

The Influence of the "Female Evaluation Room" Program on Public Service Management and Public Satisfaction Level in Sim Services at East Kotawaringin Police

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Abstract. *Public service delivery within the Indonesian National Police, particularly in the issuance of Driver Licenses, faces increasing demands for higher service quality as the number of applicants grows and public needs become more complex. Challenges such as a high rate of failure in exams, limited understanding of procedures, and recurring complaints regarding service quality highlight the urgent need for an innovation that offers more educational, transparent, and effective service mechanisms. The "Kalakai Evaluation Room" program was introduced as a service innovation at the Traffic Unit of Kotawaringin Timur Police to provide coaching, structured feedback, evaluation, and technical assistance for Driver License applicants who did not pass the exam. This study aims to analyze the influence of the "Vacation Evaluation Room" program on Public Service Management and Community Satisfaction in Driver License services. A quantitative method with an explanatory design was employed. Data were collected through a validated and reliable Likert-scale questionnaire and analyzed using descriptive statistics and simple linear regression. The findings show that the implementation of the Kelakai Program falls into the "excellent" category, contributing to improved service effectiveness, resource utilization, staff productivity, and reduced complaints. The program also has a positive and significant effect on Public Service Management, reflected in improved dimensions of tangibles, reliability, responsiveness, assurance, and empathy. Moreover, it has a positive and significant impact on Community Satisfaction, indicated by enhanced public perceptions of service quality, speed and efficiency, accessibility, fairness, and facility comfort. In conclusion, the "Kalakai Evaluation Space" program serves as an effective innovative strategy to enhance the quality of Driver License services and elevate community satisfaction. Theoretically, this study underscores the importance of evaluation-based and coaching-oriented innovations in strengthening public service quality. Practically, the results recommend continuous program enhancement and replication across other police units to support more professional and responsive public service delivery.*

Keywords: Community; Driver; Public; Service.

1. Introduction

Public service is a form of service that fulfills the needs and rights of the community provided by the government or implementing institutions. Law Number 25 of 2009 concerning Public Services emphasizes that public services must be implemented with the principles of transparency, accountability, participation, and balance between the rights and obligations of the community and service providers (Law No. 25 of 2009 concerning Public Services, 2009). In addition, this law also stipulates that the community has the right to receive services that meet standards such as clarity, timeliness, and good service quality (Law No. 25 of 2009 concerning Public Services, 2009). Through effective and efficient public services, the government or implementing institutions strive to provide services that guarantee community satisfaction and the fulfillment of their rights (Ulum, 2018).

The Indonesian National Police (Polri) as a law enforcement institution has a vital role in maintaining order, security, and law enforcement in Indonesia (Law Number 2 of 2002 concerning the Indonesian National Police, 2002). The Polri is responsible for protecting, serving, and serving the community in accordance with its mandate. Law Number 2 of 2002 concerning the Indonesian National Police emphasizes that the purpose of the Polri is to realize public security and order, enforce the law, and provide protection and services to the community (Law Number 2 of 2002 concerning the Indonesian National Police, 2002). Through this function, the Polri is one of the main pillars in maintaining social stability in Indonesia, creating a sense of security, and building public trust in the legal system (M. Farhan et al., 2024; Imron, 2016).

The Indonesian National Police (Polri) is also responsible for providing various services to the public, one of which is the issuance and renewal of Driver's Licenses (SIM). The function of issuing a SIM is not only to validate driving ability but also to monitor driving safety in the community (Asmara, 2019). High-quality, transparent, and accountable SIM services will be an integral factor in shaping positive public perceptions of the Polri institution (Asmara, 2019; Prabowo & Irwansyah, 2018). Optimal service quality and a focus on public satisfaction not only reflect the Polri's commitment to carrying out its roles and functions but also strengthen its position as an institution that plays an active role in protecting, serving, and fostering the community (Wulan et al., 2022).

