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The Influence of Work Professionalism and Communication on Loyalty Safety Operational Employees Railroad Crossings (Study At The Garut Regency Transportation Agency)

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Abstract: This study aims to investigate the influence of work professionalism and communication on the loyalty of employees working in railway crossing safety operations at the Garut Regency Transportation Service. The study examines variables such as competence, professionalism, communication, and employee loyalty, with professionalism and communication as independent variables and loyalty as the dependent variable. Sedarmayanti's (2017) theory of professionalism, which includes competence, effectiveness, efficiency, and accountability, and Effendy's (2015) communication theory, encompassing attitude change, opinion change, behavioral change, and social change, are applied in this research. Employee loyalty, based on Siswanto's definition (in Soegandhi et al., 2013), includes obedience to regulations, responsibility to the institution, cooperation, a sense of belonging, interpersonal relationships, and work passion. The study adopts a descriptive explanatory survey method. The population includes 30 employees engaged in railway crossing safety at the Garut Regency Transportation Service, using a saturated sampling technique for data collection. Data were gathered through questionnaires, observations, and interviews. Results indicate that work professionalism and communication have a significant effect on employee loyalty, accounting for 58.3% of the variance, while the remaining 41.7% is influenced by other factors outside the scope of this study. The study suggests that improving the professionalism of railway safety employees requires a deeper understanding of their profession to foster emotional stability and stronger interpersonal relationships. Enhanced communication support is also necessary to boost loyalty. Additionally, implementing a morning briefing routine could improve the efficiency and loyalty of railway safety employees at the Garut Regency Transportation Service, ultimately enhancing commitment to the organization.

Keyword: Work Professionalism, Communication, Employee Loyalty

INTRODUCTION

Competition in the business world is currently increasingly competitive along with globalization. Globalization era. This of course will increase the challenges and obstacles for the business world which is required to not only survive, but also challenges and obstacles for the business world which is required not only to survive but also to grow. But also have to grow. The company must be able to organize and process its resources effectively and efficiently and humans as dynamic resources and have the ability to continue to grow. Dynamic resources and have the ability to continue to grow. One example is labor or employees, every company must expect a workforce or employees who provide maximum results. Expect labor or employees who provide maximum results in work.

Various efforts are made to improve the performance of resources. Transportation is the movement from one place to another by using a means of transportation, either driven by human power, animals (horses, cows, buffaloes), or machines. Based on article 10 of Regulation Government Regulation No. 72 of 2009 concerning Railroad Traffic and Transportation Railway, it is stated that at the intersection between the railroad line and the road, hereinafter referred to as the intersection with the road, which is hereinafter referred to as a level crossing used for special traffic. Used for special traffic, road users must obey all road signs at the intersection road signs at the intersection.

Transportation plays an important role in people's lives where transportation itself can help every aspect in developing the life of the community itself. In Law Number 22 year 2009 concerning Road Traffic and Transportation, it is stated that roads that are operated must meet the requirements of both technical and transportation functions. Operated must meet the requirements of both technical and administrative road functions (Article 22 paragraph 1). Based on Article 27 paragraph 1, road equipment on certain neighborhood roads is adjusted to the capacity of the road. Based on Article 27 paragraph 1, road equipment on certain neighborhood roads is adjusted to the capacity, intensity, and traffic volume. Article 28 states that every person is prohibited from to perform actions that result in damage or disruption of road functions.

The better the system of transportation both in terms of technology and effectiveness, the greater the role of transportation itself. Effectiveness, the greater the role of transportation itself will have an impact on community life both socially and economically. Mode of transportation train is a mode of transportation that has a high level of efficiency high. Trains have a high capacity to accommodate many passengers. In Article 3 paragraph 1 and 2 of the Minister of Transportation Regulation Number 36 of 2011 concerning the intersection or intersection of railroad lines with other buildings states that the intersection between the railroad track with the road is called a crossing.

Based on this, of course the implementation of railways prioritizes safety, in accordance with both passenger safety and train travel safety. As well as the safety of train travel. Safety is the main factor in supporting train travel, it cannot be denied that train travel is always related to the availability of level crossings between roads and railways. Railroad is always related to the availability of level crossings between roads and railways. And also railroad tracks. In Article 75 of Government Regulation No. 56 Year 2009 concerning the Implementation of Railways states that the intersection of railroad tracks and roads are not made level crossings. Article 76 states that intersections can be above or below the railroad tracks.

Employees are a very important asset for the company. Without employees the company cannot run well in achieving its goals. In the scope of scope of the employee company has been faced with the presence of leaders and fellow coworkers. To be able to optimize stable and conducive working conditions conducive working conditions in a company, an employee is required to be able to, communicate well between employees and leaders and fellow coworkers.

