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Evaluation Of the Utilization of Digital Technology and Fifo in SIM Services and Bekasi City Police Facilities

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Abstract: With the changing times in the era of reform, various forms of public service are expected to make it easier for the public to access the services provided by public service providers, who must be guided by the principle of fairness and must not discriminate against service recipients based on social status or other factors. The police are a state institution tasked with providing services to the public and also protecting the rights of every citizen. The Bekasi City Police Department, which is the city police resort responsible for Smart SIM issuance services, is required to be more professional, procedural, and transparent. To achieve this, a program known as FIFO (First in and First Out), a technology-based service system that provides services according to the queue number obtained from the FIFO queueing system. This innovation is intended to improve services for the public visiting the Bekasi City Police, particularly SIM applicants, through improved service facilities. This study employs a descriptive research design with a qualitative approach. The findings indicate that the realization of the value of fairness is achieved through the availability of a queue numbering machine that automatically minimizes long queues and ensures fairness in the assignment of queue numbers. Fiscal policy is a strategic government instrument in promoting regional economic growth, particularly through budget allocation in the higher education sector. This study aims to analyze the impact of fiscal policy on regional economic growth, taking a case study of policy implementation in higher education institutions during the period 2015-2024.

Keyword: Innovation, Smart SIM Service, Fifo (First in and First Out).

INTRODUCTION

As a nation that upholds the law, all Indonesian citizens are obligated to comply with applicable regulations, including those concerning traffic order. Under Law Number 22 of 2009 concerning Traffic and Road Transportation, every motorized vehicle driver is required to possess and carry a Vehicle Registration Certificate (STNK) and a Driver's License (SIM). This law, passed on May 26, 2009, by the House of Representatives of the Republic of Indonesia (DPR RI), replaced Law Number 14 of 1992, which was deemed no longer appropriate to current traffic conditions.

According to Law Number 25 of 2009, public services are all activities undertaken to maintain order, provide guidance, direction, and provide facilities, services, and other forms of support by government officials. These activities aim to meet the needs of the community in accordance with applicable laws and regulations.

The provision of public services is the state's effort to fulfill the basic needs and civil rights of every citizen to goods, services, and administrative services provided by public service providers. In Indonesia, the 1945 Constitution mandates the state to fulfill the basic needs of every citizen for their welfare, so the effectiveness of a government system is largely determined by the quality of public service delivery. Public service providers in Indonesia are all state organs, including the Central Government and Regional Governments (Provincial, Regency, and City). In this regard, the Preamble to the 1945 Constitution, in Article 4, explicitly states that one of the objectives of the Republic of Indonesia is to advance public welfare and improve the nation's intellectual life (Dewi & Suparno, 2022).

Public service is all service activities carried out by public service providers to meet public needs. In administering public services, government officials are responsible for providing the best possible service effectively and efficiently to the public in order to create public welfare. Ideally, services will be effective if the service bureaucracy can provide service inputs, such as costs and service times, that reduce burdens on the public using the services. Likewise, on the service output side, the bureaucracy should ideally be able to deliver quality service products, particularly in terms of costs and service times. Meanwhile, the effectiveness of services provided by government institutions is a measure of the success or failure of the organization in achieving its goals in providing services to the public (Yuspita, 2022).

According to Morris Ginsberg (in Khoiron 2017), injustice occurs when identical situations are treated differently. In a country's economic development, every individual should have equal rights to access good public services. As a public service provider, the government must not discriminate against lower-income groups. All groups in society must receive equal treatment in public services.

The principle of justice is closely related to the ideas of appropriateness and appropriateness, both of which focus on the question of whether the level of efficiency, needs, and values in society can be met in a fair manner. In short, the principle of justice in the provision of services by government bureaucracies serves as a benchmark for evaluating the extent to which these services consider aspects of justice and provide equal opportunities for the public to access the service system.

Public services within good governance must at least meet the required quality standards. The public consistently demands quality public services from bureaucrats, although these demands often fall short of expectations. Empirically, existing public services are often characterized by complexity, slowness, cost, and exhaustion. This tendency arises because the public is still positioned as the "servant," not the "served." (Lestari & Santoso, 2022)

The development of electronic-based government administration is known as e-Government. This development aims to facilitate internet users' access to various information related to government services. E-Government can improve relationships between the government and other parties, resulting in various forms of e-Government: 1) Government-to-Government (G2G), 2) Government-to-Businesses (G2B), 3) Government-to-Employees (G2E), and 4) Government-to-Citizens (G2C) (Habibie, 2019). The implementation of e-government in Indonesia encompasses online presence, interactions, transactions and transitions, sustainability, e-government readiness and transparency, investment value in each region, leadership, e-government institutionalization in these sectors, process management, office management, and efficiency. Thanks to prospective factors and budgetary constraints, e-government implementation in Indonesia has made rapid progress since its initial implementation (Rusmini et al., 2024).

