



The Role Of The Bengkulu City Department Of Transportation In The Maintenance Of Street Lights In The Pantai Panjang Area

Pajila Sukmawati ¹, Antonio Imanda ², Yanuar Rikardo ³

^{1,2,3} Department of Public Administration Faculty of Social Sciences Universitas Dehasen Bengkulu

¹ e-mail: pajilasukmawati.01@gmail.com

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Abstract. This study examines the role of the Bengkulu City Department of Transportation in the maintenance and upkeep of public street lighting in the Pantai Panjang area. Public street lighting plays an essential role in ensuring road safety, comfort, and security for road users, particularly at night. However, various issues such as damaged lights, limited human resources, insufficient budgets, and environmental factors have contributed to suboptimal service quality. Using a qualitative descriptive approach, this research collected data through in-depth interviews, field observations, and documentation. The findings show that the Department of Transportation carries out three main roles based on Soerjono Soekanto's role theory: the active role, which includes routine monitoring and immediate response to damage; the participatory role, which involves collaboration with communities and relevant agencies such as PLN; and the passive role, in which actions are taken primarily after receiving public complaints due to administrative and resource limitations. The study reveals that despite efforts to maintain and repair street lights, operational constraints, such as limited technical personnel and delays in material procurement, still hinder optimal performance. This research highlights the need for increased budgets, additional technical staff, and strengthened community engagement to enhance the effectiveness of street lighting maintenance. Strengthening these aspects will directly improve public safety, comfort, and the overall quality of public service delivery in the Pantai Panjang area.

Keywords: *Role Theory, Public Street Lighting, Transportation Department, Maintenance, Bengkulu City, Pantai Panjang, Public Service.*

INTRODUCTION

Public street lighting is one of the essential components of urban infrastructure because it ensures safety, comfort, and mobility for communities, especially during nighttime activities. Adequate lighting reduces traffic accidents, supports pedestrian visibility, prevents crime, and creates a sense of security in public spaces. In many developing cities, including those in Indonesia, the responsibility for managing and maintaining street lighting facilities lies with local governments. These facilities require continuous monitoring, routine maintenance schedules, and timely repairs. When these tasks are not carried out properly, the quality of public services decreases, and the well-being of residents is negatively affected.

Bengkulu City is a rapidly developing urban center located on the western coast of Sumatra. As a coastal city, it relies heavily on tourism, economic activities, and public facilities to support the daily needs of its residents and visitors. Pantai Panjang is known as one of the city's main icons, attracting visitors due to its long coastline, recreational spaces, and scenic views. The area becomes more vibrant during the evening, when tourists and local residents

gather for leisure, dining, and outdoor activities. For this reason, effective public street lighting should be a priority in ensuring that Pantai Panjang remains safe and comfortable.

However, based on findings from the Department of Transportation of Bengkulu City, many street lights in Pantai Panjang do not function properly. In several areas, the number of damaged units even exceeds the number of functioning ones. Locations such as Taman Berkas, the Horizon Hotel intersection, the Sport Center area, the Bidadari Hotel area, the Nala Hotel area, and Pasir Putih report numerous lamps that remain off at night. The absence of proper lighting affects the mobility of visitors, reduces comfort, and increases the potential for criminal activities. These problems indicate that the management of street lighting in Pantai Panjang still faces significant challenges.

Environmental factors contribute to the decline in lighting performance. Heavy rain, strong coastal winds, extreme humidity, and exposure to sea air often accelerate material deterioration. In addition, vandalism and theft of electrical components such as cables or panel parts also hinder the reliability of public lighting systems. Beyond environmental and security concerns, the Department of Transportation also faces internal limitations. These include a lack of technical personnel, limited operational vehicles, and delays in the procurement of materials necessary for repairs. While new lamps are purchased annually, the speed of installation and repair does not always match the rate of damage.