Over time, public demands for public services from the Indonesian National Police (Polri) have increased. The process of obtaining a driver's license (SIM) is often considered complicated by the public due to long waiting times, high failure rates in practical exams, and a lack of understanding of exam requirements and procedures (Saputro et al., 2022). Consequently, public complaints about the service provided by the Indonesian National Police (Polri) have increased, leading to a decline in trust and satisfaction with the role of the police (Primanto & Puspitasari, 2022; Saputro et al., 2022). This situation indicates an urgent need to improve the quality of driver's license

(SIM) services to better align with public expectations and ideal public service standards (Suryawan, 2018).

In an effort to improve the quality of service and support the police's mission to provide better public services, the East Kotawaringin Police initiated an innovative program called the "Kekakai Evaluation Room" or the SIM Practical Exam Practice Activity Evaluation Room (Decree of the East Kotawaringin Police Chief No. KEP/11/I/2024 Concerning Kekakai Innovation, 2024). This program is designed as a special room provided for SIM applicants who fail the practical exam or who want to prepare themselves before taking the exam.

equipped with video recordings of the applicant's practical exam, so that applicants can review any mistakes they made during the exam (East Kotawaringin Police, 2024c). In addition, this room also provides a question bank for the theory exam, which aims to improve prospective drivers' understanding of driving rules and road safety (East Kotawaringin Police, 2024c).

The Accident Evaluation Room innovation has the potential to provide significant benefits to driver's license applicants. From a public service perspective, this program provides a more in-depth evaluation process for driver's license applicants. Applicants can review recordings of their driving test and any errors they experienced, thus hopefully having a greater opportunity to understand the test requirements and correct any driving errors before retaking the test (East Kotawaringin Police, 2024c). In the long term, this could contribute to a reduction in the failure rate in the practical driver's license exam, which will ultimately improve service efficiency, reduce officer workload, and expedite the driver's license processing time.

Furthermore, this innovation is also expected to increase public satisfaction. The evaluation space provides a platform for the public to feel more supported in the driver's license application process, rather than simply being subjected to a rigid administrative process (East Kotawaringin Police, 2024c). By providing constructive feedback through evaluation recordings and a question bank, the public can be better prepared for the exam and experience transparency in the procedures implemented (Suryawan, 2018). High levels of satisfaction with driver's license services reflect the police institution's success in providing public services and can foster good relations between the public and the police (Primanto & Puspitasari, 2022; Saputro et al., 2022).

Although the program has been implemented, gaps in its effectiveness remain. The July 2024 "Kelakai" program report revealed a lack of schedule dissemination, resulting in only nine participants participated throughout the month, resulting in low public participation (East Kotawaringin Police, 2024a). Therefore, a review of the public service management aspect and the level of public satisfaction with this program is necessary.

The public service management aspect refers to how the Kelakai Evaluation Room can improve the operational efficiency of SIM services at the East Kotawaringin Police in terms of time management, reducing the number of exam failures, and reducing the number of retakes of practical exams. Meanwhile, from the public satisfaction aspect, it is related to the extent of the Kelakai Evaluation Room program's impact in increasing positive public perception of the quality of SIM services provided by the East Kotawaringin Police.

Theoretically, this research is related to two main theories: public service management theory and customer satisfaction theory. Public service management theory emphasizes that good service must be effective and efficient, and provide tangible benefits to the community (Raharjo, 2022; Sabaruddin, 2015). In this context, SIM services are expected to be implemented with simple procedures, short timeframes, and satisfactory results. Furthermore, customer satisfaction theory emphasizes that satisfaction will be achieved if the service received by the community meets their expectations (Sasongko, 2021; Tjiptono & Diana, 2022). Customer satisfaction in the context of SIM services includes satisfaction with service time, administrative processes, transparency, and assistance received during the service and examination process.

2. Research Methods

This study uses a quantitative approach focused on measuring the magnitude of the influence between variables through statistical analysis. The type of research used is associative explanatory research, which aims to explain the influence of independent variables on dependent variables through hypothesis testing (Sugiyono, 2018). Explanatory research seeks to uncover causal relationships in which independent variables are assumed to influence changes in the dependent variable (Yani Balaka & Abyan, 2022). The research aimed to examine the influence of the "Crash Evaluation Room" Program (variable X) on Public Service Management (variable Y_1) and Public Satisfaction Level (variable Y_2), both partially and simultaneously. The research not only describes the relationship between variables, but also measures the extent and significance of the program's influence on the effectiveness of public services and public satisfaction perceptions at the East Kotawaringin Police.

