

# Juridical Analysis of the Integrated Service System Activities of Samsat Move to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)

Yelvis Oktaviano<sup>1</sup>, Idham<sup>2</sup>, Fadlan<sup>3</sup>

<sup>1</sup>Student of Master of Law Study Program, Faculty of Law, Universitas Batam, Indonesia

<sup>2</sup>Lecturer of Faculty of Law, Universitas Batam Batam-Indonesia

<sup>3</sup>Corresponding Author, Lecturer of Faculty of Law, Universitas Batam Batam-Indonesia

## ABSTRACT

*Legal regulation of an Integrated Service System through Mobile Samsat Activities to Improve Public Services to the Community (Research Study on Samsat at the Regional Police of Riau Islands Province) based on the Regulation of the Head of the Indonesian National Police Number 5 of 2012 concerning Registration and Identification of Motorized Vehicles, Telegram Letter of the Chief of Police NUMBER: ST /868/III/KEP./2020 About Anticipating Developments.*

**Keyword :** *Integrated Services, mobile SAMSAT, Public Service.*

## PRELIMINARY

Public service is always associated with an activity carried out by a person or group of people or certain agencies to provide assistance and convenience to the community in order to achieve certain goals. This public service is becoming increasingly important because it is always in touch with the general public who have a variety of interests and goals.

Therefore, public service institutions can be carried out by the government or non-government. If the government, then the government bureaucratic organization is the leading organization related to public services. If it is non-government, it can take the form of political party organizations, religious organizations, non-governmental organizations and other community organizations. Whoever the form of the service institution is, the most important thing is how to provide assistance and convenience to the community in order to meet their needs and interests. In relation to the administration of government, the bureaucracy as the spearhead of implementing public services includes various development programs and government policies..

But in reality, the bureaucracy which is intended to carry out the general tasks of government and development, is often interpreted differently by the community. The bureaucracy in carrying out government and development tasks (including the implementation of public services) is given the impression of a long and convoluted process when the community completes its affairs related to the service of the government apparatus. As a result, the bureaucracy always gets a negative image that is not favorable for the development of the bureaucracy itself (especially in terms of public services).

Therefore, in order to overcome the bad impression of such a bureaucracy, the bureaucracy needs to make some changes in its attitude and behavior, including:

- 1) The bureaucracy must prioritize the nature of the task approach that is directed at protecting and serving the community; and avoid the impression of an approach of power and authority
- 2) The bureaucracy needs to make organizational improvements that are characterized by a modern, lean, effective and efficient organization that is able to distinguish between tasks that need to be handled and

- those that don't need to be handled (including dividing tasks that can be handed over to the community)
- 3) The bureaucracy must be able and willing to make changes to its work systems and procedures that are more oriented to the characteristics of a modern organization, namely: fast, precise, accurate, open service while maintaining quality, cost efficiency and timeliness.
  - 4) The bureaucracy must position itself as a facilitator of public service rather than as a development agent
  - 5) The bureaucracy must be able and willing to transform itself from a bureaucracy whose performance is rigid to a bureaucratic organization whose structure is more decentralized, innovative, flexible and responsive.

From the view above, it can be concluded that bureaucratic organizations are able to provide public services effectively and efficiently to the community, one of which is if the structure is more decentralized than centralized. Because, with a decentralized structure, it is hoped that it will be easier to anticipate the needs and interests needed by the community, so that the bureaucracy can quickly provide services as expected by the customer community.

In a review of public service management, the characteristics of a decentralized bureaucratic structure have several goals and benefits, including :

- 1) Reducing (even eliminating) the role gap between the central organization and implementing organizations in the field.
- 2) Performing efficiency and saving on the allocation of financial use.
- 3) Reducing the number of excessive staff/apparatus especially at the upper and middle levels (rationalization principle).
- 4) Bringing the bureaucracy closer to the customer community Observing this view, in the context of public services it can be underlined that the success of the public service process is highly dependent on two parties, namely the bureaucracy (servants) and the community (which are served).

