

The Factors Effectiveness of Driving License Service Procedures

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Article	Abstract.
<p>Keywords: Driving; Effectiveness; License; Procedurer; Service.</p> <p>Article History Received: 2022-05-12; Reviewed: 2022-06-22; Accepted: 2022-06-24; Published: 2022-06-25.</p> <p>DOI: http://dx.doi.org/10.30659/jdh.v5i2.21279</p>	<p>The purpose of this study is to find out, examine and analyze what factors affect the ineffectiveness of the service procedure for making a driving license at the SIM issuance unit. In this paper, the author uses a normative juridical method with research specifications in the form of descriptive analysis. Based on the discussion, it is concluded that the assessment of the effectiveness of the service procedure for making a driving license is determined by 4 (four) indicators, namely resources, funds, facilities and infrastructure; the quantity and quality of the goods/services to be produced has been determined; service time limit; and service procedures. With the available resources, Satpas SIM Satlantas feel able to carry out SIM making services effectively. In the Satpas SIM Satlantas Polres environment, the SIM fee has been adjusted to the applicable regulations, namely PP RI No. 60 of 2016 concerning Types and Tariffs of Non-Tax State Revenue and is very firm for the prevention and prosecution of illegal levies from persons with indications of extortion within the Satpas SIM Satlantas environment. In addition, nowadays the issue of police operational funds has indeed become a polemic throughout Indonesia.</p>

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1. Introduction

In the era of globalization with conditions of competition that are quite tight and full of challenges, government officials are required to be able to provide the best service to the community and be oriented to the needs of the community. The quality of service to the community is one indicator of the success of government administrators¹. Service quality is a unique phenomenon, because its dimensions and indicators can differ among the people involved in the service. According to Azwar, to overcome the differences above, what should be used as a guide is the basic essence of service delivery, namely meeting the needs and demands of service users.²

Service quality refers to the level of service perfection in meeting the needs and demands of each customer/consumer. Azwar also explained that the needs and

¹ Hari Wibisono Condro and Achmad Sulchan, *Investigation Process Traffic Accident Offenders of Minors the Police Resort Kebumen*, *Jurnal Daulat Hukum*, Volume 2 Issue 3, September 2019, url: <http://jurnal.unissula.ac.id/index.php/RH/article/view/5672/3421>

² Ibid.

demands of service users were met. Thus, what is meant by service quality is that which shows the level of service perfection in creating a sense of satisfaction for each customer or consumer. Satisfaction can be interpreted as an effort to fulfill something or make something adequate.³ While Kotler defines satisfaction as a feeling of pleasure or disappointment experienced by someone after comparing the perception of the performance or results of a product with his expectations.⁴ From the above understanding it can be understood that the role of good service quality is very important and very influential, without the right service the product will be less attractive to customers/consumers.

The state as a public organization is basically formed for the administration of public services and is not intended to develop into a large one so that it kills other public organizations. Although public organizations have different characteristics from business organizations, there is nothing wrong in their operations embracing the paradigm adopted in business organizations, namely: efficiency, effectiveness, and placing the community as stakeholders who must be served as well as possible. The focus of the dynamics of service quality improvement lies in the satisfaction of the community here who act as stakeholders, therefore it is necessary to understand matters relating to the community.⁵

The implementation of making a driving license (SIM) has been carried out by the Police more than 50 years ago until now, in a period of more than half a century people have accepted the fact that the Police are the only agency that issues a driving license (SIM). For this reason, a driving license is the first and foremost requirement in driving a vehicle, because the frequent traffic accidents that have occurred so far have been caused, among others, due to negligence, unintentional, unintentional experienced by the driver. In general, traffic accidents involving private vehicles or public transportation are caused by several factors, including from the driver's side, pedestrian/road infrastructure that is not supported. However, the main factor for driver errors is not being careful when driving.⁶ Traffic accidents are commonplace in people's lives, but what is unfortunate is that it is not uncommon for the perpetrators to not have a driving license (SIM).⁷

A driver's license is proof of registration and identification given by the National Police to a person who has met the administrative requirements, is physically and mentally healthy, understands traffic regulations and is skilled at driving a motorized vehicle how to obtain it by completing several applicable requirements, as regulated in the police legislation, namely in the standard operating procedure for making a driving