3. Results and Discussion

3.1. Research Results

1) Analysis of Respondent Characteristics

This study involved 100 respondents who were users of SIM services at the East Kotawaringin Police Traffic Unit. Descriptive analysis was conducted to describe the respondents' characteristics. The goal was to obtain a general profile of the service recipients, which would serve as a basis for understanding perceptions of public service

management and levels of public satisfaction.

Table Basic Characteristics of Respondents

Characteristics		Total
Sample (n=100)		
Number (n)	Percentage (%)	
Age		
< 25 years	19	19
25–40 years	34	34
> 40 years	47	47
Gender		
Man	62	62
Woman	38	38
Education		
High School/Vocational School	65	65
Diploma	13	13
S1	19	19
S2	3	3

Service Status New Extension

Have participated in the "Accident Evaluation Room" program

No Yes

55 55

45 45

34 34

66 66

Based on the results of the respondent analysis, the majority of respondents were aged 25–40 years (48%), indicating that SIM service users are predominantly from the productive age group. In terms of gender, men (55%) were slightly more numerous than women (45%), reflecting a tendency for higher driving activity in men. Respondents' education levels varied, but were predominantly by high school/vocational school graduates (65%) and bachelor's degree (30%) which shows that the majority of the community has a secondary to higher educational background.

Based on service status, 63% of respondents were new SIM applicants, while 37% were renewal applicants. Meanwhile, the majority of respondents (78%) had participated in service evaluation activities, indicating a relatively high level of public participation in the feedback process regarding the quality of public services.

2) Descriptive Percentage Analysis

a. "Accident Evaluation Room" Program

In the dimension of Resource Usage (*Resource Utilization*) scored 83.6% (good). This indicates that facilities, instructors, and training resources have been effectively utilized to support evaluation activities. However, several respondents still felt the need to optimize physical facilities, such as practice rooms and learning aids, to improve the comfort and effectiveness of program implementation.

Service Completion Time Dimension (*Service Completion Time*) obtained a score of 81.8%, which is considered good. This result indicates that the time required to implement program activities has been running efficiently. However, some respondents felt that the waiting time for service was still long. Employee Productivity Dimension (*Employee Productivity*) achieved a score of 84.8% (very good category). This indicates that the program has successfully improved the performance, discipline, and responsibility of service officers in carrying out their duties.

Complaint Reduction Dimension (*Complaint Reduction*) obtained a score of 85.4% (very good category). This shows that the program plays a significant role in reducing the number of public complaints regarding the SIM issuance process. The delivery mechanism Input and follow-up carried out transparently creates a positive perception of service quality.

Overall, the implementation of the "Accident Evaluation Room" program demonstrated excellent results, with an average score of 84.4%. The program's success is reflected in the effectiveness of goal achievement, resource efficiency, speed of service, increased employee productivity, and reduced public complaints. Findings indicate that the program can improve the internal quality of public services and strengthen the institutional image of the East Kotawaringin Police as an organization responsive to community needs and satisfaction.

b. Public Service Management

The Public Service Management variable (Y1) is used to measure the effectiveness, efficiency, and quality of public services at the East Kotawaringin Police Traffic Unit after the implementation of the "Evaluation Room" program. This instrument assesses five main aspects of public services which include physical evidence (*tangible*), reliability (*reliability*), responsiveness (*responsiveness*), guarantee (*assurance*), and empathy (*empathy*).

The analysis results show that public satisfaction with the implementation of the "Crash Evaluation Room" program is generally good, with an average score of 75.45%. This score indicates that the service provided has been running well in terms of procedures, speed, and the quality of staff interactions.

The aspect with the highest score was Facilities and Infrastructure, with a score of 75.80%, indicating that the facilities, infrastructure, and comfort of the service area were

deemed good by the public. The aspects of Speed and Efficiency, Fairness, Responsiveness, and Program Performance also showed good achievements, with scores ranging from 75.33% to 75.47%, indicating that the service process was fast, fair, and responsive.