Thus, to see the quality of public services, two main aspects need to be considered and studied, namely, first, aspects of the internal process of bureaucratic organizations (servants) and second, external aspects of the organization, namely the benefits felt by the customer community.

Some of the main principles that must be understood by the public bureaucratic apparatus in the internal aspects of the organization are :

- 1) Accessibility Principle  
Namely where each type of service must be easily accessible by every service user (eg problems of place, distance and service procedures);
- 2) The Principle of Continuity  
Namely that each type of service must be continuously available to the community with certainty and clarity of the provisions that apply to the service process;
- 3) Technical Principle  
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;
- 4) 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.
- 5) Accountability Principle  
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.

## PROBLEM

1. How is the legal arrangement for an integrated service system for mobile samsat activities to improve public services to the community (research study on samsat at the Riau Islands Provincial Police)?
2. How is the implementation of the Juridical Analysis of the Integrated Service System for Mobile Samsat Activities to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)?

3. What are the constraint factors and solutions in the Juridical Analysis of the Integrated Service System Activities of Samsat Move to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)?

## RESEARCH METHODOLOGY

The type of research used in writing this thesis is normative-empirical juridical, namely legal research carried out by examining library materials or secondary data as the basis for research by conducting a search on regulations and literature related to the problems studied. The subject of the study is the factual implementation or implementation of positive legal provisions and contracts in every particular legal event that occurs in society in order to achieve the stated goals. The normative juridical method is carried out by examining and interpreting theoretical matters concerning principles, conceptions, doctrines and legal norms. The empirical juridical method is carried out with research in the field aimed at the application of law.

## RESULTS AND DISCUSSIONS

### Legal Arrangements for an Integrated Service System Activities of Samsat Move to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)

#### A. Public Service Legal Arrangements

The main purpose of establishing a government is to maintain a system of order in which people can live a normal life. Modern government is essentially a service to the people. Government is not established to serve itself, but to serve the community, creating conditions that enable every member of society to develop their abilities and creativity in order to achieve common progress.

In the science of government, as a public work unit, the government works to fulfill (produce, transfer, distribute) and protect the needs, interests and demands of the governed as consumers and sovereigns, for public services and civil services, in government relations..

The public as consumers of government products face the government as producers and distributors in an equal position, one is not under the other. Therefore, the position that is ruled as a consumer is closely related to the position of the sovereign. Through its position as sovereign, the community orders, mandates, demands and controls the government, so that public services and civil services can be enjoyed by everyone when needed in adequate quantities and quality.

Public policy that forms the basis for public services is a matter that concerns the interests of the general public. different from market services that can be traded according to market mechanisms (eg bank services, private services, doctor's services), public services (products that concern the needs of many people's lives, from lower classes of society, such as drinking water, roads, electricity, telkom, whose production process is called public-service) is produced and traded under government control. Dimensions of service quality include :

- a. Timeliness of service
- b. Service accuracy
- c. Courtesy, friendliness in providing service
- d. Responsibility
- e. Completeness
- f. Ease of getting service
- g. Variation of service model
- h. Personal service
- i. Convenience in obtaining services and
- j. Other service support attributes.

Service (process) includes input, process, output and outcome while service (output) only includes output and outcome. Based on this understanding, in this study, the focus of the study is only the output (service). Service to the community is a form of interaction or relationship between service providers and service recipients. In other words, the relationship between government implies the existence of a governing organization and a governed society. Efforts to direct require people who are able to see the whole vision and are able to balance various competing demands for resources:

- 1) Pedaling requires people who are seriously focused on one mission and doing it well.

## 2) People's Government

That is giving authority rather than serving. That is, the government bureaucracy that concentrates on services produces dependence from the people. This is contrary to their socio-economic independence. Therefore, the service approach must be replaced by growing their own initiative. Community empowerment, fraternal groups, social organizations, to become sources of solving their own problems. This kind of empowerment will later create a climate of active participation of the people to control the government and raise awareness that the government actually belongs to the people. While the government pushes ownership and control into society, its responsibilities are not over. Governments may no longer produce services, but are still responsible for ensuring that needs are met.

