

**MANAGEMENT KNOWLEDGE AND SKILLS AMONG PARKING ATTENDANTS IN  
BANDUNG REGENCY: A COMMUNITY SERVICE INITIATIVE**

**Dwi Wahyu Hidayat<sup>1\*</sup>, Yogi Oktopianto<sup>1</sup>, Rahmat Ahmad<sup>2</sup>, Aris Budi Sulisty<sup>2</sup>**

<sup>1</sup>Politeknik Keselamatan Transportasi Jalan Tegal, Jl. Perintis Kemerdekaan No.17, Slerok, Tegal Timur,  
Tegal, Central Java 52125, Indonesia

<sup>2</sup>Automotive Technology, Politeknik Transportasi Darat Bali, Politeknik Transportasi Darat Bali, Jl. Cempaka  
Putih, Samsam, Kerambitan, Tabanan, Bali 80582, Indonesia

\*[wahyu@pktj.ac.id](mailto:wahyu@pktj.ac.id)

**ABSTRACT**

Parking attendants play a vital role in supporting the smooth flow and safety of traffic, especially in parking areas where they directly interact with road traffic. However, the limited knowledge and skills of parking attendants in traffic management are still frequently encountered in the field. This community service activity aims to enhance the knowledge and skills of parking attendants in Bandung Regency in safe traffic management practices. The activity was carried out through a participatory training method, including the delivery of materials, discussions, demonstrations, and traffic management simulations. A total of 25 parking attendants participated in the event. The results of the activity show an improvement in participants' understanding of traffic safety principles as well as their ability to apply traffic control signals using hand gestures, whistles, and traffic control devices. Additionally, this activity raised participants' awareness of the strategic role of parking attendants in minimizing traffic conflicts and the risk of accidents in parking areas. Thus, this community service initiative can be concluded to be effective in supporting the improvement of traffic safety and orderliness in Bandung Regency.

Keywords: community service; parking attendants; traffic management; traffic safety

**INTRODUCTION**

Traffic safety and smooth flow are fundamental aspects of road transportation systems, particularly in areas with high mobility levels. The increasing number of motor vehicles, without corresponding traffic management, can lead to various issues such as congestion, conflicts among road users, and an increased risk of traffic accidents (Widodo, 2020). One common issue encountered in urban areas and centers of community activities is the practice of unregulated roadside parking, which directly impacts traffic performance (Firmansyah, 2019; Kurniawan & Prasetyo, 2019).

Unmanaged roadside parking can reduce road capacity, lower the level of service, and increase the potential for traffic conflicts, especially on roads with high traffic volumes (Firmansyah & Putra, 2020). This condition indicates that parking management is an integral part of traffic management and engineering. Therefore, the role of parking attendants becomes crucial in supporting the smoothness and safety of traffic around parking areas.

Parking attendants play a strategic role in assisting with vehicle entry and exit, signaling road users, and minimizing traffic conflicts in parking areas. In practice, parking attendants often function as informal traffic controllers, especially in conditions of heavy traffic or limited parking space (Widiyanto & Prabowo, 2019). However, several studies show that parking attendants still have limited knowledge and skills regarding traffic management in accordance with traffic safety principles (Suryani & Hapsari, 2021).

The lack of competence among parking attendants in providing correct traffic signals can lead to misunderstandings among road users, increase the potential for traffic violations, and endanger the safety of the attendants themselves (Putri & Sari, 2020). Therefore, enhancing the human resource capacity of parking attendants through training is an urgent need. Nugroho and Lestari (2021) assert that technical training for field transportation staff has been proven to enhance their competence, self-confidence, and effectiveness in the field.

In the context of road transport safety, human resources are a key factor, in addition to infrastructure and transportation facilities. Dewi et al. (2021) emphasize that improving the competence of field staff through knowledge and technical skills training significantly contributes to creating a safer and more orderly traffic environment. This aligns with Hidayatullah et al. (2020), who state that the involvement of competent field staff is crucial for the success of road transport safety efforts.

Bandung Regency is one of the areas with relatively high social and economic activities, which impacts the increasing movement of vehicles and the need for parking spaces in various public areas. The use of roadways as parking areas, if not accompanied by adequate traffic management, can disrupt the flow of traffic and increase the risk of accidents. This situation demands parking attendants who have sufficient knowledge and skills in managing traffic safety.