The aspects of Service Quality (74.60%), Accessibility (75.00%), and Service Procedures (75.20%) are in the good category. Overall, the results of this measurement indicate that the "Room for Accident Evaluation" program has been able to create good and consistent public service implementation across various aspects. To achieve the excellent category, continuous efforts are needed to strengthen aspects of service quality, accessibility, and service procedures so that public service delivery is more effective, inclusive, and oriented to community needs.

3) Analysis of Influence and Testing of Research Hypotheses

a. Instrument Validity and Reliability Test

a) Instrument Validity Test

Content validity test (*Content Validity Index/CVI*) was conducted to ensure that each statement item in the research instrument had a high level of relevance to the construct being measured. Content validity was assessed by two experts (*expert judgment*) using a 4-point scale.

The assessment results are calculated using the I-CVI index for each item and averaged into S-CVI/Ave and S- CVI/UA for the entire instrument. Based on the criteria, an I-CVI value ≥ 0.78 indicates a valid item, while S-CVI/Ave ≥ 0.90 and S-CVI/UA ≥ 0.80 indicate good content validity at the instrument level.

b) Instrument Reliability Test

Reliability tests are conducted to assess consistency internal reliability of each research instrument, so that it can be ensured that the statement items in it measure the same construct in a stable manner. The reliability technique used is *Cronbach's Alpha* for Likert scale instruments and have many items. The instrument is declared reliable if the value *Cronbach's*

Very Reliable

The results of the reliability test show that the three instruments have very high internal consistency, indicated by the value *Cronbach's Alpha* ≥ 0.70 which indicates that all items in each instrument are positively correlated. The "Evaluation Room for Accidents" Program Effectiveness Instrument (X) (0.948) indicates that its items can represent the quality of program implementation consistently and reliably. The Public Service Management Instrument (Y₁) (0.964) shows a very strong level of internal consistency and reliably measures the dimensions of public service.

Community Satisfaction Level Instrument (Y_2) (0.939) also demonstrated excellent consistency and reliability in accurately measuring satisfaction. It was concluded that all instruments had very high reliability, making them suitable for use in research data collection.

b. Classical Assumption Test

a) Normality Test

The normality test was conducted to determine whether the data for each research variable was normally distributed. The normality test in this study used *Kolmogorov–Smirnov Test*(K–S) with a significance level of 5% ($\alpha = 0.05$). If the value $p\text{-value} > 0.05$, the data is considered normally distributed, and if the $p\text{-value} \leq 0.05$, the data is considered non-normally distributed. The following are the results of the normality test:

Table Normality Test Results

	Variables	Mean $\pm$ SD	p-value	Interpretation
Accident Evaluation" (X)	"Space" Program	3.702 $\pm$ 0.248	0.200 ^a	Normal
	Service Management	3.749 $\pm$ 0.292	0.200 ^a	Normal
Public (Y1)	Satisfaction Level	3.751 $\pm$ 0.290	0.200 ^a	Normal
Society (Y2)				

Note: * = Lower limit (lower bound) of the significance value; a = *Kolmogorov–Smirnov Test*(K–S)

Test results *Kolmogorov–Smirnov* shows that the three research variables have significant values $p\text{-value} > 0.05$, which means all data are normally distributed. Overall, the results of this normality test confirm that all research variables (X1, Y1, and Y2) meet the assumption of normality.

b) Linearity Test

The linearity test is conducted to determine whether the relationship between the independent and dependent variables is linear. This test is important because the linear regression analysis model can only be applied if the relationship between the variables shows a straight line or linear pattern. The test is conducted using *Test for Linearity* where if the value $p\text{-value}$ (Sig.) > 0.05 on the line *Deviation from Linearity* which means the relationship between variables is linear, but if the value $p\text{-value} \leq 0.05$, then the relationship between variables is not linear.

c) Heteroscedasticity Test

Heteroscedasticity test is conducted to determine Whether the regression model contains unequal variances of the residuals for each predictor value. The basic

assumption of a linear regression model requires that the residuals have constant variance (homoscedasticity). If the residual variances differ, heteroscedasticity occurs, which can reduce the validity of the statistical test results. Testing is performed using *Spearman Rho test* with the criteria if $p\text{-value} > 0.05$, then there is no heteroscedasticity (homoscedastic data), if $p\text{-value} \leq 0.05$ then heteroscedasticity occurs.