To analyze the performance of the Department of Transportation, this study uses the conceptual framework of role theory developed by Soerjono Soekanto. The theory divides organizational roles into three categories. The first category refers to roles performed actively by taking initiative through monitoring and maintaining existing infrastructure. The second category refers to participatory roles that involve collaboration with communities, local authorities, and institutions such as the national electricity provider. The third category refers to passive roles that occur when responses are taken only after receiving complaints from the public. These categories help identify how the department fulfills its obligations and how effectively it provides public services.

Previous research has shown that the management of street lighting in Indonesia often struggles with similar challenges. Studies from other cities highlight issues related to inadequate funding, incomplete inventory lists, weak reporting systems, and poor coordination among government agencies. Although some research has been conducted on street lighting in Bengkulu, studies focusing specifically on the Pantai Panjang area remain limited. This gap is important because Pantai Panjang is not only a tourist attraction but also a central public space used by various groups of society. Therefore, analyzing the performance of the Department of Transportation in this context is essential for developing more responsive and effective public service practices.

Public street lighting is also closely related to broader principles of governance. Accountability reflects how well public institutions carry out their responsibilities. Transparency reflects how decisions are communicated to the public. Responsiveness reflects how quickly agencies address public needs and complaints. When street lighting is inadequate, public trust decreases and community safety becomes compromised. For this reason, maintaining street lights is not merely a technical task but also an indicator of the quality of local governance.

The study presented in this journal aims to describe and analyze the roles performed by the Bengkulu City Department of Transportation in the maintenance of public street lighting in the Pantai Panjang area. This study identifies how the department carries out active roles such as routine monitoring, participatory roles such as collaboration with stakeholders, and passive roles such as responding to public complaints. It also examines the challenges that hinder effective performance in providing street lighting services. The findings of this study are expected to contribute to academic discussions on public service management while offering practical recommendations for improving infrastructure maintenance.

Ultimately, effective and well-maintained public street lighting enhances the image of Bengkulu City as a safe, comfortable, and well-managed urban environment. The improvement of street lighting systems in Pantai Panjang will not only increase community satisfaction but also strengthen tourism potential and support the city's broader development goals.

LITERATURE REVIEW

Previous Studies

Several studies have investigated the management and maintenance of public street lighting in Indonesia. A study conducted at the State Islamic Institute of Bengkulu examined the role of the Department of Transportation in maintaining street lights in Bengkulu City and found that limited resources often hinder optimal service. Another study conducted in Pekanbaru highlighted challenges related to funding, coordination, and the high frequency of street light damage in urban areas. Research carried out in Lampung identified similar issues, emphasizing that maintenance often fails to meet expectations due to environmental conditions, vandalism, and insufficient technical personnel. These studies share common findings, showing that while local governments are responsible for street lighting, operational obstacles frequently prevent consistent and effective maintenance. However, research specifically focusing on Pantai Panjang in Bengkulu remains limited, making this study relevant for filling the research gap.

Role Theory

1. Concept of Role

Role refers to a set of expected behaviors associated with a particular position in a social or organizational structure. Scholars define role as a pattern of actions expected from individuals or institutions based on their status. Role is not only a set of responsibilities but also a dynamic process of fulfilling expectations within a system. In public administration, roles guide how government institutions perform their duties and interact with stakeholders.

2. Soerjono Soekanto's Role Theory

Soerjono Soekanto categorizes role into three main forms. The first form is the active role, which describes actions performed proactively by an individual or institution without waiting for external stimuli. The second form is the participatory role, where collaboration and involvement with external parties are emphasized. The third form is the passive role, which occurs when actions are taken only after receiving demands, such as complaints or reports. These three forms of role provide a comprehensive framework for examining how government agencies, including transportation departments, carry out public service responsibilities.

3. Indicators of Role Performance

Indicators of role performance include initiative, responsiveness, collaboration, communication, and operational consistency. An institution that performs its role effectively demonstrates timely actions, transparent processes, and strong coordination with external stakeholders. In the context of public service, role performance is directly linked to public trust and satisfaction.

