



Original Article

Analysis of the Quality of Bojonegoro Police Traffic Service in Making Driving Licenses and the Existence of Driving Licenses Brokers in Bojonegoro

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Abstract:

Research on Analysis of the Quality of Services for Making Driver's Licenses (SIM) at the Bojonegoro Police Station and the Existence of Driver's License Brokers. Qualitative methods with interview and field observation techniques are used, and this study uses five indicators of service quality according to Parasuraman, namely realism, responsiveness, assurance, empathy, and tangibles. The results of this study show that the SIM-making service at the Bojonegoro Police Station is adequate. Especially in terms of clarity of information, professionalism of officers, and transparency of costs. Regarding the existence of SIM Brokers in Bojonegoro, they have been successfully suppressed through strict supervision and strict sanctions against the individuals involved. However, several obstacles, such as long queues due to a manual system and the lack of digital services, are still challenges.

Keywords: Quality of Services, Driver's Licenses, Driver's License Brokers

Introduction

An international driving license is a driving license that is valid internationally in the country that issues the international driving license. The International Driver's License is valid in 92 countries that comply with/recognise, sign, succeed and ratify the 1968 Vienna Convention (Collectio, n.d.) . The basis for the publication of international driving licenses is the United Nations Convention on Road Traffic (Vienna Convention on Road Traffic in 1968), which is a refinement of the Geven Convention on Motor Traffic in 1949([United Nations, 1993](#)).

The issuer of international SIMs in Indonesia is the National Police, and they have a validity period of three years 1949([United Nations, 1993](#)). In Indonesia, a driver's license is proof of registration and identification given by the National Police to someone



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who has met administrative requirements, is physically and mentally healthy, complies with traffic regulations, and is skilled at driving a motorised vehicle ([Polri, 2021](#)). A driver's license (SIM) is a mandatory component that must be owned by all drivers on the road, both-wheeled or four-wheeled. Drivers must have a driver's license so that they don't get ticketed on the road. Moreover, the SIM itself is legal proof that someone is allowed to drive. Vehicles on the road with adequate capabilities, thereby minimising traffic accidents ([Ii et al., 2012](#))

Figure 1. Number of SIMs in Indonesia in 2017-2021

Nama Data	2017	2018	2019	2020	2021
SIM A	3.372.561	3.974.924	4.139.101	3.798.943	4.043.166
SIM B1	118.692	103.625	91.328	91.476	95.519
SIM B2	35.729	18.054	14.350	13.754	14.661
SIM C	8.042.225	8.855.521	9.304.885	7.844.853	7.501.763
TOTAL	11.569.207	12.952.124	13.549.664	11.749.026	11.655.109

Source: Databooks.Katadata

From the picture above, the total number of SIMs in 2017-2021 reached 11,655,109 registered SIMs. In 2023, the number of motorised vehicles in Indonesia will increase significantly, according to the Central Statistics Agency (BPS); in 2023, there will be at least 157 million motorised vehicles in Indonesia. East Java itself will be the province with the most cars in 2023, with a total of 24 million motorised vehicles, with motorbikes being the most dominant ([Gilang, 2024](#)). Bojonegoro Regency itself is not included in the top five regions in East Java, with the highest number of vehicles, a total of 544,857 cars in 2023 ([Jatim, 2023](#)).

Tax service data manager (PDPP) Samsat Bojonegoro noted that the number of motorised vehicles in Bojonegoro increased by an average of 1,500 units each year. Data as of September 2024 recorded the number of cars in Bojonegoro at 37,543 units unit ([Jauhari, 2024](#)). Based on the number of vehicles recorded, it must be proportional to the legalisation of driving. The Bojonegoro Police Traffic Police's SIM Administration Unit recorded that from January to October 2024, a total of 6131 SIMs were issued.

