

The Influence of Practice Exam Tutoring Services and E-Avis on Community Satisfaction in SIM Management at Banjarbaru Police Regency Mediated by Performance of Traffic Sat Members

Maulana Ansari¹, Musthafa²

^{1,2}Sekolah Tinggi Ilmu Ekonomi Pancasetia, Banjarmasin, Indonesia

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ABSTRACT

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This study aims to analyze the effect of Tutoring Services for Practical Exams and E-Avis on Community Satisfaction in Management of SIMs at the Banjarbaru District Police, Mediated by the Performance of Members of the Traffic Unit. The population of this study is people who come to visit for the purposes of obtaining a driver's license. The research sample is 100 respondents, accidental sampling technique. Data collection uses a questionnaire. The data analysis tool uses Partial Least Square, with SmartPLS 3.0 software. The results of the study are: 1) The practice exam tutoring service has a significant effect on member performance. 2) E-AVIS has no significant effect on member performance. 3) Practice exam tutoring services have a significant influence on community satisfaction. 4) E-AVIS has a significant influence on community satisfaction. 5) The performance of members of the Traffic Unit has a significant influence on community satisfaction. 6) The practice exam tutoring service has a significant influence on community satisfaction mediated by the performance of SatThen members. 7) E-AVIS is proven to have a significant influence on community satisfaction mediated by the performance of Traffic Unit members, in obtaining a driver's license at the Banjarbaru Police

Email :
ekasafa.am@gmail.com ,
musthafa.stiepan@gmail.com

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INTRODUCTION

Police is a very complicated profession with very complex work that causes no time to relax, because cases come one after another. Police are expected to be ready for challenges in their work and be able to withstand pressure from within the police institution itself as well as pressure from outside the institution. The Indonesian National Police, which is tasked with protecting, serving and serving the community, has an important position both in terms of protection and its very important duties, so that police members are required to be loyal and obedient to the maximum in carrying out their duties. Being alert and providing services and instructions/orders from the leadership is an obligation that must be carried out every day.

In the routine activities of the members starting from morning assembly, school children's arrangements, returning to service activities / routine activities until the afternoon assembly and guarding the picket every day according to the predetermined schedule. All are carried out in disciplinary action, under supervision carried out by the Provost. The sections in the Polres are Sat Binmas, SatReskrim, Sat Narkoba, Sat Shabara, and Sat Lantas. All Units have different duties and responsibilities, in these tasks also have different

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levels of stress which are determined based on the main tasks of each unit. If this condition is not addressed and managed properly by each police member, it can cause problems for both themselves and the agency. Apart from that, all members of the Police must still be required to carry out and provide perfect / maximum performance.

For public sector services, the performance of the Indonesian National Police is very important because it is related to the interests of the general public. The Indonesian National Police as a public sector servant must have good performance, so that the police's goal of being able to protect and serve the community can be realized properly. Likewise, poor police performance will give a bad image to the police, so that the public does not have enough trust in the police's performance.

The police as one of the government agencies need to know the performance to know its ability in achieving the vision, mission and goals of the organization to the government. Because employee performance in an agency is a benchmark for the success or failure of the goals and work responsibilities that have been set in the company or agency. Improving employee resources is very urgent and needs to be done in a planned, directed, and sustainable manner in order to improve capabilities and professionalism. Therefore, the interests of accelerating the main tasks and functions of the organization and including the Banjarbaru Resort Police government organization, the quality of human resources is one of the main requirements for improving member performance. Because performance is a benchmark for the success of a government or private organization/agency.

In the era of globalization with quite tight and challenging competition conditions, government apparatus is required to be able to provide the best service to the community and be oriented to the needs of the community. This service to the community is one indicator of the success of government administration. Dissatisfaction felt by the community and the loss of public trust in the police apparatus. Because the police apparatus which should act as law enforcement officers, protectors of the community, guardians and servants of the community in order to maintain public order and security often act arbitrarily against the community and carry out extortion against the community (Jarot and Manupputy, 2011).

The low intensity given to the community by the police bureaucracy is one of the sources of public distrust of the police bureaucracy (Dwiyanto, 2011:80). In this situation, it is not surprising that the practice of providing services carried out by the police does not match the expectations of the community, such as the SIM making service which is seen by the community as having no certainty.

In accordance with the results of observations that have been made, there are still practices of service delivery carried out by the Banjarbaru Resort Police in the SIM making service that are not in accordance with the applicable regulations, there are still brokering practices in the SIM making process carried out by officers or their own apparatus. This is evidence of several actions that tarnish the good name or image of the police as guardians, protectors, and acting fairly to the community.

