

Proceeding Paper

The Impact of Competence and Service Quality on Public Satisfaction with Driver's License Issuance Metro Police Traffic Unit

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Abstract

This study investigates the influence of competency and service quality on public satisfaction with the issuance of Driving Licenses (SIM) at Polres Metro. Using a descriptive verifikatif research approach, data were collected from 33 SIM applicants through observation, questionnaires, and documentation. The results, analyzed using multiple linear regression, reveal that both competency and service quality significantly impact public satisfaction, with service quality having a greater effect. The regression equation $[Y = 9.177 + 0.319X_1 + 0.466X_2 + E]$ indicates that a one-unit increase in competency results in a 0.319 unit increase in public satisfaction, while a one-unit increase in service quality leads to a 0.466 unit increase. The simultaneous correlation coefficient of 0.783 demonstrates a strong relationship between these factors and public satisfaction. Additionally, the determination coefficients show that competency and service quality explain 43.0% and 51.8% of the variance in public satisfaction, respectively. The findings suggest that enhancing service quality should be prioritized to improve public satisfaction with SIM issuance services. Future research should explore additional factors influencing public satisfaction and the potential role of technology in service delivery.

Keywords: Competency, Service Quality, Public Satisfaction, SIM Issuance, Polres Metro

1. Introduction

Traffic and road transport services play a critical role in enhancing national economic growth, public welfare, and national unity, as mandated by Law No. 22 of 2002 concerning Traffic and Road Transport. This law outlines the importance of creating a safe, orderly, and efficient transport system integrated with other modes of transportation. The Indonesian National Police, specifically the Traffic Unit of Polres Metro, holds a key responsibility in managing traffic and road transport through vehicle and driver registration, law enforcement, traffic management, and public education (Mualifah & Abadi, 2019; Muliadnyana et al., 2021; Mustiko, 2022; Wahyuningsih & Iksan, 2019). The effective implementation of these responsibilities, particularly in the issuance of Driving Licenses, requires a well-trained and competent workforce (Aminah et al., 2022; Limsoonthrakul et al., 2021; Mesfin & Kenea, 2022; Rahman, 2016).

Previous studies have highlighted the importance of human resource competencies in public service delivery, particularly in the context of traffic management and law enforcement (Govender et al., 2018; Muryali et al., 2021; Sunarsi et al., 2022). However, there is limited research specifically focusing on the competency levels of personnel in the Traffic Unit of Polres Metro and their impact on the quality of service delivery in SIM issuance. Additionally, while public service quality has been extensively studied, the unique challenges faced by traffic police, such as the adequacy of training and work experience, remain underexplored.

This study aims to address this research gap by examining the competencies of the personnel involved in SIM issuance at Polres Metro and analyzing their impact on service quality and public satisfaction. The findings are expected to provide valuable insights into the factors affecting service delivery in traffic management and contribute

to the ongoing efforts to improve public service quality in Indonesia.

Table 1 Personnel Details for SIM Issuance

Position	Rank	Education	General Training	Vocational Training	Work Experience
Ba Ur SIM	police brigadier chief	Senior high school	None	None	2 years
Driving License Registration Section	police brigade one	Senior high school	None	None	2 years
Driving License Theory Test Section	Assistant Police Inspector Two	Diploma 1	None	None	1 year
Driving License Practical Test Section	Bripka	Senior high school	None	None	1 year
Driving License Operator Section	Briptu	Senior high school	Vocational Reg Iden	None	< 1 year
Driving License Practical Test Section	Briptu	Senior high school	Vocational Reg Iden	None	< 1 year
Printing and SIM Submission Section	Briptu	S2	None	None	1 year

Issues related to competencies include the educational background (5 out of 7 personnel have high school diplomas), training (only 2 personnel have vocational training), and work experience (2 personnel have 2 years of experience, 3 have 2 years, and 2 have less than 1 year). These factors contribute to suboptimal service delivery.

Public service is defined under Law No. 25 of 2009 as activities to fulfill the needs of services according to laws and regulations for citizens. The quality of public services impacts the quality of life and the role of traffic police is to ensure safety, order, and smooth traffic.