Table 1. Number of SIMs in January – October 2024 Bojonegoro

No	Bulan	Pembuatan SIM Baru			Jumlah
		A	B	C	
1	Januari	90	8	570	668

2	Februari	59	12	325	396
3	Maret	65	15	518	598
4	April	58	11	385	454
5	Mei	47	19	458	524
6	Juni	53	19	487	559
7	Juli	53	14	979	1046
8	Agustus	91	16	745	852
9	September	30	4	417	451
10	Oktober	38	8	537	583
Total		584	126	5421	6131

Source : Data by researchers

The table above shows the high number of SIM applicants in Bojonegoro. The high number of SIM applications must be balanced with good service quality so that it can create a sense of satisfaction and trust from the public. Service quality is the expected level of excellence and control over that level of excellence to fulfil customer desires ([Tjiptono, 2008](#)). Public services in the security sector, one of which is traffic security, is the task of the Indonesian National Police. If we look at it in general, the functions and duties of the Police are comprehensive and varied, but what will be devoted here is the Traffic Unit, better known as the Traffic Unit (Satlantas), which is a unit within the Indonesian National Police which is the element that carries out the main tasks that are under the Resort Police. One of the tasks of this unit is the implementation of the issuance of driving licenses, better known as Driving Licenses (SIM). Based on traffic law regulations, article 77, paragraph 1 of Law No. 22 of 2009, every Indonesian citizen who drives a motorised vehicle on the road is required to have a driving license according to the type of motorised vehicle used ([SHELEMO, 2023](#))

The quality of public services always prioritises the interests of the community as customers. Customers in this context are the community or all people who demand and use public goods products, especially with regard to the ability and reliability to provide reliable, helpful services and provide services quickly and precisely. And responsive.

in accordance with the announcement conveyed by the ranks of the Bojonegoro Police Traffic Unit in the Village Voice ([Desa, 2024](#)) stating their commitment to providing excellent service to the community, and through The official attachment to Sippn.menpan.go.id states that the Bojonegoro Resort Police (Polres) continues to strive to ensure that every citizen who needs administrative services has a permit. Driving

(SIM) can be served quickly and professionally ([Sholikhah, 2024](#)).

Biometric analysis using Vosviewer reveals that the topic of the relationship between service quality and the production of a driving license (SIM) is still rarely found in previous research. Keyword mapping and publications show that this topic has not been widely explored, and only a few articles link service quality to the SIM creation process, this opens up opportunities for further research.

Figure 2.1 *Network Visualization*, Source VosViewer 2024

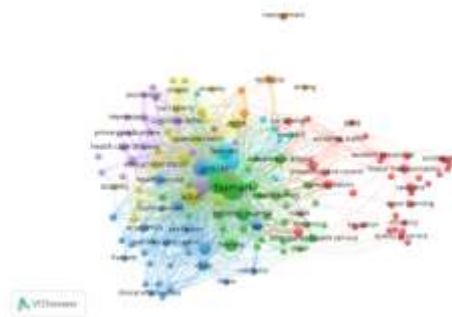
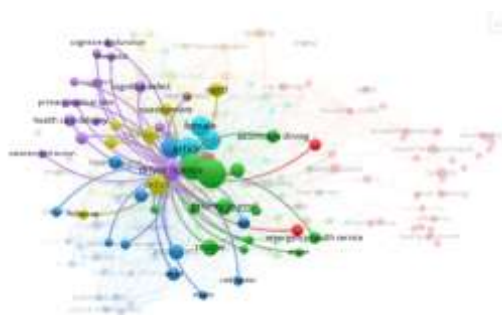


Figure 2.2 *Strength of network service keyword "service of quality and Driver license"* by Scopus Database. Source: VosViewers 2024



Based on the information in Figure 2 above, it shows the updated relationship between Service Quality and the production of a Driving License (SIM). Judging from the network, the keywords "service quality" and "Driver's license" do not show any connection. This can show the emergence of updates that researchers are studying in this research because the keywords used by researchers have never been used in previous research sebelumnya ([Arrunda, 2022](#)).

Bojonegoro Satpas continues to provide improvements in service quality and ease of SIM processing, in order to suppress and even eradicate existing fraudulent practices. The dishonest practice referred to by the researchers is SIM brokers, which are illegal actions that mediate the management of something by expecting a reward in the form of wages. The phenomenon of brokering continues to exist in society ([Mulya](#)

[Agustina & Priyadi, 2021](#)).

SIM broker services are SIM-making services that involve SIM-making officers who are willing to take care of SIMs without following applicable procedures, awareness of the importance of following SIM making procedures will minimise driving violations and even driver accidents, licensed drivers have driving skills that will influence behaviour and tension in driving ([Yang et al., 2024](#)). The various advantages and conveniences of legally making a SIM are still considered difficult to implement. In fact, the cost of making a SIM through a broker is greater than the cost of making a SIM, which is not a barrier to getting a license instantly. This is the author's curious point because there are many people interested in SIM brokers' services, especially in Bojonegoro Regency.