Based on the results of heteroscedasticity testing using the method *Spearman Rho Test* obtained value. The significance in both models is > 0.05 , which indicates that there are no symptoms of heteroscedasticity.

d) Autocorrelation Test

The autocorrelation test aims to determine whether There is a correlation between the error (residual) in one observation and the residual in another observation in the regression model.

Testing is carried out using *Durbin–Watson* with the criteria of DW value being around 2.00 meaning no autocorrelation occurs, DW value < 1.5 means positive autocorrelation occurs and DW value > 2.5 means negative autocorrelation occurs.

3.2. Testing the Influence and Research Hypothesis

1) Results of the Test of the Influence of the "Accident Evaluation Room" Program (X) on Public Service Management (Y)₁

Hypothesis testing was conducted to determine the extent to which the "Crash Evaluation Room" innovation program (X) directly and linearly impacts Public Service Management (Y₁). This analysis aims to determine the direction of the relationship (positive or negative) and the magnitude of the influence of variable X on Y₁. The analysis was conducted using a simple linear regression test on each pair of variables obtain an overview of the magnitude of the influence and direction of the relationship between the independent and dependent variables.

The decision-making criteria are based on a significance value (Sig.) < 0.05 , indicating a significant effect. If Sig. > 0.05 , the effect is considered insignificant and the hypothesis is rejected. If the regression coefficient is positive, the relationship between X and Y is positive.

Based on the table above, the value obtained is $R=0.874$, which indicates a very strong and positive relationship between the Accident Evaluation Room Program and Public Service Management. $R\text{ Square}=0.764$ means that 76.4% of the variation in changes in Public Service Management is explained by variable

X. The regression coefficient value (b) = 1.029 indicates that the Accident Evaluation Room Program has a positive and significant influence on Public Service Management. The regression equation formed is: $Y_1 = -0.059 + 1.029X$. This means that every 1 unit

increase in the score of the Accident Evaluation Room Program implementation will increase the quality of Public Service Management by 1.029 units.

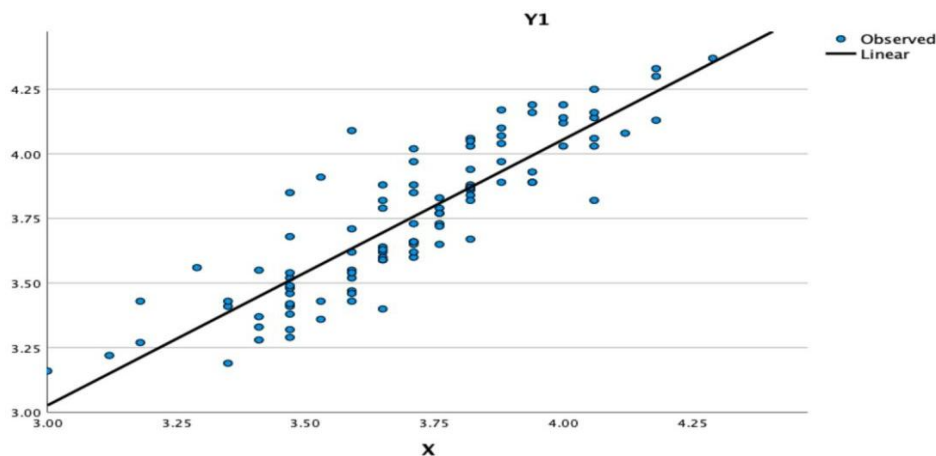


Figure Scatter Plot Relationship of X to Y_1

The image above shows a positive linear relationship between X and Y_1 , where the data points (*observed values*) spread around the linear regression line. Most of the data is close to the line, indicating a stable and consistent relationship between the two variables. The sig value ($p=0.000$) < 0.05 means that the regression model is significant, so the hypothesis "The 'Accident Evaluation Room' Program has a positive influence on Public Service Management at the East Kotawaringin Police" (H_1) is declared accepted.