The main objective of public service is public satisfaction. This satisfaction can be realized if the service provided is in accordance with the established service standards or better than the service standards. The problem that is still often complained about by some

people is the service time. Analysis of the Public Satisfaction Index (IKM) must always be carried out periodically. This means that at every certain time period, research or calculations and analysis must be carried out on public satisfaction with the services that have been provided. However, until now the measurement or analysis of the Public Satisfaction Index carried out by the Banjarbaru Police Traffic Unit has not been carried out periodically. Public satisfaction that affects the quality of service provided by the Banjarbaru Police Traffic Unit is an interesting thing to study, because it intends to find out more about the Public Satisfaction Index towards services at the Banjarbaru Police Traffic Unit.

The 2020 performance showed good criteria were the service elements of certainty of schedule and service security, while service procedures, clarity of officers, requirements, discipline, responsibility, ability, speed, and reasonableness of service costs showed quite good performance. In 2021, there was an increase in good performance in the service elements, namely procedures, officer responsibility, ability, and speed of service, while the certainty of service schedules experienced a decline in performance. Then in 2022, what showed good was officer responsibility, officer ability, certainty of service costs, certainty of schedules and service security. The small number of service elements that are categorized as good means that there is still a need to increase public satisfaction in the service elements.

From the aspect of service procedures, many people tend to use the services of "intermediaries" in taking care of making a SIM, because they feel it is faster and easier to get a SIM without having to go through various procedures. Then, from the aspect of the timeliness of the service that should be required in processing the extension of a Driving License, which is only 25 minutes. However, this is not in accordance with the opinion of the results of interviews in the field, where researchers found the time required to process a SIM for 40 minutes to 1 hour of service. This must be immediately fixed in the service process in order to create public satisfaction as expected together and can immediately realize the vision and mission of the police agency.

The application for making a driving license at the Banjarbaru Police Station has increased every month, this indicates that the community really needs this agency to meet their needs, with the data above, the Banjarbaru Police Station should be able to improve its performance and services to be able to provide the best for the community with the main goal of achieving community satisfaction. The most fundamental problem in the service at the Banjarbaru Police Station is the long waiting time and excessive bureaucracy complicated, if you do not pass the test you will have to repeat the test one week later up to three times and must re-register if you still do not pass the test. Due to lack of knowledge or tactics so that in several tests there are SIM applicants who do not pass, the Banjarbaru Police have opened a free tutoring or coaching clinic for the public who are applying for a new Driving License (SIM). This aims to be a form of precise Polri service and make it easier for the public to have a SIM in accordance with applicable provisions. The provision of this service is not only specifically for SIM applicants who have failed the test, but for other people who want to make a new SIM are also allowed. This tutoring also aims to improve the knowledge, insight and skills of the public in driving while preparing themselves to take the SIM practical test. Tutoring is one form of important guidance service organized by the

Banjarbaru Police Traffic Unit. Experience shows that failures experienced by the public in the SIM Practical Test are not always caused by stupidity or low intelligence. Often the failure occurs because the public does not receive adequate guidance services. Good quality service is the hope of the public with competent tutoring staff. Because by providing good quality tutoring services, it can encourage the community to have a strong bond with the performance of the Banjarbaru Police Traffic Unit members. The results of Irmawati Harjani Putri's (2018) research found that there was a positive influence between the quality of tutoring services and satisfaction.

The SIM issuance process is one form of public service provided by the Police. Due to the increasingly modern era, the facilities provided to take the SIM issuance test should be getting better every day. One of the service innovations implemented is the AVIS (Audio Visual Integrated System) system. This system is a change from the previous system, namely using a written test. The written test used is still very manual and relatively difficult, such as the instructions given on the question sheet during the test are not clear and sometimes look blurry, so that many people do not understand or do not understand the questions given. As for this written test, it takes quite a long time to find out the results of the test that has been carried out. The AVIS system itself is the same as the Computer Assisted Test (CAT) system, where this system will definitely guarantee the results obtained by participants who take the test. So people don't have to wait long, because the test results will come out immediately after taking the test. This is the advantage of the AVIS system, so that the possibility of data manipulation can be avoided. The implementation of this test system aims to make the test more transparent, so that this test model can increase public trust in making SIMs.