Public Street Lighting

1. Definition and Function

Public street lighting refers to infrastructure designed to illuminate public roads, intersections, and surrounding environments to ensure visibility, safety, and comfort. Its functions include preventing traffic accidents, supporting pedestrian mobility, enhancing

security, and improving the aesthetic value of urban spaces. Street lighting is considered an essential component of urban safety and public order.

2. Importance of Street Lighting Maintenance

Maintenance ensures that street lighting infrastructure remains functional and reliable. Routine maintenance helps detect damage early, prevents equipment failure, and extends the life span of lighting components. Maintenance activities include inspection, replacement of damaged units, electrical repairs, and cleaning of equipment. Without adequate maintenance, public safety is compromised, and community dissatisfaction may increase.

3. Factors Causing Street Light Damage

Street light damage may result from aging infrastructure, extreme weather, electrical failures, vandalism, or theft of components such as cables and connectors. In coastal environments such as Pantai Panjang, corrosion occurs faster due to high humidity and salt exposure. These factors make maintenance efforts more challenging and require more frequent monitoring.

Governance and Public Service Management

1. Governance Principles

Governance involves processes of decision making, policy implementation, and public accountability. Essential governance principles include accountability, transparency, participation, and responsiveness. These principles guide public agencies to deliver services efficiently and ethically. In the context of street lighting, governance determines how resources are allocated, how complaints are handled, and how maintenance strategies are implemented.

2. Accountability in Public Services

Accountability refers to the responsibility of public institutions to explain and justify their actions. In street lighting services, accountability is reflected in maintenance reports, budget use, and responsiveness to community complaints. Strong accountability improves public trust and ensures that maintenance activities follow established regulations.

3. Community Participation

Community participation plays an important role in identifying street light damage. Residents often report outages sooner than officials are able to detect them, making community involvement valuable for improving maintenance efficiency. Participatory approaches also strengthen cooperation between government and society.

Conceptual Framework

The conceptual framework of this study is constructed from Soerjono Soekanto's role theory combined with principles of public service management. The active role is reflected in proactive monitoring and routine maintenance. The participatory role appears in collaboration with communities and related agencies. The passive role emerges in responses to public complaints. This combined framework helps evaluate the performance and effectiveness of the Department of Transportation in maintaining street lighting in the Pantai Panjang area.

METHODS

This research uses a qualitative descriptive method aimed at understanding the roles and performance of the Bengkulu City Department of Transportation in maintaining public street lighting in the Pantai Panjang area. Qualitative research is appropriate for this study because it allows the researcher to explore phenomena in their natural setting and capture detailed information from individuals who have direct experience with the issue. Through this approach, the researcher is able to investigate behaviors, perceptions, processes, and interactions related to the maintenance of public street lights.

The primary data in this study were collected through in depth interviews with key informants and supporting informants. Key informants consisted of Department of Transportation officials, including the Head of the Infrastructure Division, the Section Chief of Infrastructure, and staff members responsible for operational activities. Supporting informants included technical field workers and local community members who regularly use the Pantai Panjang area and have observed conditions of street lighting. Interviews were guided by open ended questions to allow informants to provide comprehensive explanations.

In addition to interviews, observations were conducted to document the physical condition of street lights in several locations within Pantai Panjang, such as Taman Berkas, the Horizon Hotel intersection, the Sport Center area, the Bidadari Hotel area, the Nala Hotel area, and the Pasir Putih section. These observations helped confirm interview findings and provided visual evidence of damaged or functioning lighting units.

Documentation was also used as a complementary technique. Relevant documents reviewed include budget lists, procurement data, maintenance reports, and official records from the Department of Transportation. These documents helped verify information obtained through interviews and observations.