³Tjiptono, Fandy and G. Chandra. (2005). *Service, Quality, & Satisfaction*, Yogyakarta: Penerbit Andi, p. 195

⁴Armstrong and Philip Kotler. (2003), *Manajemen Pemasaran*, Ninth Edition, Jakarta: PT.Indeks Gramedia, p. 61

⁵Abdul Talib Mustafa. (2017). *Kemitraan dalam Pelayanan Publik*, Yogyakarta: Calpulis, p. 16

⁶Ong Argo Victoria, Ade Riusma Ariyana. 2020. *Policy Analysis Study of the Traffic Accident of Criminal System which Make Loss of Life*, International Journal of Law Reconstruction, Vol. 4 No. 2, p. 136-144, <http://jurnal.unissula.ac.id/index.php/lawreconstruction/article/view/11382>

⁷Hesti Kristi Wahyudi and Sri Kusriyah, *Owner's Responsibilities of Vehicles Used as Illegal Public Transport When Traffic Accidents Happened*, Jurnal Daulat Hukum, Volume 4 Issue 1, March 2021, url: <http://jurnal.unissula.ac.id/index.php/RH/article/view/13693/5366>

license, which is based on the National Police Chief Regulation No. 9 of 2012 concerning driving licenses, as well as Law No. 22 of 2009 on Road Traffic and Transportation as a member of the National Police, especially the Traffic Police who will represent him, must be equipped with good knowledge, understanding and skills related to registration and identification of driving licenses. Along with the passing of the Reformation, Traffic Police services to the public in making a Driving License (SIM) are required to be more professional, procedural, moral and transparent as an effort to support these activities, among others, through training, upgrading and education. Police services, especially the traffic police, which are related to making a driving license (SIM) should provide services to the community in accordance with applicable regulations without discriminating between people from one another, in order to eliminate negative impressions in society, standard operating procedures are made driver's license. In terms of making a regulation or standard operating procedure regarding the issuance of a driving license (SIM), the Indonesian National Police always adapts to the times that exist in society. Services to the community in making a driving license are also carried out to improve the quality of life of the community, because in a modern society.

2. Research Methods

To conduct an assessment in this writing, the author uses a normative juridical method, with an emphasis on literature study. As a normative-based juridical writing, this writing is based on an analysis of legal norms, both law in the sense of law as it is written in the books (in the rule of law) and law in the sense of decided by judge thought judicial process (court decisions).). Thus, the objects analyzed are legal norms and statutory regulations.⁸

3. Results and Discussion

3.1. Factors Affecting the Ineffectiveness of the Service Procedure for Making a Driving License at the SIM Issuance Unit

The word effective comes from English, namely effective which means successful or something that is done successfully. Popular scientific dictionaries define effectiveness as the proper use, use or support of goals. According to the Big Indonesian Dictionary, effective is something that has an effect (consequent, effect, impression) since the enactment of a law or regulation. While the effectiveness itself is a state in which he is played to monitor. Law as a rule is a benchmark regarding the attitude of action or appropriate behavior. The method of thinking used is a deductive-rational method, giving rise to a dogmatic way of thinking. On the other hand, there are those who view the law as an attitude of action or behavior that is regular (steady). The method of thinking used is inductive-empirical.⁹

⁸Hartanto, H.; Victoria, Ong Argo; Chuasanga, A. *Maritime Transportation in Indonesian Policy*. p. 36–44, Jurnal Pembaharuan Hukum Unissula, Vol. 6, No. 1 (2019), <http://jurnal.unissula.ac.id/index.php/PH/article/view/4657>

⁹ Ibid

Public services will be of high quality if they fulfill the principles including rights and obligations; the arrangement of each form of public service must be adjusted to the conditions of the community's needs and ability to pay, based on the provisions of the applicable legislation; the quality of the output process and the results of the public service must be able to provide security, comfort, smoothness and legal certainty; and when public services are held.