Communication in the organization shows the harmony of relationship between leaders and subordinates and at equal levels of people.

Professionalism is an important pillar in shaping personnel as efficient employees and in maintaining machines in good working order well. Competence, effectiveness, and efficiency, as well as accountability, are the metrics used to measure professionalism metrics used to measure professionalism. To ensure the smooth execution of the assignment, all personnel involved in it must have the highest professionalism, effectiveness, and efficiency in order to improve performance. In providing services to the community, Garut Regency Transportation Agency employees as one aspect of organization plays a very important role because they are the ones who interact directly with the community interact directly with the community. Therefore, employees must be therefore, employees must be professional in carrying out the responsibilities that come with their positions, and must be professional in performing their duties. There are many factors that can affect the professionalism of employees in working to the quality of public services, causing them to be optimal in their performance, including the lack of expertise possessed by employees in the process of carrying out their work. Expertise possessed by employees in the process of carrying out work. Work professionalism requires work capacity and expertise to carry out the main responsibilities of the company, especially in the regions, in order to achieve good work professionalism to achieve good work professionalism.

Communication helps the development of motivation by explaining employees what to do, how well they are doing, and what can be done to improve sub-standard performance standards. The form of communication that takes place can be formal or non-formal. A good corporate communication network will more or less will improve performance through conducive means. That communication is a system of exchanging information between employees, either through intermediary communication media or done directly. This is what continues to be done to improve their performance both in quality and quantity.

So with this research intends to evaluate and analyze level crossings that seek to improve safety. analyze level crossings that seek to improve safety motorists or road and railroad users by evaluating the condition of the level crossing, including technical conditions of level crossings in the form of infrastructure completeness, traffic signs and railroad crossings and analyzing the volume of traffic. And railway crossings and analyzing the volume of traffic. In order to improve safety at authorized crossings the author raises the title "The Influence of Work Professionalism and Communication on Loyalty Operational Employees of Railroad Crossing Safety (Study at the Garut Regency Transportation Office)". Transportation Agency of Garut Regency)".

METHOD

In this case the researcher used a descriptive explanatory survey method, The definition is a method that emphasizes the search for causal relationships between variables where a variable can be applied to a variable. Causal relationship between variables where a variable can be found in another variable that will affect it. other variables that will affect it.

Based on the above understanding then the population in the research that the authors do is employees who are in the Operational Staff Section of Railroad Crossing Safety at the Garut Regency Transportation Office. Transportation Department of Garut Regency. which amounted to 30 people.

Therefore, in collecting data and information the author using saturated samples, this is in accordance with Sugiyono's opinion (2012: 62) that "Saturated sample is a sampling technique when all members of the population are used as samples. Population are used as samples."

Namely data collection by studying literature, documents and reports that exist The Effect of Work Professionalism and Communication On Employee Loyalty of Railroad Crossing Safety Operations at the Garut Regency Transportation Office.

Is to collect data by distributing or giving questionnaire form, which is submitted in writing to a number of subjects or respondents to get answers (responses or responses) regarding the implementation of activities related to the independent variables of loyalty and professionalism and the dependent variable of communication in the Operational Section. Professionalism and the dependent variable of communication in the Operational Section Railway Crossing Safety at the Garut Regency Transportation Agency.

The validity test aims to see the extent to which an instrument can be used to measure what should be measured. Used to measure what should be measured Sugiyono, (2012: 109), the steps taken in the validity test are by correlate the score of each item X with the score of each item Y. Validity test in this proposal the researcher uses the Pearson Product Moment (r) formula, which was stated by Ridwan and Sunarto (2011; 80), namely: From the correlation results of each item score x and each item score y, to determine whether it is valid or not depends on the value obtained. Determine whether or not it is valid depending on the value obtained, if the value obtained is greater than or equal to 0.3 (≥ 0.3) then the data is valid. Obtained is greater than or equal to 0.3 (≥ 0.3) then the data is declared valid and if the resulting value is less than 0.3 (<0.3) then the data is invalid. Invalid data must be discarded or set aside.

So the reliability of the apparatus behavior and service quality instruments amounting to = 1.21, because based on the trial this instrument is valid and has reliable all the items, the instrument can be used for measurement in order to collect data. in the context of data collection.