## 3) Competitive Governance

That is injecting competition into service delivery. That is, trying to provide all services not only causes the government's resources to be depleted, but also causes the services that must be provided to grow beyond the capabilities of the government (public organizations), this of course results in poor quality and effectiveness of the public services they provide. Therefore, the government must develop competition (competition) among the public, the private sector and other non-governmental organizations in public services. The result is expected to be greater efficiency, greater responsibility and the creation of a more innovative environment. Among the most obvious advantages of competition are greater efficiency leading to more money, competition forces government (or private) monopolies to respond to the needs of their customers, competition by rewarding innovation, and competition raises the sense of self-esteem and morale of civil servants.

## 4) Mission Driven Government

Namely changing rules-driven organizations. This means that a government that is run based on regulations will be ineffective and less efficient, because the work is slow and long-winded. Therefore, the government must be driven by a mission as its basic goal so that it will run more effectively and efficiently. Because by placing the organization's mission as a goal, government bureaucrats can develop their own budget and regulatory systems that give employees the flexibility to achieve the organization's mission. Among the advantages of a mission-driven government is that it is more efficient, more effective, more innovative, more flexible, and more highly motivated than rule-driven government.

## 5) Results Oriented Governance

That is financing the results, not inputs. This means that if government institutions are financed based on income, then they have very little reason to strive to get better performance. But if they are financed by outcomes, they become obsessive about achievement. The remuneration and reward system, for example, should be based on the quality of work, not years of service, budget size and level of authority. Because they do not measure results, bureaucratic governments rarely achieve success. They spend more on public education, but test scores and dropout rates have barely changed. They spend more on the police and prisons, but the crime rate keeps increasing.

## 6) Customer Oriented Governance

That is meeting customer needs, not bureaucracy. This means that the government must learn from the business sector where if it does not focus and pay attention to the customer (customer), then citizens will be dissatisfied with the existing service or be unhappy. Therefore, the government must place the people as customers whose needs must be considered. The government should start listening carefully. Its customers, through customer surveys, focus groups and various other methods. The tradition of bureaucratic officials so far is often rude and arrogant when serving citizens who come to their office. This tradition must be changed by respecting them as sovereign citizens and must be treated properly and fairly. Among the advantages of customer-oriented systems are forcing service providers to be accountable to their customers, depoliticizing decisions on service provider choices, stimulating more innovation, giving citizens the opportunity to choose between various services, not being wasteful because supply is adjusted to demand, encouraging to become a committed customer, and create greater opportunities for justice.

## 7) Entrepreneurial Governance

That is to earn rather than spend. This means that the government actually faces the same problem as the business sector, namely financial constraints, but they differ in the response they give. Rather than raising taxes or cutting public programs, entrepreneurial governments must innovate how to run public programs with these few financial resources. By instituting the concept of profit motive in the public world, for example setting costs for public services and the funds collected are used for investment to

finance innovations in other public services. In this way, the government is able to create added value and guarantee results, even in difficult financial situations.

8) Anticipatory Governance

That is prevention rather than cure. That is, traditional bureaucratic government focuses on providing services to combat problems. For example, to deal with illness, they fund health care. To deal with crime, they fund more police. To fight the fires, they bought more fire trucks. This pattern of governance must be changed by focusing more or concentrating on prevention. For example, building water and sewerage systems, to prevent disease; and make building regulations, to prevent fires. The pattern of prevention (preventive) must be prioritized over treatment considering that public problems are currently increasingly complex, if it is not changed (still oriented to treatment) then the government will lose its capacity to respond to public problems that arise..

9) Decentralized Governance

Namely from the hierarchy to participation and team work. This means that when technology is still primitive, communication between various locations is still slow, and public workers are relatively uneducated, a centralized system is needed. However, now that the information and technology age has experienced rapid development, communication between remote areas can flow instantly, many civil servants are educated and conditions are changing at an extraordinary speed, then a decentralized government is most needed. There is no longer any time to wait for information to move up the chain of command and decisions to step down. The burden of decisions should be shared among more people, allowing decisions to be made "down" or at the "periphery" rather than concentrating them at the center or at the top level. Cooperation between the government sector, business sector and civil society sector needs to be encouraged to form work teams in public services.

