

## **Quality of Driving License Service at the Palu Police Station**

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### **ABSTRACT**

Service is the process of fulfilling needs through other people's activities directly by becoming one of the indicators of government success towards the level of community satisfaction. This study aims to determine and describe the quality of driving permit services at the Palu Police Station. This study uses a descriptive qualitative research, in which this study attempts to reveal facts that are accurate and factually systematically about the service of a driver's license at the Palu Police station. This study uses the theory of Parasuraman, Zeithmal and Berry with indicators of direct evidence of direct evidence, reliability, responsiveness, assurance, attention. Data collection techniques are carried out through field research which includes observation, interviews and documentation. The technique of determining the informants in this study using purposive. Analysis of the data used is data reduction, data presentation and drawing conclusions. The results of this study indicate that, in general the officers making SIM in the Palu Sat Satas office are relatively fast and precise in providing information, and also in terms of the guarantee of the Palu police SIM management officers very maintaining public trust by not accepting bribery efforts in any form because rules for lawbreakers have been regulated in accordance with the article, although there are still a number of things that need to be addressed by the Palu Traffic Police Unit, such as the lack of instructions or in terms of direct evidence which says the buildings used are small.

**Keywords:** Service quality; direct evidence; reliability; responsiveness; assurance; attention

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### **INTRODUCTION**

Regional government (autonomous region) is a part, a jurisdiction of a state that has no power (authority / authority) other than what has been given by the central government (State), and if the autonomous region exceeds the limits of authority that has been given through legislation, the autonomous region can be pursued continuously by the central government (the State) as a higher power, where the regional government is the head of the region and the regional people's representative council, hereinafter referred to as an autonomous region is a legal community unit that has certain boundaries. entitled, authorized and obliged to regulate

and manage their own households in the ties of the Unitary State of Indonesia in accordance with statutory regulations (Arfa'i, 2007; Badjido & Samad, 2014; Mardiasmo, 2006).

Positive and quality service, empirically on the one hand will create satisfaction, happiness and welfare of the community which in turn will be able to realize the goals of community development (Akib, 2014; Gani, 2014; Hasbi, 2016). Service is also one of the human needs in life, both self-service and through the work of others. Service is the process of fulfilling needs through other people's activities directly by becoming one of the indicators of government success towards the level of community satisfaction, although realizing overall satisfaction is not young (Agi, Kahar, & Akib, 2015; Akhmad, 2016; Ismail & Darwis, 2016)

(Law of the Republic of Indonesia Number 25 of 2009) is a law governing the principles of good governance which is the effectiveness of the functions of the government itself. Public services carried out by government or effective coordination can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, increase environmental protection, be wise in the use of natural resources, deepen trust in government and public administration.

The state is obliged to serve every citizen and population to fulfill their basic rights and needs within the framework of public services which are mandated by the 1945 Constitution of the Republic of Indonesia. Building public trust in public services carried out by organizing public services is an activity that must be carried out in line with expectations and demands of all citizens and

Population on improving public services, as an effort to reinforce the rights and obligations of each citizen and population and the realization of the responsibility of the State and corporations in the provision of public services, the need for legal norms that provide clear regulation, in an effort to improve the quality and guarantee the provision of public services in accordance with the general principles of good governance and corporation and to provide protection for every citizen and citizen from abuse of authority in the abuse of public servants. Talking about service quality, many factors need to be considered in improving service quality. (Daraba, 2015; Niswaty & Saleh, 2015; Toding, Niswaty, & Akib, 2015).

The quality of public services in making a driving license is very important to be considered by the POLRI because the implementation of good service will produce services that are in accordance with the desired standards, as well as what is expected from the Palu Traffic Police Sat Lantas and the people who will take care of SIM. Efforts to improve the quality of services must be carried out consistently with due regard to the needs and expectations of the community, so that government services to the community can always be provided quickly, precisely, friendly and easily implemented and non-discriminatory.

## **METODE PENELITIAN**

This type of research is a qualitative descriptive study. The types of data used are primary data and secondary data. Data collection techniques used are observation, interviews, documentation and triangulation. Data analysis consists of data collection, data condensation, data presentation and drawing conclusions.

## **RESULT AND DISCUSSION**

The purpose of the application of service standards in the management of a driving license is so that every community that comes in making a SIM feel comfortable so that the process of making a SIM can run well in accordance with the standards that have been set. Improving services to the community by applying the vision of the Palu Police Precinct Satas itself which aims to create good service so that a good relationship between the SIM-making

officer and the community comes to make a SIM. Thus to see how the quality of driver's license service at the Palu Police Station.

### **Direct Proof**

Based on the research results direct evidence is in the category of less than the maximum this is evidenced by the still lack of building size and the smallness of the place used in the practical test because it was moved to place the management of the SIM from the Palu Mayor's Office to the Palu Lantas Sat Satas Office.

### **Reliability**

Briefly can be interpreted as the ability to provide services that are accurate, timely, and reliable. Reliability meant in this research is that the officer is able to carry out the promised service accurately, accurately, reliably, consistently and in accordance with the service, based on the results of the research, it can be said that the maximum

### **Responsiveness**

Briefly it can be interpreted as a willingness to help customers by providing good and appropriate services in achieving quality service at the Palu Traffic Police Office. Based on the results of the research, the responsiveness is in the maximum category.

### **Guarantee**

Based on the results of the study in terms of the guarantee of the Palu police station SIM management officers maintain the community's trust by not accepting bribery in any form because the rules for violating the law are in accordance with the applicable rules.

### **Attention**

Based on the results of the research aspect of attention is in the category of less than the maximum this is evidenced by the existence of test participants who said the lack of clarity of the instructions given, causing no graduates for the SIM test participants themselves.

### **Discussion**

Direct evidence is the ability of the hammer police office in showing its existence to external parties. The appearance and capability of the company's physical facilities and infrastructure and the condition of the surrounding environment are tangible evidence of the services provided by the service provider. This includes facilities (buildings, warehouses and others), technology (equipment and equipment used), and employees. Briefly can be interpreted as the appearance of physical facilities, equipment, personnel, and communication materials. Reliability (reliability) is the ability of the Palu Police Station to provide services as promised accurately and reliably. Must be in accordance with customer expectations means timely performance, service without errors, sympathetic attitude, and with high accuracy. Responsiveness, which is a willingness to help provide fast and appropriate services to the community, by delivering clear information. Letting consumers wait without clear reasons and cause negative perceptions of service quality.

Guarantee (assurance), namely knowledge, courtesy compensation, and the ability of Palu District Police officers to generate trust in the community. Consists of components: communication, credibility, security, competence, and courtesy. Briefly can be interpreted as the knowledge and hospitality of officers and the ability of employees to be trusted and believed. Attention (empathy) is a requirement for caring, giving personal attention to the community, namely giving sincere and individual or personal attention given to the community by trying to understand the wishes of the community where the Palu Police Station is expected to have an understanding and knowledge of the SIM management participant, understand the needs the community specifically, and have a comfortable operating time for the community.

## CONCLUSION

Based on the results of the study it can be concluded that the quality of service in the Palu Sat Satas Police Office has not been maximized when viewed from the aspects of direct evidence, reliability, responsiveness, assurance and attention.

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