As a form of university contribution to the community, this community service activity is carried out in the form of traffic management and regulation training for parking attendants in Bandung Regency. The activity is designed with a participatory approach that emphasizes active involvement of participants in understanding traffic safety concepts and practicing correct traffic signals. Through this activity, it is hoped that there will be an improvement in the knowledge, skills, and awareness of parking attendants regarding their strategic role in supporting traffic safety and smoothness in their work environment. Thus, this community service activity is expected to make a tangible contribution to supporting local road safety improvement efforts, while also strengthening the synergy between universities and communities in achieving orderly and safe traffic.

## **METHOD**

This community service activity was conducted in the form of a traffic knowledge and management training for parking attendants in Bandung Regency. The activity took place on October 28, 2025, with 25 participants, who were parking attendants from various parking locations across the Bandung Regency. The methodology used for the implementation of the activity adopted a participatory approach, emphasizing the active involvement of participants throughout the training process. The methods employed included: (1) lectures and discussions to present the basic concepts of traffic safety and the role of parking attendants; (2) demonstrations of traffic management signals using hand gestures, whistles, and traffic control devices; and (3) traffic management simulation practices tailored to the common field conditions faced by parking attendants.

To assess the effectiveness of the activity, a simple evaluation was conducted through Q&A sessions and direct observation of the participants' ability to apply traffic management signals. The results of the evaluation were used to measure the improvement in participants' understanding and skills after attending the training.

## **RESULTS AND DISCUSSION**

The community service activity, which focused on traffic knowledge and management training for parking attendants in Bandung Regency, was conducted with the participation of 25 individuals. The event proceeded smoothly and received positive feedback from the participants. The enthusiasm of the participants was evident from their full attendance, attentiveness during the material presentation, and active involvement in the discussions and Q&A sessions. This indicates that the training content was highly relevant to the needs and challenges faced by parking attendants in the field.

### **Implementation of the Training Activity**

The training activity was carried out through a classroom-based learning approach within the training room, utilizing interactive lectures and discussions as the main methods. The instructor presented material related to traffic safety, the role of parking attendants, and the fundamental principles of traffic management. Participants attended the session in an orderly manner and demonstrated strong focus during the material presentation.



Figure 1. Delivery of traffic safety knowledge and information to parking attendants.

Observations during the activity indicated that the classroom-based learning approach remained effective in conveying the basic concepts of traffic safety to parking attendants. This finding aligns with Dewi et al. (2021), who stated that the provision of technical knowledge through structured training enhances field officers' understanding of road transportation safety.

### **Interaction and Participant Guidance**

In addition to the material presentation, the activity also emphasized direct interaction between the instructor and the participants. Guidance was provided to ensure that participants understood the material presented and were able to relate the concepts of traffic management to real-world conditions in the field.



Figure 2. Interaction and guidance between the instructor and participants during the training activity.

### **Participation and Enthusiasm of Participants**

The enthusiasm of the participants was clearly evident during the discussion and Q&A sessions. Participants actively raised issues they often encounter when managing vehicles in parking areas, particularly related to traffic conflicts and the safety of road users. This condition reflects an increased awareness among the participants regarding the important role of parking attendants in the traffic safety system.



Figure 3. Enthusiasm and participation of participants in the traffic management training.

### **Improvement in Traffic Management Understanding**

The results of the activity indicated an improvement in participants' understanding of traffic safety principles and the function of traffic management in parking areas. Prior to the training, some participants relied solely on field practices without understanding the standard traffic signals. After the training, participants were able to explain the function of traffic management and the importance of signal uniformity in maintaining the smooth flow and safety of road users. This finding aligns with Dewi et al. (2021), who stated that providing technical knowledge to field officers plays a crucial role in improving road transportation safety.

### Hand Gesture Signal Practice Skills

The main material provided focused on traffic management using hand gestures, which included 12 basic hand signals for traffic control. During the practice session, participants were trained to stop and direct the flow of traffic from various directions, as well as to accelerate and decelerate vehicles according to field conditions.