RESULTS AND DISCUSSION

So based on this categorization, then in the description table regarding the Professionalism of Train Crossing Safety Operations Railway Safety Operations of the Garut Regency Transportation Agency which was stated by 30 respondents that Work Professionalism is a Medium Criterion, which is categorized based on the continuum line is a high category. The high response regarding the Professionalism of Operational Work Safety of Railway Crossings of the Garut Regency Transportation Agency seen from the high assessment of the dimensions of Work Professionalism, namely dimension of Competence which is Medium Criteria (high category), and the lowest is the Efficiency dimension which is the Efficiency dimension which is Low Criteria (high category). It can be seen that each indicator of the Work Professionalism variable Railway Crossing Safety Operations of the Garut Regency Transportation Agency Garut Regency, which gives the highest value is the indicator of Carrying out his work in the dimension of Competence which amounted to Moderate Criteria (high category), while the indicators that provide the lowest value of the variable. Work Professionalism of Railroad Crossing Safety Operations of the Garut Regency Transportation Office is the indicator of Transportation Department of Garut Regency is the indicator of Carrying out cost comparisons in the in the Efficiency dimension which only gives a value of Low criteria (high enough category). Based on respondents' assessments of indicators of Work Professionalism Operational Safety of Railway Crossings of the Garut Regency Transportation Agency Garut, it can be said that the Work Professionalism carried out by the Railway Crossing Safety Operations of the Garut Regency Transportation Agency Garut can already be categorized as good, this can be seen from the competence that is categorized as good, while the low categorized as good, while what is still low is evident in the efficiency in carrying out cost comparisons. Efficiency in carrying out cost comparisons.

So based on the categorization, then in the description table regarding Operational Communication of Railway Crossing Safety Garut Regency Transportation Agency which was

stated by 30 respondents that Communication is Medium Criteria, which is categorized based on the continuum line is a high category. The high response regarding Operational Communication of Safety Railway Crossing Operational Communication of the Garut Regency Transportation Agency is seen by the high assessment of the communication dimension, namely the dimension of social change, which is 70.00% (high category), and the lowest is the dimension of opinion change which is Medium Criteria (high category). It can be seen that each indicator of the variable Operational Communication Safety of Railway Crossings of the Garut Regency Transportation Agency, which the highest value is the indicator of Communication of Ideas That Can Be Accepted by Others in the dimension of Behavior change. Accepted by Others in the dimension of behavior change (behavior change) which is High Criteria (high category), while the indicator that gives the lowest value is the indicator that gives the lowest value. Operational communication variables of Railway Crossing Safety The Garut Regency Transportation Agency is an indicator of Trying to Make Ideas Acceptable to Others in the dimension of Ideas That Others Can Accept in the dimension of Behavior change which only gives a score of 0. (behavior change) which only gives a Low Criteria value (category high enough). Based on respondents' assessment of the indicators of Communication Operational Communication of Railway Crossing Safety of the Garut Regency Transportation Agency Garut, can already be categorized as good, this can be seen from the attitude change which is categorized as good, while what is still low can be seen in a good way. change which is categorized as good, while what is still low is seen clearly in the support of trying to get ideas accepted by others. Evident in the support of Trying to Make Ideas Acceptable to Others.

So based on this categorization, then in the description table regarding Employee Loyalty of Railroad Crossing Safety Operations Garut Regency Transportation Agency stated by 30 respondents that Loyalty of Railway Crossing Safety Operations Employees of the Garut Regency Transportation Agency is Low Criteria which is categorized as Transportation Agency of Garut Regency is a Low Criterion which is categorized based on the continuum line is a high category. The high response regarding Employee Loyalty of Safety Operations Railway Crossing Operational Employee Loyalty of the Garut Regency Transportation Agency is seen from the high assessment of the dimensions of Employee Loyalty, namely the dimensions of Loyalty to work, Feeling of belonging, Obeying regulations which are work, a sense of belonging, obeying the rules which amounted to High Criteria (high category), and the lowest is the dimension of Willingness to work together, which is cooperation, which amounted to Low Criteria (high category). It can be seen that each indicator of the variable Loyalty of Operational Employees Safety of Railway Crossings of the Garut Regency Transportation Agency, which gives the highest value is the indicator of cooperation with colleagues. The highest value is the indicator of cooperation with coworkers in the dimension of cooperation which is High Criteria (high category), while the indicators that provide the lowest value of the Operational Loyalty variable Safety of Railway Crossings of the Garut Regency Transportation Agency is the indicator of effective working time in the dimension of the use of working time, which only gives a value of Low Criteria (high category). Which only gives a value of Low Criteria (high category).

It has been stated previously that to prove or test the coefficient of the path of Work Professionalism of the Head of Work Professionalism Operational Safety of Railway Crossings of the District Transportation Office Garut Railway Crossing Safety Operations of the Transportation Agency Garut Regency on Employee Loyalty Safety Operations Railway Crossing Safety Operations of the Garut Regency Transportation Agency (Y), must be tested using individual testing or using the student-t test. The results can be seen in appendix 5, that the t calculation results give a value of 2.287 which is compared to the t table. If compared with the t table is 2.009 then it can be concluded that H_0 is rejected, which means that the

coefficient value of PYX1 is not equal to zero or 0.422. Based on this test, it can be concluded that significant or with 95% confidence it is believed that Work Professionalism Railway Crossing Safety Operations of the Transportation Agency of Garut Regency Garut Regency has a real effect on the Loyalty of Safety Operations Railway Crossing Safety Operations of the Garut Regency Transportation Agency (Y), so it is clear that the coefficient value of 0.422 exists and has been determined. that the coefficient value of 0.422 exists and has been tested individually and found to be significant. it turns out that there is a significant effect.