2) Results of the Test of the Influence of the "Hazard Evaluation Room" Program (X) on the Level of Public Satisfaction (Y_2)

Hypothesis testing was conducted to determine the extent to which the innovation program "Crash Evaluation Room" (X) influences the level of public satisfaction (Y_2) directly and linearly. This analysis aims to determine the direction of the relationship (positive or negative) and the magnitude of the influence of variable X on Y_2 . The analysis was conducted using a simple linear regression test on each pair of variables.

The decision-making criteria are based on a significance value (Sig.) < 0.05 , indicating a significant effect. If Sig. > 0.05 , the effect is considered insignificant and the hypothesis is rejected. If the regression coefficient is positive, the relationship between X and Y is positive.

Based on the table above, the R value of 0.960 indicates a very strong and positive relationship between the Accident Evaluation Space Program and the Level of Public Satisfaction.

$Square=0.922$ shows that 92.2% of the variation in changes in public satisfaction is

explained by the implementation of the Accident Evaluation Room Program.

The regression coefficient value (b) = 1.126 indicates that the Accident Evaluation Room Program has a positive influence on the Level of Public Satisfaction. The regression equation formed is: $Y_1 = -0.418 + 1.126X$. This means that every 1 unit increase in the implementation of the Accident Evaluation Room Program will increase the level of public satisfaction by 1.126 units.

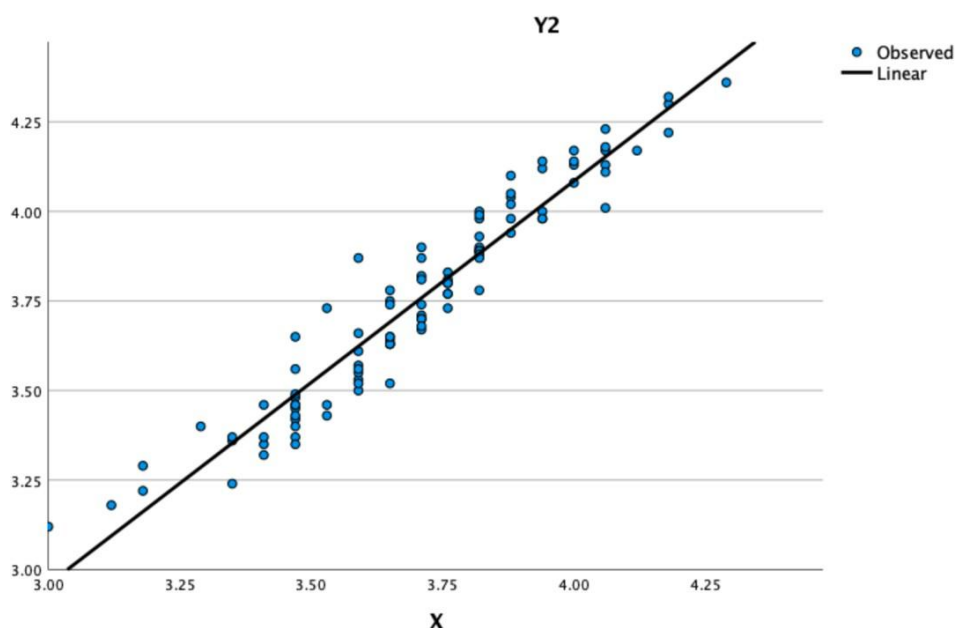


Figure Scatter Plot The relationship between X and Y2

Discussion:

The image above shows the distribution of data points that are very close to the linear regression line, indicating that the relationship between X and Y₂ is very strong, positive, and consistent. The sig value ($p=0.000$) < 0.05 means that the regression model is significant, so that the hypothesis H₂ which states "The 'Accident Evaluation Room' Program has a positive influence on the Level of Public Satisfaction in SIM services at the East Kotawaringin Police" is declared accepted.

1) The Influence of the "Hazard Evaluation Room" Program on Public Service Management

The results of the study indicate that the implementation of the "Hazard Evaluation Room" Program has a substantive impact on improving the quality of public service management at the East Kotawaringin Police Traffic Unit. The effectiveness variables of the "Hazard Evaluation Room" Program (X) and the quality of public services (Y₁) show a consistent pattern of achievement in terms of both values and public perception.