Methods

As a reference for this research, researchers use qualitative analysis methods. Qualitative research is the use of descriptions in the form of words and unique language contexts to understand what research subjects experience, such as behaviour, perceptions, motivations and actions ([Krisnan, 2021](#)). The reason the researcher used the Qualitative method was to determine the quality of SIM making services at the Bojonegoro Police Traffic Unit and the existence of SIM brokers in Bojonegoro so that they could understand this phenomenon as a whole. Researchers use the theory of service quality indicators proposed by Parasuraman that the concept of service quality is related to satisfaction which is determined by five elements which are commonly known as service quality term "RATER" (responsiveness, assurance, tangible, empathy, and reliability) ([Parasuraman, 2001](#)). The location of this research is the Bojonegoro Police Traffic Unit, which is located at Jalan Imam Bonjol No.08, Ledok Kulon District. Bojonegoro, East Java.

This research has two data sources: primary and secondary. Primary Data sources are Information obtained through direct observation at the research location, as well as the results of interviews and discussions. In this context, the main research informant is a source who is chosen because he is considered to understand and be involved in managing the program that is the focus of the research.

Secondary Data Sources are data obtained from reports, books/notes, social media, print media, electronic media, and legislation related to the problem being researched. Included in this source are service operational standards and data from activities associated with SIM services. The technique for determining informants is carried out using purposive sampling, namely selecting, based on criteria. These informants are

most suitable for explaining the researcher's problems and questions ([Ylona Chun tie, Melanie Birks, 2019](#)). The sample selection criteria are: 1) The informant is a SATPAS officer at the Bojonegoro Police Traffic Unit; 2) The informants are people who are SIM applicants at the location. Data validity is carried out using method triangulation, which is a form of data validity by utilising comparisons based on sources, methods and theories ([Fusch et al., 2018](#)).

Results

As an agency that takes care of the needs of the community in the field of traffic and driving safety, especially in terms of making driving permits, the Bojonegoro Police Traffic Unit is an agency that plays a crucial role, for this reason it is necessary to have awareness and high standards of quality of public service. This research aims to find out the quality of service provided by the Bojonegoro Police Traffic Unit to the community, especially in making SIMs and efforts to eradicate SIM brokers in Bojonegoro itself. The author will include secondary and primary data obtained based on research indicators in the results and discussion of the Analysis of the Service Quality of the Bojonegoro Police Traffic Unit in Making SIMs and the Existence of SIM Brokers in Bojonegoro.

Reliability

Reliability is the ability to provide promised services accurately and consistently. Reliability in making SIMs, especially in making SIMs at the Bojonegoro Police Traffic Unit, refers to the reliability and consistency of the SIM making process. The SIM making service process starts from the registration process, the registration process must be straightforward to understand for the SIM making applicant

"The notification of the registration process for making a SIM in Bojonegoro is obvious, regarding documents and other requirements, you can ask directly to the service officer, you can even read it on the official National Police website regarding the requirements needed" (P.N, Head of the Police Traffic Security Division Bojonegoro) the answer given by the officer is in line with the answer given by the public who are applying for a new SIM C at the traffic police "The information provided by the officers is good, and easy to understand because the files that are needed are only personal data and several health tests and physical tests. The banners attached to the traffic police also provide a lot of information related to driving license information, and if the public is confused, you can easily ask the officer" (A, new SIM applicant)

The service of officers in the field is also a reliable indicator of service quality, regarding how officers provide accurate and adequate information during the

registration and testing process. "For service, officers themselves must be aware that we are community service officers who must serve according to applicable SOPs" (Pn, Testing officer) this is in line with the answers given by the SIM applicants whom the researchers interviewed.

"In my opinion, the service at the traffic police is adequate, the officers are also quite friendly, even now getting a SIM can be done in one day" (pt, SIM applicant)

From the information above regarding Standard Operating Procedures (SOP) for processing SIMs and Administrative Requirements for SIM Applications at the Bojonegoro Police Traffic Unit, it is clear how procedures are established to minimise fraudulent practices in making SIMs. After the Administrative Requirements are fulfilled, the Applicant continues with the next test, namely the practical driving test that has been provided in the field of examiners. In order to make it easier for prospective SIM C Applicants to take the practical test, the National Police Traffic Corps has changed the Zig-Zag and number 8 tracks to an S-shaped track. carried out by the Bojonegoro Police Traffic Unit ([BOJONEGORO, 2023](#)).