Figure 4. Traffic Management Hand Gesture Signals

The observations indicated that participants were able to effectively practice signals for stopping the flow of traffic from all directions, stopping the flow from specific directions, and directing traffic from the right and left sides of the attendant in a more structured manner. This skill is crucial in reducing traffic conflicts in parking areas, which often directly intersect with main traffic flows. Nugraheni (2020) emphasizes that strengthening fieldwork skills can enhance the effectiveness of officers in managing dynamic traffic situations.

### Use of Whistle and Light Signals

In addition to hand gestures, participants were also trained to use whistles and light signals as communication aids. The training emphasized the understanding of the meanings behind one long whistle, two short whistles, and repeated short whistles as warnings.



Figure 5. Use of Whistle in Traffic Management

### Utilization of Traffic Control Devices

The training also equipped participants with knowledge on the use of traffic control devices, such as rotating lights, traffic cones, and temporary signs. These tools were introduced as safety aids, particularly in situations of traffic congestion and other special circumstances.



Figure 6. Traffic Control Devices

### Impact of Training on Parking Attendants' Behavior

The training on traffic knowledge and management provided to parking attendants in Bandung Regency has had a positive impact on behavioral changes in their field duties. After attending the training, parking attendants demonstrated improved discipline in managing vehicle entry and exit, more consistent use of traffic signals, and a heightened awareness of personal safety and road users' safety. This behavioral change is evident in their ability to practice hand signal gestures, use whistles, and utilize traffic control tools in a more structured manner.

These findings align with Nugroho and Lestari (2021), who state that technical training for field staff can enhance their competence and foster more professional work behavior. Moreover, Putri and Sari (2020) emphasize that improving traffic safety knowledge directly influences parking attendants' behavior in managing traffic conflicts on the field. Thus, the training provided not only enhances cognitive aspects but also leads to changes in the attitudes and behaviors of parking attendants.

### Alignment of Results with Previous Research

The results of this community service activity are consistent with various prior studies that emphasize the importance of enhancing human resource capacity to support traffic safety. Dewi et al. (2021) assert that providing knowledge and technical skills to field staff significantly contributes to improving road transportation safety quality. A similar conclusion was reached by Widiyanto and Prabowo (2019), who found that field staff with a strong understanding of traffic management are able to reduce traffic conflicts in urban parking areas.

Furthermore, Firmansyah and Putra (2020) emphasize that effective parking management heavily relies on the competence of parking attendants in regulating vehicle flow. The results of this activity support these findings, where the participants' increased understanding of traffic management standards led to more orderly and safer parking management. Therefore, this community service activity is not only practical but also reinforces the empirical findings from previous research.

### **The Role of Training in Supporting Local Road Safety**

Traffic management training for parking attendants plays a crucial role in supporting road safety at the local level. Parking attendants are field actors who directly interact with road users, especially in areas with high potential for traffic conflicts, such as roadside parking areas and community activity centers. By enhancing the competence of parking attendants, the potential for traffic disruptions and accident risks around parking areas can be minimized.

Hidayatullah et al. (2020) state that the involvement of competent field staff is a key factor in improving road transportation safety. This is reinforced by Widodo (2020), who explains that traffic safety is not only determined by infrastructure conditions but also by the behavior and abilities of human resources on the ground. Therefore, this training directly contributes to enhancing road safety in Bandung Regency by strengthening the role of parking attendants as part of the local traffic safety system.

### **Implications for Local Government and the Transportation Agency**

The results of this community service activity have significant implications for the local government, particularly the Transportation Agency of Bandung Regency. The traffic management training for parking attendants can serve as a model for enhancing human resource capacity in parking management and road safety. The local government could adopt similar activities as part of a routine training program for parking attendants, both formal and informal.

Anwar et al. (2022) emphasize that the synergy between universities and local governments in community service activities can produce sustainable impacts. With the support of policies and facilitation from the Transportation Agency, traffic management training could be integrated into the regional traffic management program. This is expected to improve parking service quality, support smooth traffic flow, and contribute to achieving local road transportation safety targets. The results of this training align with findings from Nugroho and Lestari (2021), who assert that technical training can significantly enhance the competence of field staff.