Public services in good governance must meet the qualities that must be met. Existing public services must function to reduce (even eliminate) the role gap between the central organization and implementing organizations in the field. The number of existing staff / apparatus is appropriate, not less and not at the middle and upper levels so that public services can be right on target. The services provided must also bring the bureaucracy closer to the customer community. Some of the main principles that must be understood by public bureaucratic apparatus, the principles in public service include:

- The principle of accessibility, where every type of service must be easily accessible by every service user (for example: problems of place, distance and service procedures);
- The principle of continuity, namely that every type of service must be continuously available to the community with certainty and clarity of the provisions that apply to the service process;
- The principle of technicality, namely that each type of service process must be handled by officials who really understand the technicality of the service based on the clarity, accuracy and stability of the service system, procedure and instrument;
- Profitability principle, namely that the service process must ultimately be carried out effectively and efficiently and provide economic and social benefits for both the government and the wider community;
- The principle of accountability, namely that the process, product and quality of services that have been provided must be accountable to the community because government officials essentially have the task of providing the best possible service to the community.

Effective service in an administration, administrators must listen more than tell, serve rather than control. Means realizing organizational effectiveness, in achieving the goal required the existence of public services. This shows that service is important and main in serving the public. The government as the service provider and the public as the service recipient. The demand for service effectiveness is important to be implemented in accordance with the dimensions of services that are simple, clear and definite, open, efficient, economical and fair, as the embodiment of services implemented by government agencies such as the police.

The Police of the Republic of Indonesia are part of the functions of the State government in the fields of maintenance and security, public order, law enforcement, protection, protection, and service to the community. The existence of the Police Traffic Unit (*Satlantas*) is very much needed by the community to support the smoothness in making SIM, the demands of the community on the *Satlantas* Polri in order to improve services to the community is a must for the *Satlantas* Polri in order to realize good service quality, so what are the desires and expectations of service users will be achieved.

Quality service is one of the benchmarks of satisfaction that has an impact on public perception of police institutions that provide effective services. Forms of effective service between the community and service providers often have different perceptions. The community interprets an effective service if the service is comfortable, pleasant and the staff is friendly.¹⁰

The definition of a driver's license based on Article 77 paragraph (1) of Act No. 22 of 2009 concerning Road Traffic and Transportation is proof of registration and identification given by the National Police to someone who has met administrative requirements, is physically and mentally healthy, understands traffic regulations and is skilled driving a motorized vehicle. Everyone who drives a motorized vehicle on the road is required to have a driving license according to the type of motorized vehicle being driven. Permits that are personal, are permits whose contents depend on the nature or quality of the individual and the applicant for a permit such as a driving license (SIM).¹¹

Factors that influence the lack of effectiveness of the service procedure for making a driving license at the SIM Issuance Unit, correlated to an application of the theory of legal effectiveness. The effectiveness assessment process is determined by 4 (four) indicators, namely resources, funds, facilities and infrastructure; the quantity and quality of the goods/services to be produced has been determined; service time limit; and service procedures. The four indicators are described as follows:

- Resource
Human resources are every employee in the Administrative Administration Unit (Stapas) for a Driving License (SIM) for the Traffic Unit (*Satlantas*) of the Police who are on duty in the process of making SIM services, whether they are Civil Servants (PNS) or honorary employees. Human Resources are very influential in the service process for making a SIM in the Administrative Administration Unit (Stapas) for a Driving License (SIM) for the Police Traffic Unit (*Satlantas*), both in terms of quality and quantity. This is because the level of quality and quantity of these employees is influential in the process of carrying out service plans and work programs. The level of quality and quantity of employees has an effect on the process of running the Standard Operating Procedure (SOP) in the process of making SIM services.
- Fund
Funding resources are one of the most important factors in the running of the public service process. Funds are useful as a driving force for service programs. The funds are then used for the process of procuring goods and services to carry out the service process. The funds used here are sourced from the state as well as from the fees for obtaining a SIM from the community. However, it is constrained by the lack of funds, because in this case what is used is also intended for the investigation process within the scope of the accident, not to mention the maintenance of road markings. This makes managerial funding must be maximized and made efficient.
- Facilities and infrastructure
The existing facilities and infrastructure at the *Satpas* SIM *Satlantas* Polres are adequate. It was felt directly from the vehicles and computers used for the driver's

¹⁰Ridha, *Efektivitas Pelayanan Publik Pada Kantor Sistem, Jurnal Ekonomi dan Informasi Akuntansi (Jenius)*, Vol. 2 No. 2, 2008, p. 129

¹¹Adrian Sutedi. (2011), *Hukum Perizinan Dalam Sektor Pelayanan Publik*, Jakarta: Sinar Grafika, p. 175

license exam to the waiting room that was comfortable for the community. The existence and completeness of the existing facilities and infrastructure within the Administrative Administration Unit (*Satpas*) of the Driving License (SIM) The Traffic Unit (*Satlantas*) of the Police must also be in good condition so that it can be used properly in the process of implementing SIM management services.