Assurance

Guarantee or assurance in the context of public services is a dimension of service quality that shows the knowledge and knowledge capabilities of officers in providing convincing and trustworthy services. The assurance component includes expertise, trust and professional attitude. Guarantees in the context of SIM making services provided by researchers include guarantees of data security and privacy, and guarantees of cost transparency, these are implemented in order to build public trust. "Of course, we guarantee data security and privacy with applicable SOPs, we can ensure that all personal data provided is not disseminated for personal gain or crime." (Pn, trial officer) Based on the statement above, a synchronised answer was given by a security guard visitor who wanted to apply for a driver's license: "I already believe that regarding data security guarantees, of course, the implementing officers are also law enforcement agencies, so there must be separate regulations not to disseminate the personal data of any visitors." (S, SIM applicant)

In addition to guaranteeing data security, the next guarantee indicator is guaranteeing transparency. This will create trust between the relevant agencies, namely the Bojonegoro Police Traffic Unit and the SIM applicant community, and it will ensure that the process is fair and open. Transparency regarding clear procedures regarding information about the steps for making a SIM, conditions for making it, overall time for making it and costs.

"The transparency that often makes people doubt our services is about the intervention

of third parties or often called brokers, people have a bad view of making a SIM which is difficult to get through so they prefer to carry out transactions with third parties" (Pn, officer test field)

Guarantees in SIM-making services, such as data security guarantees and cost transparency, are essential aspects of building public trust. By implementing SOPs that guarantee the confidentiality of personal data and procedures that are clear and free from interference from third parties (brokers), Satpas strives to create services that are professional, fair and trustworthy.

Tangibles

Tangibles is one dimension of service quality, which includes aspects that can be seen and felt by customers, such as physical facilities, equipment, staff skills, and communication materials used in providing services. "Adequate facilities are of course, an added value for the Bojonegoro traffic police themselves and support satisfaction for the driving license community, complete and clean facilities make people feel comfortable while waiting their turn" (Pn. Trial officer) the statement conveyed was in line with the respondent's answer

"The spacious waiting room and clean room are enough to make SIM administrators feel comfortable, and reduce feelings of boredom, especially when waiting in long queues, the air conditioner must always be turned on (A. SIM applicant)

Other physical evidence that supports the quality of service is practical driving test equipment such as test vehicles, tracks that comply with standards and computer equipment that functions properly. "Practical trials use vehicles that officers have provided, but if the applicant wants to use a private vehicle, the officers are also invited to do so, but it must meet the standards that have been set. Apart from that, we also ensure that equipment such as computer machines and printing machines for making SIMs are functioning optimally to speed things up. Registration, data verification, and SIM printing" (Pn. Trial field officer)

From the answers given by the officers, the answers from the public as SIM applicants became accurate evidence that the officers provided "starting from the comprehension test or psychological test, everything went smoothly without any problems." (S. SIM applicant)

The satisfaction seen from positive respondents can increase satisfaction with the services provided by the Bojonegoro Police Traffic Unit.

Empaty

Empathy in service quality, according to Parasuraman, is the attention given

individually to customers, including understanding their needs and a willingness to provide personal attention. "We really uphold service empathy, because our obligation as public servants is to prioritise service ethics and empathy" (Pn. Test officer). This is in line with the response given by (S. driver of SIM)

"The level of attention given by the officers is quite good, we as a community feel appreciated, the friendly form of service makes it an added value that I feel" (S. SIM Applicant)

By understanding and responding to the applicant's needs and feelings, officers can not only create a positive experience but also build public trust in the Bojonegoro Police Traffic Unit. Furthermore, through an empathetic attitude, they can make public services more responsive, thereby meeting community expectations.