Several policies and regulations have been developed to support e-government implementation. One such policy is Law Number 22 of 2009 concerning Road Traffic and Transportation, which formed the basis for the concept of the smart driver's license (SIM). Conventional driver's licenses are gradually being replaced by the electronic driver's license (electronic-SIM) program known as e-SIM or smart SIM. A smart SIM is a driver's license that is electronically generated, both in terms of its physical form and its use, and is integrated with a computerized system.

In line with the developments in the era of reform, which encompasses various sectors, traffic police services in issuing driver's licenses (SIM) are required to be increasingly professional, procedurally compliant, ethical, and transparent to eliminate negative public perceptions. To achieve this, members of the Indonesian National Police (Polri), particularly those in the traffic sector, need to be equipped with adequate knowledge, understanding, and skills related to driver's license registration and identification. This competency improvement effort can be achieved through training, mentoring, and ongoing education.

The FIFO program seeks to realize the Polresta vision, which aligns with the demands of a more optimal public service bureaucracy, particularly in driver's license issuance services. As a government organization that collects taxes and provides direct services to the public, the role and function of the Directorate General of Taxes (DGT) are increasingly important. The DGT must not only comply with existing regulations and procedures but also meet the public's needs through excellent service delivery. The benchmarks for providing the best service are: professionalism, encompassing integrity, discipline, competence, transparency, accountability, independence, excellent service, and learning and empowerment.

Based on the law and in response to existing issues, the Bekasi City Police Department has implemented an innovation known as FIFO (First In First Out). This program is designed to make it easier for Bekasi City residents to process driver's license documents. This program prioritizes service, so residents who are reluctant to process documents due to inadequate queues are expected to have their issues resolved through this program.

The FIFO method is also known as the First In First Out (MTKP) method. The FIFO/MPKP method is a method for determining ending inventory based on the assumption that the earliest items purchased are the first items sold. Thus, items in inventory are considered to be from the most recent purchase, as items from previous purchases are considered to have been sold (Agustin, 2022).

The First In First Out (FIFO) Integrated System program is a technology-based integrated system in the form of a queue machine used in the SIM service process at the Bekasi City Police Department. Driver's license applicants can wait in line in a conducive manner according to recorded data (those who take the queue first will be the first to leave/finish (First In First Out)). This means that throughout the SIM application process, applicants can experience maximum service, providing certainty and comfort to the public (Sari et al., 2022).

In accordance with Law Number 22 of 2009, which regulates transportation and traffic, the Indonesian National Police (Polri) officially launched the Smart Driving License (Smart SIM) for motorized vehicle drivers in Indonesia. The Smart SIM is an innovation in public services that focuses on information technology in the traffic sector. The Smart SIM is the result of innovation in public services that prioritizes information technology in the traffic sector. Considering the meaning of the Smart SIM itself, it is clear that this latest type of SIM will facilitate user activities.

This new Smart SIM serves more than just an identification for vehicle owners. This innovative product from the Indonesian National Police Traffic Corps (Korlantas Polri) has three main uses: providing the SIM owner's personal information, recording traffic violations, and functioning as an electronic payment method. The Smart SIM is equipped with various advanced features, including storing violation data, including accident information, through the Smart SIM application. To access this information, SIM owners do not need to visit a police

station. Simply download the Smart SIM application, available for Android-based phones. Furthermore, Smart SIM owners must ensure their phones have NFC (Near Field Communication) capabilities. Through this Smart SIM application, you can access all your Smart SIM information simply by touching the device to your phone. Accessible data includes personal forensic information from the police, traffic behavior recordings, and penalty points.

Based on the National Police's Vision and Mission to realize Smart SIM service innovations to support improved public service facilities, the FIFO (First In, First Out) program is an alternative to support a social justice system for obtaining Smart SIM issuance services based on the principles of transparency, flexibility, and fairness in the queue numbering system.