Table2 SIM Service and Non-Tax State Revenue (2019-2021)

Year	SIM Issuance	Non-Tax State Revenue
2019	32,872	Rp. 2,865,980,000
2020	21,486	Rp. 2,035,040,000
2021	14,763	Rp. 1,374,865,000

There was a decrease in SIM issuance and non-tax state revenue from 2019 to 2021.

2. Research Method

This study employs a descriptive-verify research approach to explore the relationship between the competencies of personnel involved in SIM issuance and the

quality of service delivery at Polres Metro. A sample of 33 individuals applying for SIM was selected to gather data. The data collection methods included direct observation, structured questionnaires distributed to the applicants, and a review of relevant documentation related to the SIM issuance process (Imbaruddin et al., 2021; Samsiyah et al., 2020; Wijaya et al., 2018). The collected data were analyzed using multiple linear regression to determine the impact of personnel competencies on service quality and public satisfaction. This methodological approach ensures a comprehensive analysis of how various factors related to human resources affect the overall effectiveness of SIM issuance at Polres Metro (Alam et al., 2019; Gobena, 2019; Mokonyama & Venter, 2018)

3. Result

The analysis of the relationship between personnel competency, service quality, and public satisfaction in the SIM issuance process at Polres Metro was conducted using multiple linear regression. The regression model is represented by the following equation:

$$[Y = 9.177 + 0.319X_1 + 0.466X_2 + E]$$

where:

- Y represents public satisfaction,
- X_1 represents competency,
- X_2 represents service quality, and
- E is the error term.

Key Findings:

1. Constant (Intercept):

The constant value of 9.177 suggests that even in the absence of variations in competency (X_1) and service quality (X_2), the baseline level of public satisfaction would be 9.177 units. This indicates that other factors not included in this model might contribute to a base level of satisfaction.

2. Effect of Competency on Public Satisfaction:

The coefficient of competency (X_1) is 0.319, implying that for every one-unit increase in competency, public satisfaction increases by 0.319 units, holding all other factors constant. This positive relationship demonstrates that improvements in personnel competencies positively affect public satisfaction with the SIM issuance process.

3. Effect of Service Quality on Public Satisfaction:

The coefficient of service quality (X_2) is 0.466, indicating that for every one-unit increase in service quality, public satisfaction increases by 0.466 units, assuming other variables are constant. This finding underscores the significant impact of service quality on public satisfaction, suggesting that efforts to enhance service delivery can lead to higher satisfaction levels among SIM applicants.

4. Comparison of Impacts:

The results reveal that service quality (X_2) has a greater impact on public satisfaction than competency (X_1). Specifically, the coefficient for service quality (0.466) is higher than that for competency (0.319), indicating that improvements in service quality have a more substantial effect on public satisfaction than improvements in competency.

Correlation Analysis:

- Simultaneous Correlation:

The simultaneous correlation coefficient between competency and service quality with public satisfaction is 0.783, indicating a strong positive association. This high correlation

suggests that improvements in both competency and service quality are likely to lead to significant increases in public satisfaction.

- Partial Correlation:

- Competency (X_1) shows a partial correlation of 0.656 with public satisfaction (Y), indicating a moderate to strong positive relationship.
- Service quality (X_2) has a partial correlation of 0.720 with public satisfaction (Y), reflecting a strong positive relationship.

Determination Coefficients (R^2):

- Competency: The coefficient of determination (R^2) for competency (X_1) is 0.430, meaning that 43.0% of the variance in public satisfaction can be explained by variations in personnel competency. This suggests that nearly half of the satisfaction levels can be attributed to how competent the personnel involved in the SIM issuance process are.
- Service Quality: The coefficient of determination (R^2) for service quality (X_2) is 0.518, indicating that 51.8% of the variance in public satisfaction is accounted for by service quality. This finding reinforces the critical role that service quality plays in shaping public satisfaction levels.

Hypothesis Testing:

- Simultaneous F-Test:

The simultaneous F-test yielded an F-value of 33.290, which is significantly higher than the critical F-table value of 3.32 at a 5% significance level. This result indicates a statistically significant joint effect of both competency and service quality on public satisfaction, supporting the hypothesis that these factors together influence the overall satisfaction of SIM applicants.