Responsiveness

Responsiveness is one of the essential dimensions in assessing service quality, especially in the context of creating a SIM; this indicator covers the agency's ability to respond to the applicant's needs and expectations quickly and effectively. In the responsiveness indicator, there are several important aspects, including speed of service and service availability. "We always optimise the speed of service to provide the best service, and we try to ensure that all SIM applicants get the results on the same day" (Pn. Theory test officer). Not only did officers respond to the speed of service, but respondents applying for SIM also provided their responses. "In my opinion, the speed of obtaining a SIM is excellent, because in just one day you can get a driving license (SIM), but it depends on whether the psychological test process and driving practice are successful or not" (pt, SIM applicant).

following is the Service System, flexibility in operational hours and the existence of online services for registration and tracking application status are essential aspects of responsiveness, by providing easy access, Bojonegoro Satpas can better meet applicant needs.

"The Bojonegoro security service system still uses a manual or queuing system, the entire process of applying for a driver's license must be carried out entirely at the Satpas, for the online-based service itself, the only thing that can be accessed is the psychological test so that the psychological test can be carried out anywhere" (Pn . The officer in the field of theory testing) related to this statement. Nearly all SIM making still uses a manual system, especially in the long queues, online-based SIM making itself has not been implemented at the Bojonegoro Satpas. "Online SIMs have only been implemented in big cities such as Jember, Surabaya, Malang and other towns. "From this information, the service system requires people applying for a SIM to come directly

to the Bojonegoro Satpas.

"The queuing system is still a problem, perhaps not from the queuing regulations but from the high number of applications for driving licenses to be made and extended at the traffic police itself, which makes me and perhaps other people bored" (Pt. SIM applicant) apart from that, other sources are also making applications. SIM gave almost the same answer regarding queues "I have to come very early to avoid very long queues" said (S, SIM applicant) From the statement above, researchers can conclude that the aspect of responsiveness in the quality of SIM making services is essential to create satisfaction and trust in society. By increasing the speed, readiness and availability of services between officers and applicants, we can provide a better form of service and meet community expectations. However, in terms of service availability, Bojonegoro Satpas is still behind big cities, but this can be covered by the readiness of officers to provide adequate services. Professional and able to understand the forms of community needs.

Existence of Brokers

The definition of a broker, according to the Big Indonesian Dictionary, is a person who acts as an intermediary and provides services to arrange something based on wages (KBBI, n.d.) What is meant by a broker in this discussion is a SIM broker, a SIM broker is an individual who offers services to assist in the process of making a SIM by making the procedure easier, often through unofficial channels. It is no longer taboo to get a driver's license using the services of brokers. There are several reasons why people usually use the services of brokers, including urgent needs, field tests that are considered too complicated, or wanting everything quickly and instantly (Ramadhan, n.d.)

To eradicate the practice of SIM brokers, firm steps are needed, such as increasing the transparency and efficiency of SIM services, educating the public about official procedures, as well as taking firm action against individuals involved in brokering practices through strict supervision and law enforcement, related to the statement above, especially the practice of SIM brokers in Bojonegoro from the officer's statement "The practice of SIM brokers in Bojonegoro has been eradicated, even from 2023, the Traffic Police will also have a slogan that is guided by every officer, namely (STOP EXTORTION) " (Pn. Trial officer).

Individuals involved in the practice of illegal levies or SIM brokers, especially members of the position, can be subject to administrative sanctions such as written warnings, postponement of promotions, transfers, or even dishonourable dismissal (PTHD). In addition, individuals involved are also asked to undergo mental and

personality development ([Integritas & Penerbitan, 2024](#)). By imposing strict sanctions, the practice of brokering becomes smaller until it can be declared victorious.

Conclusion

Based on the research information above, it can be concluded that the quality of the driving license (SIM) service at the Bojonegoro Police Traffic Unit has been running in accordance with the service standards set. Through service quality indicators such as Reliability, Tangibles, Assurance, empathy, and Responsiveness. Most services have met community expectations. Apart from that, various efforts are also being maximised to improve the quality of manufacturing services, including implementing strict standard procedures, enhancing the professional attitude of officers, and eradicating the practice of brokers.

Several technical obstacles, such as long queues and dependence on manual systems, still inconvenience applicants.

Main Obstacles:

A service system that is still manual presents a big challenge in creating a faster and more efficient process. Implementing online-based services can speed up the process and reduce long queues.

The public still has negative perceptions about the difficulty of practical tests and the application process, which is considered complicated. This triggers the use of broker services even though this practice has been eradicated thanks to strict supervision from the Bojonegoro Police Traffic Unit.

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