Data were analyzed using the Miles and Huberman model, which includes data collection, data reduction, data display, and conclusion drawing. This analysis allowed the researcher to identify patterns, categorize findings, and interpret the roles performed by the Department of Transportation based on the theoretical framework. The qualitative method enabled a deeper understanding of the operational challenges and effectiveness of street lighting maintenance in the Pantai Panjang area.

RESULTS

The findings of this study describe how the Bengkulu City Department of Transportation performs its roles in maintaining public street lighting in the Pantai Panjang area. The results are organized based on Soerjono Soekanto's role categories, namely the active role, the participatory role, and the passive role. In addition, field data regarding the condition of the street lights, operational activities, and challenges faced by the department are included to provide a comprehensive picture of maintenance performance.

The first part of the findings concerns the general lighting conditions in Pantai Panjang. Observations conducted across seven main points show that a significant number of street lights are not functioning. In Taman Berkas, nineteen out of thirty lights were found to be non functional. At the Horizon Hotel intersection, fifteen out of twenty five units were off. In the Nala Hotel area, nine out of fifteen units were not working. Although several areas such as the Sport Center showed better conditions, the overall pattern indicates that more than half of the installed lighting units across the Pantai Panjang corridor are damaged. This situation reduces visibility at night and creates discomfort among road users and pedestrians.

The first role examined is the active role. Field data show that the Department of Transportation performs nightly monitoring through two on duty officers assigned to observe the condition of street lights across the entire city, including Pantai Panjang. The operational team consists of ten technical workers, but only two are available for night shifts, which makes coverage challenging. These officers inspect the lighting units, identify outages, and report the condition to the infrastructure division. The team also responds immediately when damage is detected during monitoring and carries out repairs if materials are available. The department has a Standard Operating Procedure that outlines the steps for inspection, verification, assignment, and reporting. However, the implementation of these procedures is strongly influenced by personnel limitations and the wide geographical coverage area.

The second role concerns participatory actions. The findings indicate that cooperation with the community plays an important role in identifying damaged street lights. Many reports of outages come from residents who contact the department through informal communication channels or through messages delivered during community events. In addition, the department coordinates with the State Electricity Company regarding electrical connections, power flow, and grid stability. Although the power network is controlled by the electricity provider, repairs to lamps, cables, and fixtures are performed entirely by the Department of Transportation. The department also participates in local community meetings when invited by district offices or neighborhood groups to provide information regarding safety and the need to protect public facilities. However, formal education programs or regular public campaigns on street light maintenance have not been conducted.

The third role is the passive role. The strongest evidence of this role is the department's reliance on public complaints due to administrative procedures and limited resources. Many repairs are carried out only after citizens report outages. The verification process requires internal approval from section heads, division chiefs, and administrative staff, which often causes delays. In some cases, material shortages force the department to postpone repairs for several days. For certain components such as poles, lamps, connectors, and supporting structures, procurement can only be performed once the annual budget is approved. This condition makes immediate replacement difficult when damage occurs late in the fiscal year. Administrative confirmation for material use may take up to one week, which extends the duration of outages.

Observations also show that environmental and technical factors significantly affect maintenance performance. In coastal areas such as Pantai Panjang, corrosion occurs more rapidly due to exposure to sea air, humidity, and salt. Several lamps were found damaged not because of electrical failure but because their panels and frames were weakened. There were also cases where cables were stolen or disconnected, forcing the operational team to replace the entire connection. These events increase maintenance workload and create additional costs that were not included in the initial budget plan.

Interview results with officials reveal that the number of technical staff remains insufficient to cover the entire operational area. With only ten technical workers and one operational vehicle equipped with an elevated platform, maintenance activities often face delays. The department stated the need for additional personnel and at least one more operational vehicle to improve field efficiency. Budget analysis also shows that annual procurement distributes new lamps each year, but the quantity is still lower than the total number of damaged units across the city.