10) Market Oriented Governance

Namely driving change through the market. That is, rather than operating as a mass supplier of certain goods or services, governments or public organizations are better off functioning as facilitators and brokers and sowing investors in existing or emerging markets. Entrepreneurial governance responds to environmental changes not with traditional approaches, such as trying to control the environment, but rather with innovative strategies to create an environment that allows market forces to prevail. The market is outside the control of only political institutions, so the strategy used is to shape the environment so that the market can operate efficiently and ensure the same quality of life and economic opportunities.

## B. Market Oriented Governance

Service standards are measures that are applied in the implementation of public services that must be obeyed by service providers and or recipients of services. Service standards at least contain, namely service procedures, completion time, service costs, service products, facilities and infrastructure, as well as the competence of service providers.

The formation of regulations must take into account the interests of various sectors and related laws and regulations. The establishment must understand the laws and regulations, among others:

1. Law Number 25 of 2007 concerning Investment;
2. Law Number 32 of 2004 concerning Regional Government;
3. Government Regulation Number 38 of 2007 concerning the Division of Government Affairs between the Government, Provincial Governments, and Regency/City Regional Governments;
4. Presidential Regulation Number 76 of 2007 concerning Criteria and Requirements for Formulation of Closed Business Fields and Business Fields Open with Requirements in the Investment Sector;
5. Presidential Regulation Number 77 of 2007 concerning List of Business Fields Closed and Business Fields Open with Requirements in the Investment Sector;
6. Government Regulation Number 1 of 2007 concerning Income Tax Facilities for Investment in Certain Business Fields and/or in Certain Regions.
7. Government Regulation Number 41 of 2007 concerning Regional Apparatus Organizations;
8. Regulation of the Head of BKPM Number 2 of 2011 concerning the Implementation of Investment Services in the Regions;
9. Presidential Regulation Number 27 of 2009 concerning One Stop Services in the Investment Sector;

10. Joint Circular Letter of the Minister of Home Affairs, Minister of State for PAN-RB and Head of BKPM Number: 570/3727A/SJ, SE/08/M.PAN-RB/9/2010, 12 of 2010 concerning Synchronization of the Implementation of Investment Services in the Regions ;
11. MENPAN policies related to public services :
  - a. MENPAN Decree Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services;
  - b. MENPAN Decree Number Kep/25/M.PAN/2/2004 concerning General Guidelines for the Preparation of IKM Service Units of Government Agencies;
  - c. MENPAN Decree Number Kep/26/M.PAN/2/2004 concerning Technical Guidelines for Transparency and Accountability in the Implementation of Public Services;
  - d. MENPAN Regulation Number PER/20/M.PAN/04/2006 concerning Guidelines for Preparing Public Service Standards (SPP);
  - e. PAN Ministerial Regulation Number PER/05.M.PAN/4/2009 concerning General Guidelines for Handling Public Complaints for Government Agencies.

The system approach method is one way of solving problems that begins with the identification of a number of needs, so as to produce an operation of the system that is considered effective. In the systems approach, it is generally characterized by two things, namely:

1. Looking for all the important factors that exist in getting a good solution to solve the problem; and
2. Created a quantitative model to help rational decisions. Assessment in the systems approach should meet three characteristics, namely:
  - a. Complex,  
That is where the interaction between elements is quite complicated;
  - b. Dynamic  
That is, in the sense that there are factors involved that change over time and there are predictions into the future; and
  - c. Probabilistic  
That is, the need for an opportunity function in inferring conclusions and recommendations.

### **Implementation of Juridical Analysis of Integrated Service Systems Activities of Samsat Move to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)**

#### **A. Integrated Service Strategy as Public Policy**

Good governance is the most prominent central issue in the management of public administration today. The meaning of Good in Good Governance contains two meanings as follows :

- a. Values that uphold the wishes/will of the people, and values that can increase the people's ability to achieve (national) goals, independence, sustainable development and social justice.
- b. Functional aspects of an effective and efficient government in carrying out its duties to achieve these goals.

