol PP) of Pekanbaru City. Supervision activities are still reactive, carried out only when reports are received from the public, without being supported by systematic preventive or predictive work patterns. As stated by Agusnawati et al., (2024) to improve quality and efficiency, organizations need to design and implement strategies that support the achievement of operational and strategic goals. Without structured and continuous evaluation, organizations will struggle to determine whether the implemented strategies are successful or require further adjustments. Existing documentation focuses more on activity reports without quantitative data related to the results of policing, such as the number of poles policed or the impact of sealing. Despite supervision, violations still occur, such as the installation of new poles in locations that have been disciplined, even when a moratorium on licensing is in effect. Therefore, corrective action is required. Based on the opinion of Kamil et al., (2021) corrective action is taken situationally to improve the performance or results of activities. When implementing corrective action, it is important to keep in mind the goals and plans that have been set. This action arises from errors or discrepancies between the implementation and planning. In addition, the Pekanbaru City Government plans to implement measures to manage fiber optic poles, including underground cabling, the use of shared poles, and a zoning system. The government also plans to impose a retribution policy to regulate the use of public space and increase local revenue. These measures are expected to address the ongoing issues with monitoring and policing fiber optic poles.

### **Inhibiting Factors of Supervision of Fiber Optic Pole Curbing by Pamong Praja Police Unit of Pekanbaru City**

In this section, we will discuss various factors that hinder the effectiveness of the supervision of fiber optic pole policing by Satpol PP Pekanbaru City. Based on the research results, several obstacles prevent control supervision from running optimally, including the lack of structured planning, unpreparedness in utilizing valid data, and supervision that relies more on public reports rather than proactive monitoring.

### 1. No Planning in Carrying out Order Supervision

One of the main inhibiting factors in the supervision of fiber optic pole policing in Pekanbaru City is the absence of a well-thought-out supervision plan. Satpol PP has been relying more on reports from the public to carry out the enforcement, which causes the supervision to be reactive and unstructured. Without a regularly planned routine monitoring system, fiber optic pole policing becomes less effective and unsustainable. This highlights the importance of implementing a more systematic monitoring plan, with a regular schedule to track locations with potential violations, rather than relying solely on public reports. Additionally, the lack of accurate data on fiber optic pole violations exacerbates monitoring. Without organized data, it is challenging for Satpol PP to analyze trends in violations and identify hotspots. This makes supervision unfocused and relies more on reports that do not always accurately describe the entire problem. The focus of supervision, which is more oriented towards activity reports rather than the results of the crackdown, also reduces the effectiveness of the crackdown. Satpol PP has not conducted a clear performance measurement, so there is no systematic evaluation of the impact of the crackdown, such as a decrease in the number of violations or improvements to infrastructure. To improve the effectiveness of supervision, Satpol PP needs to develop a more structured supervision plan, supported by accurate data and clear performance measurement. Additionally, regular evaluation and corrective actions are necessary to enhance the existing policing system and ensure more effective and sustainable policing.

### 2. No Data Related to Violation of Fiber Optic Pole Implementation

The absence of accurate and organized data on fiber optic pole violations in Pekanbaru City is a major obstacle to the effectiveness of supervision carried out by Satpol PP. Without clear data on the location of violations and their licensing status, the supervision carried out is very limited. Satpol PP relies more on public reports as a trigger for enforcement action, which results in reactive and unstructured supervision. The absence of an adequate data collection system leads to difficulties in determining which points of violation should be prioritized for enforcement. In addition, the absence of data also impedes evidence-based decision-making, so supervision tends to be inefficient. This is further exacerbated by the low level of compliance of internet providers in reporting their data to local governments, resulting in a slow process of data validation and monitoring of installed infrastructure. The lack of an integrated system between the various agencies involved also exacerbates the situation. Without proper coordination between Satpol PP, Public Works Office, One-Stop Investment and Integrated Services Office, and internet providers, the monitoring process becomes ineffective and less targeted. Therefore, a more organized and integrated data collection system is needed between sectors to ensure more efficient and targeted supervision.

### 3. Implementation of activities that are oriented towards activity reports rather than activity results

The results showed that the supervision of fiber optic pole policing in Pekanbaru City has not been effective, as it focuses more on activity reports rather than the actual results of the policing itself. Satpol PP tends to assess supervisory performance based on the number of activities carried out, such as operations or patrols, without measuring the actual impacts, including reductions in violations or increased compliance among service providers. This approach makes policing appear as an administrative formality without providing significant changes on the ground. Setting monitoring targets based on activity reports also does not consider changes in conditions on the ground, so new violations continue to occur, especially in areas that have not been monitored. Therefore, more targeted supervision is needed with a focus on measurable results, such as reducing violations and increasing compliance, as well as long-term impact-based evaluations to make policing more effective and sustainable.

## CONCLUSIONS

Based on the theory of supervision by Jones and George, the implementation of supervision by the Civil Service Police Unit (Satpol PP) of Pekanbaru City on fiber optic poles remains suboptimal. In terms of setting standards, objectives, and targets, supervision activities tend to be reactive, responding only to public reports and not to the results of self-monitoring. In comparing the results with standards, many violations are repeated, such as the installation of new poles in locations that have been previously disciplined. Additionally, the evaluation and corrective action indicators have not undergone a thorough evaluation or consistent application of administrative sanctions, resulting in corrective action that lacks a deterrent effect. Some of the factors inhibiting this supervision

include the lack of structured planning, the unavailability of accurate data, and a focus on supervision that is more on activity reports than on the results of the enforcement itself. To enhance the effectiveness of enforcement, Satpol PP should develop a more structured and data-driven monitoring plan, focusing on measurable results to achieve a long-term impact on the management of fiber optic infrastructure in Pekanbaru City.