- The Deadline for Producing Goods or Services has been Set

In this case, the time limit in question is a predetermined time limit until a public service process is completed. So, the service time limit for obtaining a Driving Permit (SIM) at the Administrative Administration Unit (*Satpas*) for a Driving Permit (SIM) for the Traffic Unit (*Satlantas*) of the Police has previously been determined. The existence of time certainty in public services is one indicator of effective public services.¹²

Service quality is often used to see how the service performance of public organizations is. Public service at the Police *Satlantas* SIM Affairs Office is one of the main tasks. The quality of service reflects the quality of the agency in carrying out its duties and functions. Through public services carried out for the community, the agency will be widely assessed by the community. Good service quality will create a good image of government agencies in the eyes of the people. Poor public services will not create a satisfaction in the community. From this it can be concluded and used as a benchmark where in realizing satisfaction in the community with the services provided, agencies and governments must be able to provide the best possible service by evaluating aspects of the quality of existing services. Therefore, the quality of service must include five dimensions developed by Parasuraman, which consist of physical evidence (tangibles), reliability (reliability), responsiveness (responsive), assurance (assurance), and empathy (empathy).¹³

Theoretically, the purpose of public service is basically to satisfy the community. The objectives of public services are: first, the realization of clear boundaries and relationships regarding the rights, responsibilities, obligations and authorities of all parties related to the implementation of public services; second, the realization of a proper public service delivery system in accordance with the general principles of good governance and cooperatives; third, the fulfillment of the implementation of public services in accordance with the laws and regulations; and fourth, the realization of legal protection and certainty for the community in public administration. To achieve this goal, public service providers are required to improve quality. Quality here is everything that is able to meet the wishes or needs of customers.

4. Conclusion

Assessment of the effectiveness of the service procedure for making a Driving License at the Police, determined by 4 (four) indicators, namely resources, funds, facilities and infrastructure; the quantity and quality of the goods/services to be produced has been determined; service time limit; and service procedures. With the

¹²Tyan Ludiana Prabowo dan Irwansyah, *Media Komunikasi Digital PolisiKu: Pelayanan Publik Polri kepada Masyarakat, Jurnal Studi Komunikasi*, Volume 2, Ed 3 November, 2018, p.143

¹³Surjadi. (2012). *Pengembangan Kinerja Pelayanan Publik*. Bandung: Reifika Aditama. p. 45

available resources, the *Satpas* SIM *Satlantas* Police feel able to carry out SIM making services effectively. In the *Satpas* SIM *Satlantas* environment, the SIM fee has been adjusted to the applicable regulations, namely PP RI No. 60 of 2016 concerning Types and Tariffs of Non-Tax State Revenue and is very firm for the prevention and prosecution of illegal levies from persons with indications of extortion within the *Satpas* SIM *Satlantas* environment. Besides that, nowadays the matter of police operational funds has indeed become a polemic throughout Indonesia. It is acknowledged by all parties that the overall police budget is indeed low. The police are required to work extra to reduce the crime rate as well as the number of motor vehicle accidents with such a minimal budget. This shows that there is a need for a special policy directly from the central government regarding the amount of budget in the police so that what is expected from the police can be achieved. The facilities and infrastructure that support the work of the officers in the Administrative Administration Unit (*Satpas*) for the Driving License (SIM) of the Traffic Unit (*Satlantas*) of the Police have been able to support the activities of these employees. Besides that, based on observations made by the author, the condition of the facilities and infrastructure is still very feasible to be used to support SIM-making service activities. One of the problems that arise is the lack of operational vehicles for the personnel of the Administrative Administration Unit (*Satpas*) for the Driving Permit (SIM) for the Traffic Unit (*Satlantas*) of the Police. Whereas in the process of making SIMs, there are still time lags, so the time set based on the SOP cannot be implemented effectively.

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