

RINGKASAN

Penelitian ini berjudul “Efektivitas Pelayanan Surat Izin Mengemudi (SIM) Di Kantor Satuan Lalu lintas Kepolisian Resor Kota Bekasi”. Penelitian ini dilatarbelakangi oleh masalah Sistem, prosedur dan metode yang rumit membuat proses pelayanan menjadi lama. Selain itu, profesionalisme dari satuan petugas (SATPAS) pelayanan surat izin mengemudi Polres Kota Bekasi yang masih dipertanyakan kinerjanya, serta Sarana dan prasarana yang kurang memadai yang menjadi bagian dari permasalahan yang terdapat di kantor pelayanan surat izin mengemudi Satuan Lalulintas Kepolisian Resor Kota Bekasi.

Tujuan dari penelitian ini yaitu untuk mengetahui seberapa besar pengaruh sistem metode prosedur, personil serta sarana prasarana terhadap efektivitas pelayanan surat izin mengemudi di kantor Satuan Lalulintas Kepolisian Resor Kota Bekasi. Teori yang digunakan yaitu dari pendapat Siagian (1996:60) mengenai efektivitas kerja meliputi waktu, kecermatan, gaya pemberian pelayanan dan faktor - faktor yang mempengaruhi pelayanan publik dari Moenir (1995:8) yaitu sistem prosedur dan metode, personil serta sarana prasarana. Metode yang digunakan dalam penelitian ini yaitu kuantitatif dengan mengambil jumlah keseluruhan responden sebanyak 100 orang.

Hasil penelitian menunjukkan bahwa faktor sistem, prosedur dan metode berpengaruh terhadap efektivitas pelayanan surat izin mengemudi di kantor satuan lalulintas kepolisian resor Kota Bekasi. Faktor personil berpengaruh terhadap efektivitas pelayanan surat izin mengemudi di kantor satuan lalulintas kepolisian resor Kota Bekasi. Faktor sarana prasarana berpengaruh terhadap efektivitas pelayanan surat izin mengemudi di kantor satuan lalulintas kepolisian resor Kota Bekasi serta secara bersama – sama faktor sistem prosedur metode, personil dan sarana prasarana secara bersama – sama berpengaruh terhadap Efektivitas pelayanan surat izin mengemudi di kantor satuan lalu lintas Polres Kota Bekasi dan diketahui bahwa faktor personil merupakan faktor yang paling berpengaruh terhadap efektivitas pelayanan surat izin mengemudi di kantor satuan lalu lintas Polres Kota Bekasi.

Kata Kunci: Efektivitas, Personil, Sarana prasarana, Sistem metode prosedur

SUMMARY

This study entitled "Effectiveness Services Driving License (SIM) in the Office of Traffic Police Unit of the City of Bekasi". This research is motivated by the problem Systems, procedures and complicated method makes the service process becomes longer. In addition, the professionalism of the unit of service personnel driving licenses Bekasi City Police are still questionable performance, as well as facilities and inadequate infrastructure that is part of the problem contained in the driving license offices City Police Traffic Unit Bekasi.

The purpose of this study is to determine how much influence the system method procedures, personnel and infrastructure to the effectiveness of service license in the office of the Traffic Police Unit Bekasi. The theory used is from Siagian (1996: 60) regarding the effectiveness of work includes time, precision, style and service when they give and factors that affect public services from Moenir (1995: 8) the system of procedures and methods, personnel and infrastructure. The method used in this research is quantitative by taking the total number of respondents was 100 people.

The results showed that the factor systems, procedures and methods affect the effectiveness of service license in the office of the traffic police unit resort city of Bekasi. Factors personal factors influence the effectiveness of service license in the office of the traffic police unit resort city of Bekasi. Factors influence the effectiveness of infrastructure services at the driver's license office traffic police unit resort city of Bekasi and together - the same procedure systems factor methods, personnel and infrastructure together - the same effect on the effectiveness of driver's license services at the office of the traffic police unit resort city of Bekasi and it is known that the personnel factor is the most influential factor on the effectiveness of driver's license services at the Office of the traffic police unit resort city of Bekasi.

Keywords: Effectiveness, Infrastructure, personnel, Systems methods procedures