Operational Communication of Railway Crossing Safety Garut Regency Transportation affects the Loyalty variable Employee Loyalty of Railway Crossing Safety Operations of the Garut Regency Transportation Agency Transportation of Garut Regency with a coefficient of 0.368, this can be said that, if you increase 1 unit of Communication in Operational Safety of Railway Crossings of the Garut Regency Transportation Agency then the value of Employee Loyalty of Railway Crossing Safety Operations will increase Garut Regency Transportation Agency by 0.368 units.

In testing the above hypothesis, statistically it can be done by using the path analysis model test using the value of the variant based on appendix 4, the F value obtained based on the calculation is 34.887 if compared to the value of the variant. value based on the calculation is 34.887 when compared to the value of the F table which is 3.975, it is clear that H_0 is rejected. This means that the path analysis model can be used to explain the direct and indirect effects of the direct effect of Professionalism of Operational Work of Railway Crossing Safety Railway Safety Operations of the Garut Regency Transportation Office and Communication to Employee Loyalty. Employee Loyalty of Railway Crossing Safety Operations of the Garut Transportation Agency Garut Regency.

So it can be said that the simultaneous influence of Work Professionalism Railway Crossing Safety Operations of the Garut Regency Transportation Office Garut and Communication on Employee Loyalty Safety Operations Railway Crossing Safety Operations of the Garut Regency Transportation Office which amounted to 58.30%, is the sum of each direct and indirect effect. Direct influence of the first causal variable, namely Operational Work Professionalism Safety of Railway Crossings of the Garut Regency Transportation Office on Communication which amounted to 31.30% and the direct and indirect effects of the second causal variable, namely Communication the second causal variable, namely Communication to Employee Loyalty, which is 27% which amounted to 27%.

This section contains data (in brief form), data analysis, and interpretation of the results. Results can be presented in tables or graphs to clarify the results verbally because sometimes the display of an illustration is more complete and informative than the display in narrative form.

CONCLUSION

Professionalism of Railway Crossing Safety Operations Garut Regency Transportation Agency gives a Medium Criteria value, this value when viewed from the dimensions of Work Professionalism, then dimension that gives the highest value is the dimension of Competence which is Moderate, while the dimension that gives the lowest value is the dimension of Professionalism. Medium Criteria, while the dimension that gives the lowest value is the Efficiency dimension which is Low Criteria. Meanwhile, the one that gives the highest value is the highest is the indicator of carrying out his work in the dimension of Competence dimension which amounted to Low Criteria and which provided the lowest value lowest indicator Carrying out cost comparisons in the dimension of Efficiency which only gives a value of Low Criteria. This is seen from the ability of competence which is categorized as good, while what is still low is evident in the efficiency of the work. Still low is evident in the efficiency in carrying out cost comparisons.

Operational Communication of Railway Crossing Safety Garut Regency Transportation Agency gave a score of Medium Criteria. The response response is high assessment of the communication dimension, namely the dimension of social change which is Moderate Criteria (category high). and the lowest is the dimension of opinion change, which is Medium Criteria (high category). opinion change which amounted to Medium Criteria (high category). While the one that gives the highest score is the indicator of Communication Ideas that can be accepted by others in the dimension of behavior change, which is high (behavior change) which is equal to High Criteria and which gives the lowest value of the indicator the lowest value is the indicator of Trying to Make Ideas That Acceptable to Others in the dimension of behavior change (behavior change) which only provides a value of Low Criteria, this is seen that attitude change is categorized as good, while what is still low is evident in the support Trying to Get Ideas Accepted by Others.

Based on the respondents' assessment of the indicators of Loyalty Operational Employees of Railway Crossing Safety Garut Regency Transportation Office, it can be said that Employee Loyalty Operational Safety of Railway Crossings of the Garut Regency Transportation Agency Garut Regency can already be categorized as good, this can be seen from the cooperation with coworkers who are categorized as good, while those who are still low are evident in the use of time. still low is evident in the use of effective working time.

The Effect of Work Professionalism and Communication on Loyalty Operational Employees of Railway Crossing Safety Transportation Department of Garut Regency is 58.30% which can be categorized as having a fairly strong influence, and the rest is the remaining categorized as having a strong enough influence, and the rest is 41.70% is influenced by other variables not included in this study. this research.

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