## BIBLIOGRAPHY

- Agusnawati, R., Nurfadillah, N., Wiradana, N., & Mukhtar, A. (2024). Efektivitas Evaluasi Strategi dalam Manajemen Pengendalian Mutu Organisasi. *Indonesian Journal of Innovation Multidisipliner Research*, 2(1), 87–105. <https://doi.org/10.69693/ijim.v2i1.148>
- Aini, Q., Handayani, T. A., & Mansur, M. (2025). Pengawasan Terhadap Penyedia Jasa Telekomunikasi Wi-Fi Tanpa Izin Dalam Infrastruktur Pada Dpmpstsp Bojonegoro. 4(2), 2580–2596.
- Alfiqri, A. N., Irawaty, T., Setiawan, A., Jenderal, U., Yani, A., Perhubungan, D., Cimahi, K., Perubungan, D., & Parkir, K. (2025). PENGAWASAN DINAS PERHUBUNGAN DALAM RANGKA. 02(01).
- Andy, Ante, R., Tendean, J. A., Simamora, P. N. S., & Rantung, C. M. M. (2025). Efektivitas Pendekatan Proaktif dan Reaktif dalam Pengawasan Izin Tinggal Warga Negara Asing di Kota Manado Berdasarkan Undang-Undang Nomor 6 Tahun 2011 tentang Keimigrasian. 5, 826–835.
- Irmanto, A., & Ridwan, M. (2021). Analisis Tentang Pentingnya Rencana Strategis Organisasi (Analysis of the Importance of Organizational Strategic Plans ). *International Journal of Indragiri*, 1(1), 1–7.
- Kamil, R. N., Ningrum, S., & Buchori, A. (2021). Pengendalian Program Kota Tanpa Kumuh (Kotaku) oleh Satuan Kerja Kota di Kota Bandung. *JANE - Jurnal Administrasi Negara*, 13(1), 36. <https://doi.org/10.24198/jane.v13i1.28704>
- Khairiyah, N., & Zulkarnaini, Z. (2021). Efektivitas Pelaksanaan Program Satu Keluarga Satu Sarjana Oleh Baznas di Kabupaten Kampar. *Ministrate: Jurnal Birokrasi Dan Pemerintahan Daerah*, 3(3), 72–80. <https://doi.org/10.15575/jbpd.v3i3.14342>
- Mohammad, B., Cahyani Budihartanti, Yumi Novita Dewi, & Cepi Cahyadi. (2024). Peran Pemerintah Daerah Istimewa Yogyakarta Dalam Pemberian Izin Usaha Setelah Berlakunya Sistem Online Single Submission (OSS). *Jurnal Pengabdian Masyarakat Ilmu Komputer*, 1(2), 72–79. <https://doi.org/10.59407/jpmik.v1i2.721>
- Purnama, T. Y., Mudji Rahardjo, Sigit Sapto Nugroho, & Kuswanto, H. (2022). Otonomi Daerah Dalam Perspektif Pancasila. *YUSTISIA MERDEKA: Jurnal Ilmiah Hukum*, 8(2), 111–118. <https://doi.org/10.33319/yume.v8i2.191>
- Putri, A. M., & Rahman, A. (2023). Pengawasan Penertiban Pemasangan Reklame Oleh Satuan Polisi Pamong Praja Di Kabupaten Kampar. *Jurnal Tatapamong*, 5(1), 1–24. <https://doi.org/10.33701/jurnaltatapamong.v5i1.3283>
- Rahayu, A. Y. S., & Rahmayanti, K. P. (2023). *Pengantar Manajemen Sektor Publik* (Y. S. Hayati (ed.)). PT. Rajagrafindo Persada.
- Rijasa, I. W. S., Sutmasa, Y. G., & Moedy, E. R. S. (2024). Kebijakan Negara Pada Penataan Jaringan Fiber Optic Dalam Mendukung Kesuksesan Penyelenggaraan Pertemuan G20 Di Bali. *Jurnal Ilmiah Cakrawarti*, 7(1), 108–122. <https://doi.org/10.47532/jic.v7i1.945>
- Safitri, M. D., Abidin, A. Z., & -, A.-. (2024). Optimalisasi Kinerja Karyawan Dalam Pengelolaan Media Digital Bumdes Sekapuk Melalui Kerangka Kerja Smart Goals. *JIAIP (Jurnal Ilmu Administrasi Publik)*, 12(1), 102. <https://doi.org/10.31764/jiap.v12i1.22300>
- Sururama, R., & Amalia, R. (2020). *Pengawasan Pemerintahan*. CV. Cendekia Press.
- Susi, Anwar Hidayat, & Muhamad Abas. (2024). Implementasi Peran Fungsi dan Kewenangan Satpol PP dalam Penertiban Gelandangan Pengemis Mengenai Tertib Sosial di Kabupaten Karawang. *Unes Journal of Swara Justisia*, 8(2), 317–327. <https://doi.org/10.31933/av1d1q74>