In the "Evaluation Room for Accidents" (X) program variable, all dimensions scored high, with an average of 84.4%, reflecting the program's effectiveness in achieving targets, utilizing resources, increasing employee productivity, and reducing the number of complaints. The results for the Public Service Management (Y_1) variable showed an average of 75.0%, with all aspects in the good category. The public gave positive assessments to five aspects of SERVQUAL, namely: *tangible*, *reliability*, *responsiveness*, *assurance*, And *empathy*.

The integration of the results of variables X and Y_1 shows that the "Room for Accident Evaluation" Program plays a strategic role in strengthening the quality of public service management. This program not only impacts the competence of SIM applicants but also improves internal mechanisms, enhances officer work discipline, clarifies service flows, and reduces public complaints. Therefore, this program can be seen as a service innovation model that combines individual development with organizational performance improvement, which has implications for the quality of public service at the East Kotawaringin Police Traffic Unit.

The results of the regression analysis indicate that the "Hazard Evaluation Room" Program has a very strong and positive influence on Public Service Management at the East Kotawaringin Police Traffic Unit. This influence ($R = 0.874$) reflects a strong linear relationship between the effectiveness of the "Hazard Evaluation Room" Program and the quality of services received by the public. This indicates that the successful implementation of the program contributes directly to improving the quality of service management, which includes aspects of responsiveness, reliability, assurance, empathy, and physical evidence of service.

The positive regression coefficient ($b = 1.029$) confirms that every increase in the program score will increase the quality of public services proportionally. This illustrates that the management Public services will experience significant improvements when program implementation is carried out in a more structured and responsive manner.

Overall, the results of this study provide empirical evidence that the "Crash Evaluation Room" program is an effective innovation in improving the quality of public service management at the East Kotawaringin Police Department. The program's high effectiveness, consistent positive impact, and significant contribution to service quality improvement make it a model intervention that can be replicated in other public service units facing similar challenges.

These findings align with various studies within the Indonesian National Police (Polri) that show that technology-based innovation programs, coaching, and mobile services also have a direct impact on the quality of public services. Nugraha et al. (2025) found in their research that the Mobile SIM Program implemented by the Indonesian National Police Traffic Corps (Korlantas Polri) was able to improve service effectiveness through a mobile service approach that reached the public outside of the Satpas (SaTPAS) office. This

innovation reduced queues, shortened service times, and expanded public access to SIM renewal services (Adi Nugraha et al., 2025).

The findings in Himawan's (2025) study on the SIM Cak Bhabin innovation at the Surabaya Police Headquarters, which attempts to bring SIM services closer to the community through the role of Bhabinkamtibmas, have been proven to increase accessibility, reduce brokering practices, and improve the quality of service interactions. The SIM Cak Bhabin innovation shows that a humanistic and close-to-the-community approach can increase public trust and strengthen service management through more effective interactions between officers and applicants (Himawan, 2025).

On the other hand, Ayudyawardani's (2024) research on SIMBOOK innovation at the Magelang Police shows that the provision of Faster, simpler, and more structured services can increase service efficiency and positive public perception.

Overall, the alignment between this research and various Polri service innovations suggests that innovative approaches designed to improve service flow, increase officer capacity, and provide a better service experience to the public directly improve the quality of public service management. The "Ruang Penilaian Kekakai" program is unique in that it focuses on *evaluative coaching*. The results of this study demonstrate that constructive coaching innovations have a significant positive impact on services within the Indonesian National Police (Polri). This reinforces the idea that service innovations relevant to the operational context of work units can be an effective strategy for improving the quality of public services.

2) The Influence of the "Hazard Evaluation Room" Program on Public Satisfaction Levels

The research results show that the implementation of the "Crash Evaluation Room" program was categorized as very good, with an average score of 84.4%. This achievement indicates that the program has functioned effectively as a coaching, reflection, and improvement mechanism for SIM applicants who have not yet passed. These findings suggest that a feedback-based approach and targeted practice can provide significant added value to participants' understanding of procedures and confidence in facing the exam.