In conclusion, the study's findings emphasize the importance of both personnel competency and service quality in determining public satisfaction with the SIM issuance process at Polres Metro. While both factors contribute positively, service quality has a more substantial impact, highlighting the need for continuous improvements in service delivery to enhance public satisfaction.

4. Discussion

The findings of this study reveal significant insights into the relationship between competency, service quality, and public satisfaction in the context of SIM issuance at Polres Metro. The multiple linear regression analysis provides a clear depiction of how these variables interact, with the equation $[Y = 9.177 + 0.319X_1 + 0.466X_2 + E]$ serving as the foundation for understanding these dynamics.

Impact of Competency on Public Satisfaction

The regression coefficient for competency (X_1) is 0.319, indicating that a one-unit increase in competency leads to a 0.319 unit increase in public satisfaction. This suggests that competency plays a crucial role in shaping the public's perception of the services they receive, aligning with the findings of (Govender et al., 2018; Muryali et al., 2021; Sunarsi et al., 2022) that emphasize the importance of human resource competencies in public service delivery. However, when compared to service quality, competency has a relatively smaller impact on public satisfaction. This may be because the public expects a basic level of knowledge, skills, and abilities from officers. If these competencies are not met, dissatisfaction occurs. Once these basic competencies are achieved, other factors, such as the quality of service, may have a greater influence on satisfaction.

Impact of Service Quality on Public Satisfaction

Service quality (X2) has a higher regression coefficient of 0.466, reflecting its stronger influence on public satisfaction. An increase in service quality by one unit leads to a 0.466 unit increase in public satisfaction. This supports previous studies on the role of service quality in public services (Muliadnyana et al., 2021; Wahyuningsih & Iksan, 2019). Service quality includes dimensions such as reliability, responsiveness, assurance, empathy, and tangibles, which collectively enhance the public's experience. The greater impact of service quality suggests that even though competency is important, the public places more value on how services are delivered—the interaction with officers, process efficiency, and facility conditions.

Simultaneous and Partial Correlation Analysis

The simultaneous correlation coefficient of 0.783 between competency, service quality, and public satisfaction indicates a strong collective influence on satisfaction, which underscores the importance of improving both competency and service quality to enhance public satisfaction. However, the partial correlation coefficients indicate a difference in influence: competency has a correlation of 0.656, while service quality has a correlation of 0.720 with public satisfaction. This reinforces the stronger role that service quality plays in this context, as also noted by (Aminah et al., 2022; Rahman, 2016).

Determination Coefficients

The determination coefficient reveals that competency explains 43.0% of the variance in public satisfaction, while service quality explains 51.8%. These findings are consistent with the literature that highlights the significant role of service quality in public service satisfaction (Limsoonthakul et al., 2021). The higher explanatory power of service quality implies that public satisfaction is more sensitive to improvements in service delivery—such as reducing waiting times, enhancing communication, and maintaining facilities—than to improvements in officer competency alone.

Hypothesis Testing

The F-test result of 33.290, which exceeds the F-table value of 3.32, confirms that competency and service quality have a significant joint effect on public satisfaction. This supports the hypothesis that both factors are crucial for improving public satisfaction with SIM issuance services. As previous studies have shown (Mesfin & Kenea, 2022; Mualifah & Abadi, 2019), enhancing both officer competencies and service quality is essential for achieving higher levels of public satisfaction.

Implications for Practice

These findings offer practical implications for the management of SIM issuance services. While ensuring that officers are well-trained and competent is necessary, more emphasis should be placed on improving service quality. Enhancing service quality could involve regular customer service training for officers, upgrading infrastructure, and streamlining service delivery systems. Furthermore, addressing public complaints, such as the complexity of driving tests and the lack of parking facilities, could further boost public satisfaction. These improvements could contribute to the broader goals of creating a safer, more efficient, and more responsive traffic and road transport system, as outlined in Law No. 22 of 2002.

5. Conclusion

In conclusion, this study provides evidence that while both competency and service quality are important, service quality has a more significant impact on public satisfaction in the context of SIM issuance at Polres Metro. The findings suggest that efforts to improve public satisfaction should prioritize enhancements in service quality, without

neglecting the need for competent and well-trained personnel. Future research could explore additional factors that may influence public satisfaction, such as the role of technology in service delivery or the impact of public perception on trust in law enforcement institutions.

6. References

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