Previous studies differ from the current study. The difference from Abdilah's (2016) study lies in the focus of the research. The current study focuses on explaining innovations and emphasizing the services needed for innovation at the Bekasi City Police Department and their effectiveness. The phenomena and problems mentioned above, along with the Bekasi City Police Department's enthusiasm for addressing them, are highlighted.

METHOD

The research method used in this study is descriptive research with a qualitative approach. This approach was chosen because the researcher aimed to describe the problems encountered in the field and understand how innovations in the "FIFO" (First In, First Out) program were implemented at the Bekasi City Police Department.

The focus of this study is to identify and describe the integrated service innovations implemented by the Bekasi City Police Department through the FIFO program, using several indicators, including: the superiority of the new method over the previous one, the level of complexity of the innovation compared to the previous system, and the program's trial period to assess operational completeness. The types and sources of research data consisted of primary and secondary data. Secondary data were obtained from printed books, documentation, and several sources from websites related to the research objectives.

In this study, the author used a qualitative method with a descriptive approach through references to related sources. Qualitative research aims to gain an in-depth understanding of humanitarian and social issues, rather than simply describing the surface of reality as is done in quantitative research with a positivist approach. Qualitative research, according to the author, is understood as an in-depth analysis to gain an understanding of a problem. This differs from quantitative research with a positivist approach, which examines a problem based on cause-and-effect phenomena. Therefore, it tends to seek data using measurements and numerical calculations. Qualitative research examines a problem by delving deeper. Qualitative research also explores the processes by which something works (Farhan, S.IP., 2021).

RESULTS AND DISCUSSION

The innovative FIFO system at the Bekasi City Police Department demonstrates the advantages of this new approach compared to previous methods. This demonstrates that with the introduction of FIFO, individuals who arrive early receive faster service. Innovation and improvement efforts at the Traffic Police Department are ongoing to improve the quality of public service. The Bekasi City Police Department is expected to improve public service, leading to greater satisfaction with police services, orderliness, and performance, leading to professionalism and trust.

This new FIFO service embodies the implementation of the Indonesian National Police's vision of providing the best service in accordance with public service standards. The service, which encompasses the entire process from obtaining a queue number to data entry, utilizes digital-based electronic technology, thus facilitating and saving time for the public. This process is considered more effective, especially for busy people who lack time to apply for or renew their driver's licenses, as they can utilize the online registration system. Through online

registration, the public will receive a predetermined schedule, including the date and time of arrival at the local police department.

In implementing the innovative FIFO program at the Bekasi City Police Traffic Department, several obstacles were encountered, one of which stemmed from the community itself. The implementation of the FIFO (First In First Out) service by the Bekasi City Police Department aims to simplify the driver's license (SIM) application process to reduce public reluctance or reluctance. However, this effort remains hampered by low public awareness.

A driver's license (SIM) is a mandatory requirement for operating a motorized vehicle and is valid for five years. Every driver on the road is required to have a driver's license (SIM) appropriate for the type of vehicle they drive. To obtain a driver's license, a person must demonstrate driving skills, which can be acquired through education and training or through independent study. This education and training are provided by institutions licensed and accredited by the government.

Because a driver's license (SIM) is a crucial document, the process of obtaining one is expected to be expedited. Therefore, innovation is needed to facilitate the public's access to it. Essentially, innovation emerges in response to various challenges faced by agencies, thus having a clear goal to address them. The implementation of the e-SIM innovation at the Bekasi City Police Department was motivated by the challenges of manually issuing a driver's license (SIM), such as long service times that lead to long queues and the practice of ticket scalping. Furthermore, errors in inputting applicant data, such as name and date of birth, are also common. Thus, the e-SIM innovation was developed to overcome these various problems.

The success of innovation in public services is determined not only by the solutions offered, but also by the availability of information and ease of use of those innovations. In line with Zeszyty's (2017) opinion, electronic services must be easily accessible and usable by the public. If these aspects are considered in the development process, service objectives can be achieved efficiently, operational costs can be reduced, and service times can be shortened, thereby minimizing queues.

Based on this description, it can be concluded that the implementation of technology-based innovations requires considering various supporting factors to achieve optimal results. Innovation itself can be defined as the process and result of developing and utilizing knowledge, skills (including technology), and experience to create or refine new products, processes, or systems that differ from existing ones. The Bekasi City Police Department continues to pursue this innovation to improve the quality of its services.