However, in the AVIS system, people only need to concentrate on listening to instructions via audio and seeing questions displayed on a projector or computer. Several obstacles, especially for some members of the general public who are still unfamiliar with technological advances. These obstacles need attention and follow-up from the Police, so as not to cause negative thoughts from the public, because it makes SIM administration increasingly difficult. This can also cause people to be lazy in taking care of making SIM which is one of the tools to enforce traffic order. There are still many people who do not understand the implementation of SIM issuance through the AVIS system. Not only that, there are still many people who do not understand the theory used in taking the SIM issuance test through the AVIS system. This can be seen from the pass rate of people who took the AVIS system test, in July-December 2022 the number of General SIM applicants who took the AVIS system test was 1,776 people, 514 applicants did not pass while the number who passed was 1,262 applicants, the number of graduates did not all pass in taking one test, but there were also those who passed after taking 2 to several retakes of the test. Basically, the AVIS system aims to make the SIM practical test taken by drivers at the Banjarbaru Police Traffic Unit more transparent, in addition to increasing public satisfaction so that they are smarter in educating the public. With the AVIS system SIM test method, the public will be smarter not to use services offered by brokers or other parties who have no interest. Then, with the implementation of this AVIS system, the theory test can take place quickly and the results can be known immediately. In the end, the entire SIM

making process can be completed in less than half a day, thus improving the performance of the Banjarbaru Police Traffic Unit members in making SIMs more effectively and efficiently. In Dewi Kartika Chandra's research (2010), it was explained that the AVIS system affects public satisfaction and improves the performance of SIM making service members in Boyolali Regency.

The performance of members serving the public in managing SIM, as if still prioritizing personal interests compared to the interests of the public. Not paying personal attention to the public who do not yet know about the procedures for making SIM, officers seem to leave the public in confusion. Officers do not provide directions in advance about the steps that must be prepared, this also makes the public take a long time in the process of making SIM. In addition, there are still some members who are on duty serving the public who behave arrogantly. This has given rise to negative accusations and affected the image of the Banjarbaru Police.

Based on the Regulation of the Chief of the Republic of Indonesia National Police Number 2 of 2018 concerning the Performance Assessment of Members of the Republic of Indonesia National Police with the Performance Management System, currently the system designed is computer-based which can receive, send, store, process and present data and information about the performance assessment of Polri members online that is accurate, quality and timely, currently the system has been integrated with the Polri Personnel Information System (SIPP) in the form of an android version application and website which is expected to make it easier to use, able to record the performance results of each personnel and can be used for various other purposes.

There are indicators of emotional control performance achievement below standard as many as 5 people, and need improvement 5 people. Indicators of empathy performance achievement below standard as many as 5 people, and need improvement 5 people. Indicators of emotional control and empathy performance achievement are closely related to the form of service from the Banjarbaru Police to the community. Not only concerning the cost of making a SIM but the service of police officers in acting and responding to the wishes of the community becomes an assessment for the community. The arrogant attitude of the police, less friendly towards the community in handling the making of SIMs, has given rise to negative accusations from the community in taking care of making SIMs.

The reason for conducting research at the Banjarbaru Police which focuses on making SIM is because Banjarbaru City is one of the cities that has a very large area. With the increasing population growth accompanied by an increase in the number of motorized vehicles, in this case the number of applications for making SIM each year is increasing which must be able to formulate a strategy to improve the performance of the police in matters of SIM making services at the Banjarbaru Police.

The existence of the Banjarbaru Police Traffic Unit is very much needed by the community to support the smoothness of making SIM, the public's demands for the Banjarbaru Police Traffic Unit to be able to improve services to the community are a must for the Banjarbaru Police Traffic Unit in order to realize good service quality, so that what the desires and hopes of service users can be achieved. Based on the phenomena that emerged in the public service section of the Banjarbaru Police Traffic Unit, the author is

interested in examining the problem of practical exam tutoring services and E-AVIS on public satisfaction in managing SIM.

Literature Review

Human Resource Management

Management is not only managing human resources, but also materials, capital and other production factors. But in any case, human resources are one of the most important production factors that must be owned by every organization, so the consequence of all that is the need for better human resource management in order to obtain a meaningful contribution to the progress of the organization or company. According to Hasibuan (2017:10), Human Resource Management is the science and art of managing relationships and roles of the workforce to effectively and efficiently help achieve the goals of the company, employees and society.

Community Satisfaction

If performance is below expectations, customers are dissatisfied. If performance meets expectations, customers are satisfied. If performance exceeds expectations, customers are very satisfied or happy (Kotler, 2009). Community satisfaction is the conclusion of the interaction after using the services or services that have been provided and then comparing the performance that has been given to the expected performance.

Decree of the Minister of State Apparatus Empowerment (KEPMENPAN) Number 14 of 2017 concerning General Guidelines for the Preparation of Public Satisfaction Indexes for Government Agency Service Units states that the Public Satisfaction Index is: "Data and information on the level of public satisfaction obtained from quantitative and qualitative measurement results of public opinion in obtaining public services from public service providers by comparing their expectations and needs."