In line with the findings on variable X, the assessment of the Community Satisfaction Level (Y_2) was also in the good category with an average score of 75.32%. This indicates that the community assesses that the services they received through this program have met the expected service quality standards. The relationship between variables X and Y_2 shows logical consistency, namely when program implementation runs well on the target dimension, productivity, time efficiency, and reduction of complaints, so that the public also shows a positive level of assessment of the quality of service they receive.

The results of the regression analysis indicate that the "Hazard Evaluation Room" program

has a very strong and significant influence on public satisfaction levels. There is a very close relationship between the effectiveness of program implementation and the level of public satisfaction during the SIM service process. This strong relationship indicates that the better the program implementation, the higher the public satisfaction with the services received.

A positive regression coefficient ($b = 1.126$) indicates that improving the quality of program implementation will directly increase community satisfaction. This finding illustrates that the program not only provides technical benefits in the form of error understanding and training assistance, but also increases positive community perceptions of service quality.

These findings indicate that the "Room for Accident Evaluation" program provides a more focused, informative, and supportive service experience for driver's license applicants who have not yet passed the test. The coaching provided increases self-confidence, clarifies steps for improvement, and creates a more constructive interaction process between officers and the public.

These results are also consistent with the descriptive findings of variable Y_2 , which indicate that the public assesses that the program has been implemented well across all measured service aspects. Thus, the very strong relationship between the two variables is not only statistically proven but also aligns with the perceptions of service users in the field.

The research findings regarding the positive influence of the "Accident Evaluation Room" Program on Public Satisfaction Levels are in line with the results of recent studies conducted within the Indonesian National Police.

Research by Alam & Purnamasari (2024) shows that digitizing public services through the Traffic Corps Digital Application can improve the effectiveness of driver's license (SIM) services and encourage increased public trust and convenience. This reinforces the finding that innovative programs such as the "Room for Accident Evaluation" can improve the driver's license (SIM) applicant experience through a more systematic, targeted, and responsive service flow to user needs.

Research on innovation in online SKCK services at the Sidoarjo Police Department by Pangaribuan (2025) also showed a similar pattern. The implementation of innovation-based services has been shown to improve public perception of service quality, particularly in terms of ease of access, procedural clarity, and time efficiency (Pangaribuan, 2025). These research findings support the argument that police service innovation has a significant contribution to increasing public satisfaction (Pangaribuan, 2025).

The study confirms that the innovation model in Polri public services has a significant

impact on perceptions of service quality. The public values services that are structured, have a clear development process, and provide concrete solutions to obstacles in the driver's license (SIM) issuance process. This program not only simplifies the learning process for applicants who have not yet passed the exam but also improves professionalism, efficiency, and the quality of interactions between officers and the public.

Thus, empirical evidence from various Polri studies reinforces that public service innovations oriented toward community needs will directly increase public satisfaction and trust in the police institution.

4. Conclusion

The effectiveness of the "Crash Evaluation Room" program in improving service quality. The implementation of the "Crash Evaluation Room" program showed excellent performance with an average score of 84.4%. This illustrates that the program has been effective in improving service target achievement, resource utilization, service time efficiency, employee productivity, and reducing public complaints. The program, which is based on evaluation, direct coaching, and feedback, has been able to strengthen the internal quality of service at the East Kotawaringin Police Traffic Unit. Improvement in Public Service Management after the implementation of the "Evaluation Room" Program. Public Service Management (Y1) was in the good category with an average score of 75%. All measurable service aspects were of stable quality and were rated well by the public. These findings demonstrate that the "Evaluation Room" Program has had a significant impact on improving officer professionalism, service process effectiveness, and consistent implementation of SIM Standard Operating Procedures (SOPs). Increased Public Satisfaction after the implementation of the "Kelakai Evaluation Room" Program. The Public Satisfaction Level (Y2) is in the good category with an average score of 75.32%. All satisfaction components showed good values. This indicates that the public feels direct benefits from the Kelakai Program, particularly in the form of ease of understanding procedures, efficiency of service time, officer communication, and comfort of facilities.

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