Previously, the Bekasi City Police Department had already introduced digital-based service innovations. In its implementation, the services provided prioritize a humanistic approach and utilize advances in information technology, one example of which is the Traffic Police's service innovation, the FIFO (First In First Out) program. This program is considered more practical and simpler than previous methods. However, many people still lack understanding of this innovation in its implementation, primarily due to limited information dissemination. Therefore, more intensive outreach efforts are needed from the Bekasi City Police, both directly and through print and electronic media, to ensure the program's objectives are optimally achieved. Furthermore, a trial period for the program is crucial to ensure its completeness and operational readiness.

Implementing a program requires a trial phase to determine how the program operates and how to overcome any potential obstacles. To address challenges with the FIFO innovation, the Bekasi City Police collaborated with the Population and Civil Registration Office (Disdukcapil), specifically regarding the use of an ID card verification machine to streamline the applicant data collection process.

The background to this FIFO innovation is the utilization of technology through the development of an Android-based application accessible to SIM service users. The results of this study align with the opinion of Evans and Olaniyi (2018), who stated that digital

government is the use of electronic communication devices, such as computers and the internet, in the delivery of public services. Information and communication technology is used as a means to achieve better governance, accessible online through the internet. With the concept of digital government, the government is able to provide various platforms, such as websites and applications, which function to provide information to the public.

In this innovation, to optimize results, employees underwent three months of training to operate the newly developed application. This training aimed to improve officer competency so they could provide better service to the public, with support from the Indonesian National Police Traffic Corps (Korlantas Polri) and the Professional Certification Institute (LSP).

As explained by Pathamanathan (2016), the successful implementation of the e-license system is greatly influenced by the readiness and ability of employees to use it. Therefore, the Bekasi City Police, as the service provider, needs to ensure that training, coaching, and workshops are conducted adequately and structured. This is crucial so that employees clearly understand the benefits of using e-licenses. When employees understand the various benefits, such as time and cost savings, speed of service, increased efficiency, convenience, and ease of access, they will be motivated to be more responsible and deliver their best performance in serving the public.

Based on this explanation, the FIFO (First In First Out) program launched by the Bekasi City Police aims to improve service quality and simplify the process of obtaining new and extended driver's licenses. This service can be accessed through an application available on the Play Store and used on their smartphones. However, there are still several aspects that need to be improved so that the services provided can be more optimal and able to provide satisfaction to the public.

CONCLUSION

Public service is the duty of state administrators. In this regard, the Bekasi City Police, as the city's police resort, is tasked with providing services, fulfilling security requirements, and enforcing security regulations. This service embodies the National Police's (POLRI) vision, which is to provide the best service while meeting public service standards. The service innovation implemented by the Bekasi City Police is the FIFO (First In First Out) program.

This initiative was initiated due to frequent service issues and indications of brokerage in the SIM application process. With this e-SIM application, applicants can process their SIM applications independently because they receive a booking code after registration. This booking code cannot be transferred to another person, thus minimizing the occurrence of brokerage. Research findings indicate that this value of fairness is realized through the availability of automatic queue numbering machines, which can minimize long queues and unfairness in the numbering process.

This justice system is seen from the perspective of public order and compliance in adhering to the rules and regulations implemented by the Bekasi City Police Department by following the appropriate queue number and queuing to receive Smart SIM services provided without discrimination based on social strata or other aspects. The purpose of the FIFO program is to create an effective and efficient Smart SIM service that is more oriented towards meeting community needs by demonstrating fairness. This program is an effort to serve as a solution to create fairness in the public service of Smart SIM issuance, supported by the FIFO (first in, first out) program to improve services provided by the Bekasi City Police Department. Thus, going forward, the implementation of this public service can realize the implementation of public services that create social justice for all Indonesians.

The Police Department needs to conduct more intensive outreach regarding the benefits of having a SIM, as stipulated in Article 77 paragraph (1) of Law No. 22 of 2009 concerning

Traffic and Road Transportation, as well as the Smart SIM issuance procedure with First In First Out (FIFO) at the Bekasi City Police Department, which will facilitate SIM applicants.

The Bekasi City Police Department, in relation to the SIM issuance service to the public, should add service units in the a simulator exam room and theory exam room to minimize waiting times in the SIM issuance queue. In further research, it is recommended to consider the type of SIM, conduct simulations to determine the optimal number of service units by taking into account operational costs, and calculate the difference in the number of SIM applicants arriving each day between busy days and normal days.

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