

ABSTRAK

Mustakim, 2013, *Manajemen Pelayanan Publik dalam Penerbitan Surat Izin Mengemudi di Kantor Kepolisian Resort Gowa*, dibimbing H.M. Ide Said D.M. dan Abdul Mahsyar.

Penelitian ini bertujuan untuk mengetahui sistem pelayanan penerbitan Surat Izin Mengemudi dan mengidentifikasi faktor yang menghambat dan mendukung sistem pelayanan penerbitan SIM di Kantor Kepolisian Resort Gowa.

Penelitian yang mengambil unit analisis penelitian pada Satuan Lalu Lintas di Polres Gowa menggunakan pendekatan penelitian secara deskriptif kuantitatif, data penelitian diperoleh dari responden dan informan, penentuan responden dilakukan secara purposive terdiri atas warga masyarakat yang mendapat pelayanan dan aparat pelaksana pelayanan jumlah responden sebanyak 50 orang. Data penelitian diperoleh melalui angket, wawancara, dan observasi lapangan. Data penelitian disajikan dalam tabel frekuensi dan penjelasan secara naratif.

Hasil penelitian menunjukkan bahwa manajemen pelayanan penerbitan SIM terkait dengan sistem pelayanan meliputi prosedur pelayanan, lamanya waktu penerbitan SIM, biaya, sikap dan perilaku petugas dalam memberikan pelayanan secara umum sudah terlaksana dengan baik. Faktor yang berpengaruh terhadap pelayanan meliputi adanya peraturan yang jelas, sistem pelayanan yang baku, sistem komputerisasi, pengetahuan dan pemahaman masyarakat, dukungan sarana dan prasarana dan dukungan masyarakat dalam mematuhi ketentuan pelayanan yang berlaku.

Kata Kunci: Pelayanan, Penerbitan SIM, sistem dan prosedur.

ABSTRACT

Mustakim, 2013. *Public Service Management in the issuance of driver's license at the Resort Police Office of Gowa. Supervised by H.M. Ide Said D.M., and Abdul Mahsyar.*

This study aims to determine the system of driver's license issuance services and identify the factors that inhibit and support service system issuing drivers' licenses in the Police Office of Gowa.

The study took the unit of analysis in research in the Police Traffic Unit Gowa using quantitative descriptive research approach, the research data obtained from respondents and informants, the determination of respondents were purposively made up of people who receive services and personnel for the services of as many as 50 respondents. Data were obtained through questionnaires, interviews, and field observations. Role in the research data presented in frequency tables and narrative explanations.

The results showed that the driver's license issuance services management related to system services include service procedures, the length of time the issuance of driver's license, costs, attitudes and behavior of officers in providing services generally been performing well. Factors that influence the regulation services include a clear, standardized service system, computerized systems, knowledge and understanding of the community, support infrastructure and community support services to comply with the applicable provisions.

Keywords: Services, Publishing SIM, Systems and procedures.