Based on this understanding, Good Governance is oriented towards :

- 1) Ideal orientation, the state is directed at achieving national goals. This orientation is based on democratization in the life of the state with its constituent elements such as:
  - a. *Legitimacy (the government is elected and has the trust of the people),*
  - b. *Accountability, Securing of Human Rights, Autonomy and Devolution of Power, and Assurance of Civilian Control.*
- 2) Government that functions ideally, that is, effectively and efficiently in making efforts to achieve national goals.

This second orientation depends on the extent to which the government has competence, and the extent to which political and administrative structures and mechanisms function effectively and efficiently. In order for the concept of Good Governance to be implemented for the realization of a community welfare, the things that must be considered in carrying out development include:

- a. *Participation.*

Namely the involvement of the community in decision-making either directly or indirectly through representative institutions that can channel their aspirations. Community participation is built on the basis of freedom of association and expression of opinion.

- b. *Rule of Law*

*Good Governance requires a legal framework that is fair and implemented without distinction/impartiality. This impartiality of the law requires the freedom of the judiciary and the power of the police that cannot be bribed. In addition, there is also a need for full protection of human rights.*

c. *Transparency.*

Transparency means that information is freely available and directly accessible to those who need it. Information must also be understandable and can be monitored.

d. *Consensus Orientation*

*Good Governance is an intermediary between different interests in society to obtain the best agreement for the wider interest.*

e. *Responsiveness*

Government officials must be responsive by taking the initiative in solving problems that occur in people's lives.

f. *Equity*

This means that every community has the same opportunity to obtain prosperity and justice.

g. *Efficiency and effectiveness*

Public Resource Management is carried out in an efficient (efficient) and effective (effective) manner. The efficient concept also includes the protection of Natural Resources and protecting the environment.

h. *Accountability*

Not only government institutions but also the private sector and civil society must be accountable to the public and stakeholder institutions for every activity carried out. This accountability depends on the organization and the nature of the decisions made, whether those decisions are for internal or external interests of the organization.

The administration of government in the form of public services and development must have a perspective on Good Governance and have a far-sighted vision. Decision makers in government, the private sector and society are accountable to the public. The function and importance of the General Principles of Good Governance (AUPB) in the life of the state can be mentioned, among others:

- 1) For the State Administration, it is useful as a guide in interpreting and applying the provisions of the legislation that are vague, vague, or unclear. In addition, to limit and avoid the State Administration from carrying out policies that far deviate from the provisions of the legislation.
- 2) For community members, as justice seekers, the General Principles of Good Governance can be used as the basis for a lawsuit.
- 3) For PTUN judges, it is used as a testing tool and cancels decisions issued by TUN bodies/officials. To create good governance, a good government is needed in order to create a just and equitable community prosperity.

## **B. Administration by the Traffic Unit**

The quality of Polri's services to the public has always been an actual issue after Polri's reform. In the field of public services, the challenges of the National Police in the management of public services are increasing, especially in the aspects of justice, transparency, efficiency, effectiveness, and accountability in the delivery of public services. Because so far the community's need for efficient, transparent, definite and fair services has not been fully implemented.

The task of regulating places more emphasis on the power inherent in the position of office, while the service emphasizes prioritizing the public interest, facilitating public affairs, shortening the time in the process of implementing public affairs and providing satisfaction to the public. The prominence of the regulating function causes the image of the police in service to the public to be lost.

The concept of performance is defined as the ability to do work. While service means providing services or services to others. Service performance in the context of public services is defined as the ability of an organization to provide services to the wider community. Services are intangible products that involve human efforts and the use of equipment. This is the simplest definition. While a more detailed definition is given, namely service is an activity or a series of activities that are invisible (cannot be touched) that occur as a result of interactions between consumers and employees or other things provided by service providers that are intended to solve problems. customer customer.