Overall, the results indicate that the department performs its duties across all three categories of role but faces structural barriers that hinder optimal service. Active roles are carried out but remain limited by personnel and equipment. Participatory roles occur but are mostly informal and not systematically programmed. Passive roles dominate when administrative procedures and material shortages delay repairs. These findings illustrate that although the Department of Transportation is committed to maintaining street lighting, the effectiveness of its efforts is strongly shaped by operational capacity, budgeting procedures, and environmental challenges.

DISCUSSION

The findings of this study show that the maintenance of public street lighting in the Pantai Panjang area is influenced by the ability of the Bengkulu City Department of Transportation to fulfill its active, participatory, and passive roles. The discussion in this section connects these findings to theoretical concepts and broader governance principles to provide a deeper understanding of the department's overall performance.

The first component concerns the active role. According to role theory, an active role requires initiative, independent action, and consistent performance without external prompts. The Department of Transportation demonstrates this role through nightly monitoring and routine inspection of street lighting facilities. The presence of two on duty officers who conduct night monitoring indicates a proactive effort to identify damages before they become more severe. However, the limited number of technical staff restricts the effectiveness of these active measures. With only two officers covering a large geographical area during nighttime operations, the capacity to detect all malfunctions is reduced, and the speed of response becomes inconsistent. This finding aligns with previous research that identifies staffing shortages as a common obstacle in the maintenance of urban infrastructure. Even when procedures exist, inadequate human resources inhibit the full performance of an active role.

The second component is the participatory role. In role theory, participatory roles emphasize collaboration, shared responsibility, and involvement of external stakeholders. In the context of this study, the department engages in collaboration with community members and coordinates with the State Electricity Company for issues concerning electrical supply. Community participation is evident in the reporting of outages, where residents serve as an informal monitoring network. Although this form of participation supports the department's efforts, it remains reactive rather than structured. There are no formal community based monitoring programs or public education initiatives to strengthen awareness of infrastructure protection. Collaboration with the electricity provider is also limited to matters concerning power supply, as all technical maintenance is carried out by the department. Strengthening participatory frameworks would improve the speed and accuracy of information flow, allowing maintenance activities to be more efficient.

The third component relates to the passive role. A passive role occurs when actions are taken only after receiving external demands, such as public reports. This study finds that passive responses dominate the department's operational practices. Repairs are often conducted only after citizens report problems. Several factors drive this pattern. Administrative approval processes require verification from multiple internal officials before repairs can be executed. Material shortages also cause delays, particularly when procurement depends on annual budget cycles. These conditions prevent timely action and illustrate the dominance of reactive behavior. In the framework of public service governance, a passive role reflects limited responsiveness and reduced institutional agility. While public complaints are essential in identifying problems, relying too heavily on them indicates a gap in systematic monitoring and preventive maintenance.

Environmental challenges serve as an additional dimension in understanding maintenance performance. The coastal nature of Pantai Panjang accelerates corrosion, weakens fixtures, and increases the frequency of technical failures. This condition aligns with infrastructure deterioration theories that highlight the interaction between natural environments and maintenance needs. The department's current operational capacity is not fully aligned with the environmental demands of the area. As a result, damage accumulates faster than repairs can be carried out. This environmental factor reinforces the need for enhanced preventive strategies and specialized materials that can withstand coastal conditions.

From a governance perspective, the performance of the Department of Transportation reflects the interplay between accountability, responsiveness, and resource management. Accountability is shown through documentation, reporting, and structured procedures. However, responsiveness is weakened by administrative procedures that prolong decision making. Limited resources further constrain the ability to meet public expectations. When these elements are compared with good governance standards, it becomes clear that institutional improvements are necessary to enhance both efficiency and public trust.

The discussion also highlights that public complaints, although essential for identifying service gaps, cannot replace systematic maintenance. Infrastructure management requires both proactive and reactive components. The dominance of passive responses indicates that the balance is not yet optimal. Strengthening the active and participatory roles would reduce reliance on public reports and ensure more consistent lighting conditions.