### **CONCLUSION**

The community service activity in the form of traffic knowledge and management training for parking attendants in Bandung Regency has been successfully carried out and has had a positive impact on the participants' capacity building. Through this activity, parking attendants gained a better understanding of traffic safety principles and their strategic role in supporting the smooth flow and safety of traffic in parking areas. The results of the activity indicate that the training effectively enhanced the parking attendants' knowledge and skills in applying traffic management signals, whether through hand gestures, the use of whistles, or traffic control devices. Additionally, the activity also raised participants' awareness of the importance of clear and consistent communication with road users to minimize traffic conflicts and accident risks. Overall, this training can be concluded as an effective effort in

supporting the improvement of road transportation safety at the local level. Moving forward, similar activities are recommended to be conducted continuously and expanded in scope so that more parking attendants can acquire the competencies necessary for safe traffic management.

## REFERENCES

- Anwar, R., Sari, D. A. P., & Maulana, I. (2022). Sinergi perguruan tinggi dengan pemerintah dalam program pengabdian masyarakat. *Jurnal Ilmiah Pengabdian Masyarakat*, 6(2), 145–151.
- Dewi, L. P., Hidayatullah, D. W., & Oktopianto, Y. (2021). Pemeriksaan kelaikan kendaraan sebagai upaya peningkatan keselamatan transportasi jalan. *Jurnal Transportasi Jalan*, 5(1), 23–30.
- Firmansyah, R. (2019). Evaluasi pengelolaan parkir tepi jalan terhadap kelancaran lalu lintas perkotaan. *Jurnal Teknik Transportasi*, 8(1), 32–40.
- Firmansyah, R., & Putra, A. R. (2020). Manajemen parkir tepi jalan dan pengaruhnya terhadap kinerja lalu lintas perkotaan. *Jurnal Transportasi*, 20(1), 35–44.
- Hidayatullah, D. W., Oktopianto, Y., & Dewi, L. P. (2020). Peran sumber daya manusia dalam mendukung keselamatan transportasi jalan. *Jurnal Keselamatan Transportasi*, 3(2), 25–34.
- Kurniawan, A., & Prasetyo, D. (2019). Analisis konflik lalu lintas akibat parkir di badan jalan. *Jurnal Teknik Sipil*, 26(3), 211–220.
- Nugraheni, D. (2020). Peran penguatan keterampilan kerja lapangan dalam mendukung keselamatan transportasi. *Jurnal Pendidikan dan Pengajaran*, 53(2), 45–53.
- Nugroho, S., & Lestari, E. (2021). Pengaruh pelatihan terhadap peningkatan kompetensi petugas lapangan transportasi. *Jurnal Pendidikan Vokasi*, 11(2), 89–98.
- Putri, R. A., & Sari, M. P. (2020). Keselamatan lalu lintas berbasis peran masyarakat. *Jurnal Transportasi Darat*, 7(1), 41–50.
- Suryani, A., & Hapsari, R. (2021). Peran sumber daya manusia dalam mendukung keselamatan dan ketertiban lalu lintas jalan. *Jurnal Transportasi dan Keselamatan Jalan*, 4(3), 112–119.
- Widiyanto, E., & Prabowo, H. (2019). Evaluasi pengaturan lalu lintas di kawasan parkir perkotaan. *Jurnal Rekayasa Transportasi*, 4(2), 101–110.
- Widodo, H. (2020). Dampak peningkatan mobilitas kendaraan terhadap keselamatan lalu lintas jalan. *Jurnal Transportasi Darat*, 5(1), 11–19.
- Rahmawati, D., & Hapsari, R. (2022). Partisipasi masyarakat dalam mendukung keselamatan berlalu lintas. *Jurnal Pengabdian Masyarakat*, 5(1), 77–85.
- Sudiby, A., & Mulyani, T. (2021). Pembelajaran partisipatif dalam kegiatan pengabdian kepada masyarakat. *Jurnal Ilmu Pendidikan*, 9(2), 77–85.
- Widiyono, A., & Pratama, R. (2020). Peran petugas lapangan dalam mendukung keselamatan lalu lintas perkotaan. *Jurnal Transportasi Indonesia*, 6(2), 55–63.