Service performance is suitable or suitable for use (fitness for use) which implies that a service must be able to meet what is expected by its users. Therefore, the performance of services provided by the police to the community includes not only aspects of results but also aspects of fulfilling community expectations.

Service quality is also understood as meeting or equal to the requirements (conformance to requirements). Missing just a little from the requirements, then a service can be said to have low service performance. Thus service performance is a dynamic condition associated with products, services, people, processes and the environment that meet or exceed expectations.

Police service to the community is a form of service that is service. Service quality starts from the needs of the community and ends with the public's perception. This means that the image of good service quality is not based on the point of view of the service provider, in this case the police, but the community as customers who enjoy police services, so they are the ones who determine the quality of service.

Therefore, the main data source of service performance to the community is the assessment of service users or the community, by measuring their level of satisfaction with service quality. From the above understanding, in this paper what is meant by quality of service is the ability of a Polri organization in this case the Traffic Unit in providing SIM management services to the public.

### **C. Juridical Analysis of the Integrated Service System Through Mobile Samsat Activities to Improve Public Services to the Community (Research Study on Samsat at the Riau Islands Provincial Police)**

The obligation to provide public services is part of the duties of the Indonesian National Police as stipulated in Law Number 2 of 2002 concerning the Indonesian National Police. Public services can be interpreted as all forms of services, both in the form of public goods and public services. Quality improvement requires that every public service must have service standards and be published as a guarantee of certainty bagi penerima service. In this case, the Riau Islands Regional Police have improved the quality of services by making strategic steps to change the internal service, especially in the management aspect so that it can produce service results according to community expectations. Basically, public service is a fundamental aspect in the administration of government. Public services can be used as a measure of the seriousness of the Riau Islands Police in carrying out their responsibilities, especially serving the community. This means that the better the quality of public services served, the higher the public's sense of trust in the National Police, especially the Riau Islands Police in order to improve the quality of services to the community in the Riau Islands Province.

Efforts to improve the quality of services that adapt to conditions during the Covid 19 pandemic are expected to be in harmony and harmony between carrying out the duties of the Police as well as assisting the government's interests in reducing the spread of Covid 19. The activities of the Riau Islands Police, especially the Riau Islands Police Ditlantas in the implementation of services have a vision and mission that includes and meet the Covid 19 prokes standards. It is hoped that the activities carried out will be able to contribute and have a positive impact on reducing the number of Covid 19 spreads in the Riau Islands Province.

One form of effort to improve the quality of service to the community in order to prevent and reduce the spread of COVID-19 is the Mobile Samsat service activity program. The purpose of holding the Mobile Samsat service for the Riau Islands Police is to be able to provide mobile services to the community with a ball pick-up system. The implementation of the Mobile Samsat Ditlantas Polda Kepri aims to bring the community closer in ratifying the 1-year STNK and paying motorized vehicle taxes and SWDKLLJ which are carried out by mobile (Moving) from one sub-district to another.

Prior to the existence of the Mobile Samsat excellent service, people living far from Samsat and workers who did not have time to ratify the 1-year STNK, payment of motorized vehicle taxes and SWDKLLJ more often delayed their obligations even though not a few of the people preferred to use broker services. Some indicators that reflect the gloomy portrait of the performance of public service officers, especially for Indonesia, are shown by, among others, long-winded and bureaucratic services, high costs, additional fees, the behavior of state officials who act more as officials than public servants. The National Police is deemed necessary to immediately carry out systematic and comprehensive reforms to increase public trust in the National Police. Several initiatives that have been carried out so far are felt to only reflect the tendency of formalism in reforming public service institutions without being accompanied by serious steps to bring the Police back to their original path as public servants.