In summary, the discussion demonstrates that the department performs its roles within existing constraints but requires improvements in operational capacity, resource allocation, collaboration mechanisms, and preventive strategies. The alignment between theoretical expectations and real world conditions shows that effective street lighting maintenance depends not only on institutional commitment but also on the availability of adequate resources and well developed governance structures.

CONCLUSION

This study concludes that the Bengkulu City Department of Transportation performs its duties in maintaining public street lighting in the Pantai Panjang area through active, participatory, and passive roles, although the effectiveness of each role varies according to operational capacity and available resources. The active role is reflected in routine monitoring and field inspections carried out by the operational team, demonstrating an effort to identify problems before they escalate. However, the limited number of technical personnel and the wide coverage area restrict the department's ability to maintain consistent and timely supervision.

The participatory role appears through interactions with the community and cooperation with external agencies such as the State Electricity Company. Community members contribute by reporting damaged street lights, and the department responds by coordinating repairs when possible. Although this collaboration supports maintenance activities, it remains informal and lacks structured mechanisms that could enhance public engagement and shared responsibility.

The passive role remains the most dominant in maintenance operations. Many repairs occur only after public complaints are submitted. Administrative procedures, delays in internal verification, and material shortages contribute to slower responses. The reliance on annual procurement cycles also affects the availability of components needed for immediate repairs. These factors demonstrate that reactive actions still overshadow preventive maintenance.

Additionally, environmental conditions in coastal areas such as Pantai Panjang accelerate damage to lighting infrastructure. Corrosion, humidity, and exposure to salt significantly reduce the lifespan of lighting components, increasing the maintenance burden on the department. With current operational constraints, the department faces challenges in keeping up with the rate of deterioration.

Overall, the findings indicate that although the Department of Transportation is committed to fulfilling its responsibilities, several structural and environmental obstacles prevent optimal performance. Improvements in resource allocation, personnel availability, operational equipment, administrative efficiency, and community engagement are required to strengthen street lighting maintenance. Enhancing these aspects will support safer, more comfortable, and better illuminated public spaces in the Pantai Panjang area.

LIMITATION

This study has several limitations that should be acknowledged when interpreting the findings. The first limitation lies in the scope of the research area. The study focuses only on the Pantai Panjang corridor, which includes several designated points such as Taman Berkas, the Horizon Hotel intersection, the Sport Center area, the Bidadari Hotel area, the Nala Hotel area, and the Pasir Putih section. Although these locations represent major public spaces, they do not reflect the condition of street lighting throughout Bengkulu City. Therefore, the findings cannot

be generalized to other regions that may have different infrastructure characteristics or operational challenges.

The second limitation concerns the availability of operational data. The study relies on interviews, field observations, and documents provided by the Department of Transportation. Some maintenance reports and procurement records are incomplete or not updated regularly, which restricts the depth of analysis regarding long term maintenance trends. The absence of continuous historical data also limits the ability to evaluate performance changes over time.

The third limitation relates to the number of informants. Only selected officials, technical workers, and community members were interviewed. While they provide valuable insights, the perspectives of other stakeholders such as neighborhood leaders, tourism operators, or additional field staff could enrich the findings. A broader range of informants might reveal different patterns of service delivery, public expectations, and challenges.

Another limitation is the environmental variability of coastal areas. Weather conditions, seasonal changes, and corrosion rates differ throughout the year. Because data collection occurred within a limited time frame, the study may not fully capture fluctuations in lighting performance across different seasons. Long term observation would provide a more comprehensive understanding of environmental impacts.

Finally, this study does not incorporate quantitative measurements of lighting intensity, energy consumption, or technical specifications of lighting components. Instead, it relies primarily on qualitative observations. Including technical measurements could strengthen the analysis by providing objective data on the performance of lighting units.

These limitations highlight the need for future research that expands the geographic scope, incorporates longitudinal data, involves more diverse stakeholders, and integrates quantitative assessments to support a more comprehensive evaluation of street lighting maintenance.

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