### **Constraints and Solutions Factors in Juridical Analysis of Integrated Service Systems Activities of Samsat Move to Improve Public Services to the Community (Research Study on Samsat at Polda Riau Islands Province)**

#### **A. Constraints and Solutions in Juridical Analysis of Integrated Service Systems through Mobile Samsat Activities to Improve Public Services to the Community)**



The Integrated Service System is a service for validating STNK, health certificate and old driver's license using a motorized vehicle that operates from one place to another. The Integrated Service System is possible using the Samsat Link facility. Integrated Service System and Procedures

- a. The Integrated Service System is carried out specifically for the validation of a SIM every year with the requirements of the original KTP, Health Certificate and original STNK;
- b. The Integrated Service System does not serve new builds;
- c. Service officers in the Integrated Service System are provided by each relevant agency according to their needs;
- d. The Integrated Service System uses the main Samsat Joint Office master database, and reconciles all data no later than the following 1 (one) day

The Integrated Service System is carried out specifically for the validation of a SIM every year with the requirements of the original KTP, Health Certificate and original STNK;

- b. The Integrated Service System does not serve new builds;
- c. Service officers in the Integrated Service System are provided by each relevant agency according to their needs;
- d. The Integrated Service System uses the main Samsat Joint Office master database, and reconciles all data no later than the following 1 (one) day :

- 1) There is the same standard of service time as Indonesian citizens, so that the completion time of the service process is clear and varies, depending on the wishes of the foreigner in terms of determining the time to take care of it
- 2) The service is carried out with very simple, easy, fast and uncomplicated procedures, easy to understand and easy to implement by people who need services so that foreigners do not need to be helped by using brokers or bringing other people in their company to ask for help because the clerk will be ready provide information directly or through announcement boards as an explanation flow for making SIMs for foreigners
- 3) A service atmosphere that can create a safe and comfortable atmosphere for applicants for SIM issuance and renewal, in addition to using friendly services according to the police work code of ethics in service, foreigners will not feel confused because officers will be on standby to provide information
- 4) the existence of clear quality control regarding service standards to members providing supervision of the existence of intentions outside of the service, in daily activities in the service of making SIMs, service officers in the field are supervised directly by the leadership as a form of quality control for the police agency to fulfill and provide convenience for foreigners to make SIM
- 5) Mechanisms for standard but also flexible service procedures that not only depend on innovations and initiatives of the Traffic Directorate but field officers can make decisions for non-substantial matters such as being able to help escort foreigners to the rooms required for filling out forms and assisting explain the test due to language differences.
- 6) Proportionate and professional members who are obliged to serve are required to have the ability in terms of communication, meaning that the Bareleng Police Traffic Unit has officers who are considered capable of mastering foreign languages so that they become a communication bridge for foreigners who want to make a SIM, and can provide satisfactory services for SIM applicants for foreigners.
- 7) There is a guide officer for SIM applicants who are clear with service procedures that have actually been installed at the SIM KOD SATPAS which can be seen by SIM applicants in following the stages and requirements in the service process at one of the payment counters.
- 8) Procedures and reduced service at the counters that have been running so far have resulted in a fairly short and uncomplicated bureaucratic mechanism. The creation of streamlining service counters at the SIM KOD SATPAS is a form of convenience for SIM making services for all parties, including foreigners.
- 9) The factors described above are factors that affect the realization of excellent service ISO 9001 – 2000. Efforts to improve the quality of excellent service in the context of realizing ISO 9001: 2000 in SATPAS SIM KOD affect service quality and environmental conditions which are evidence of excellent service provided both from internal and external SATPAS SIM KOD in carrying out the overall registration and identification function

## CONCLUSION AND SUGGESTIONS

### Conclusion

Based on the descriptions that the authors describe in the discussion of this thesis, it can be concluded in accordance with the problems raised as follows :

1. Legal regulation of an Integrated Service System through Mobile Samsat Activities to Improve Public Services to the Community (Research Study on Samsat at Polda Riau Islands Province) based on Regulation of the Head of the Indonesian National Police Number 5 of 2012 concerning Registration and Identification of Motorized Vehicles, Telegram Letter of the Chief of Police NUMBER : ST/868/III/KEP./2020 About Anticipating Developments. Integrated Service System Implementation Services are SIM Extension services, PNPB Payments and Health by using motorized vehicles that operate from one place to another. Mobile Samsat is possible using the SIM Link facility. The Integrated Service System Service System and Procedure includes:
  - 1) The Integrated Service System is implemented specifically for the approval of the renewal of the SIM every year with the requirements of the original KTP, as well as a Health Certificate
  - 2) The Integrated Service System does not serve the making of a New SIM;
  - 3) Service officers in the Integrated Service System are provided by each relevant agency according to need;
  - 4) Integrated Service System using independent database.
2. Implementation of a juridical analysis of an integrated service system through mobile samsat activities to improve public services to the community (research studies on samsat at the provincial police of Riau Islands). can be achieved, among others, as follows::
  - a. Mobile Samsat is a type of service with a pick-up method, namely by visiting motorized vehicle owners / taxpayers or taxpayers who are far from tax service centers by using motorized vehicles that operate from one place to another so as to increase public compliance in ratifying STNK 1 year.
  - b. With the Mobile Samsat, it will automatically be able to bring services closer and easier to the community, especially those who have a high level of activity and feel short of time when they come to take care directly to the Samsat Joint Office and shorten the time in processing the approval and payment of PNPB STNK, Motor Vehicle Tax and SWDKLLJ.
3. Constraint factors and solutions in Juridical Analysis of Integrated Service Systems through Mobile Samsat Activities to Improve Public Services to the Community (Research Study on Samsat at Polda Prov. Riau Islands) because facilities and infrastructure are needed to support the interest in supporting the Integrated Service System with tools and transportation that can support its implementation, so far only one vehicle is used and is comprehensive for the Integrated Service System at the Barelangs Police so it is unable to reach the interests of the community in areas far from urban areas, this is one of the obstacles that makes it difficult for the community if must find the location of the Integrated Service System but with conditions that are far from their homes. For this reason, it is necessary to have additional fleets for the Integrated Service System so that it can reach remote areas so that people are able to enjoy the Integrated Service System..

### SUGGESTIONS

- a. The need for supervision of the ongoing service system through the Integrated Service System, because it is out of control and out of the reach of the Barelangs Police because being on a public area road is feared by law violations in the management process for the community and the Sat Traffic leadership to often supervise the ongoing management of the system. Integrated Service
- b. There needs to be cooperation with other parties to support the activities of the Integrated Service System by providing a permit for advertisements on the vehicle, the existence of cooperation can provide benefits to the parties who really need each other
- c. There needs to be an increase in facilities and infrastructure to support the interest in supporting the Integrated Service System with tools and transportation that can support its implementation, so far only one vehicle has been used and is comprehensive for the Integrated Service System at the Barelangs Police, so it is unable to reach the interests of the community in the regions. areas that are far from urban areas, this is one of the obstacles that makes it difficult for people to find the location of the Integrated Service System but with conditions that are far from their homes.

## REFERENCES

1. Syafie Kencana Inu, dkk. *Ilmu Administrasi Publik*. Rineka Cipta. Jakarta. 1999
2. Pasolong Harbani, *Teori Administrasi Publik*. Alfabeta. Bandung.2007
3. Hardiyansyah, *Kualitas Pelayanan Publik*, Gava Media. Yogyakarta. 2011
4. Soerjono Soekanto & Sri Mamudji, *Penelitian Hukum Normatif (Suatu Tinjauan Singkat)*, Rajawali Pers, Jakarta, 2001.
5. Abdulkadir Muhammad, *Hukum dan Penelitian Hukum*, Cet.1, PT. Citra Aditya Bakti, Bandung, 2004.
6. Sagala, Syaiful. *Hasil Penelitian Desain Organisasi Pendidikan dalam Implementasi Kebijakan Otonomi Daerah*, UHAMKA PERS, Jakarta, 2007.
7. Lijan Poltak Sinambela, dkk. *Reformasi Pelayanan Publik*. Bumi Aksara, Jakarta. 2007
8. Hesti Puspitosari, dkk. *Filsafat Pelayanan Publik*. Setara Press, Malang. 2012
9. Sedarmayanti, *Good Governance, ( pemerintahan yang baik ) Dalam Rangka Otonomi Daerah*, MandarMaju, Bandung, 2003