Based on several definitions, it can be concluded that public satisfaction is a feeling that arises in accordance with expectations of the expected performance through the fulfillment of public needs and desires. Public satisfaction with public organizations is very important because it is related to public trust.

Practical Exam Tutoring Services

According to Moenir (2016:16), "service is the process of fulfilling needs through the activities of other people which directly involve all efforts made by a person in order to achieve goals." Atik and Ratminto (2015:34) state that service is an activity or series of activities that are invisible (cannot be touched) that occur as a result of interaction between consumers and employees or other things provided by the service provider company that are intended to solve consumer/customer problems.

AVIS System (Audio Visual Integrated System)

In Webster's New World Dictionary (in Moekijat 1986:4) a system is explained as: "a group of things or parts working together or connected in some way so as to form a whole (the solar system, school system)" (a group of things, or tools, or parts that work together or are connected in some way so as to form a whole, for example the solar system and the school system).

Based on the understanding of the system above, the AVIS system can be concluded as a series of activities that are related to procedures, implementing personnel and

equipment used, namely audio visual or multimedia equipment, where its implementation is to facilitate the implementation of main activities and efforts to achieve the goals of the organization.

Basically, AVIS is one of the quick wins programs, namely improving the public service of the Police to the community in the form of quick response, namely a quick response, responsive to community problems and zero complaints, namely minimizing public complaints to the Police. However, AVIS is not an invention from Indonesia but is an international standard driving test adopted from developed countries such as: the Netherlands, Japan and Singapore

Police Performance

Based on the Regulation of the Chief of the Republic of Indonesia National Police Number 2 of 2018 concerning the Performance Assessment of Members of the Republic of Indonesia National Police with the Performance Management System, currently the system designed is computer-based which can receive, send, store, process and present data and information about the performance assessment of Polri members online that is accurate, quality and timely, currently the system has been integrated with the Polri Personnel Information System (SIPP) in the form of an android version application and website which is expected to make it easier to use, able to record the performance results of each personnel and can be used for various other purposes.

METHODS

In conducting this research, the researcher must first choose what research method to use. The research method is a way used by researchers to achieve research objectives. The method can provide the author with an overview of the steps to be taken and the selection of the right method so that it can help researchers solve their problems. This study analyzes "the influence of practical exam tutoring services and e-avis on public satisfaction in managing driving licenses at the Banjarbaru Police mediated by the performance of Sat Lantas members". With the type of explanatory research, namely explaining the influence between variables through hypothesis testing.

The population in this study were people who came to visit for the purpose of managing a SIM. The sampling technique used in this study was a non-probability sampling technique with an accidental sampling type, namely a sampling determination technique based on spontaneity factors, meaning that anyone who accidentally meets the researcher and according to the characteristics or traits, namely people who have made a SIM, then that person can be used as a sample (respondent) as a basis for data collection. The research sample was targeted at 100 respondents according to the minimum number of respondents in the preparation of the Community Satisfaction Index which was selected accidentally.

The data collection technique used in this study is using the questionnaire method. The questionnaire is a data collection technique by means of the subjects being studied filling out a questionnaire that has been provided by the researcher. In this study, the data collection instrument uses the Likert attitude scale concept.

Descriptive analysis, namely empirical analysis in a descriptive manner about the information obtained to provide an overview/describe an event (who/what, when, where, how, how much) collected in the study. The data comes from the answers given by respondents to the items contained in the questionnaire. This study will be analyzed using the Structural Equation Model (SEM), with the help of PLS (Partial Least Square) software. According to Ghozali (2014), the main benefit of SEM compared to the first generation of multivariate such as principal component analysis, factor analysis, discriminant analysis and multiple regression, SEM has higher flexibility for researchers to connect between theory and data. Ghozali (2016) states that PLS is an alternative approach that shifts from the covariance-based SEM approach to the variance basis.

Mediation testing aims to detect the position of intervening variables in the model. To test the significance of indirect influence, it is necessary to test the t value of the ab coefficient. The calculated t value is compared with the t table value, if the calculated t value > t table value then it can be concluded that there is a mediation effect.

RESULTS AND DISCUSSION

Hypothesis Testing

To find out the structural relationship between latent variables, hypothesis testing must be carried out on the path coefficients between variables by comparing the p-value with alpha (0.005) or t-statistics of (>1.96). The magnitude of the P-value and also the t-statistics are obtained from the output on SmartPLS using the bootstrapping method. This test is intended to test the hypothesis consisting of the following 7 hypotheses:

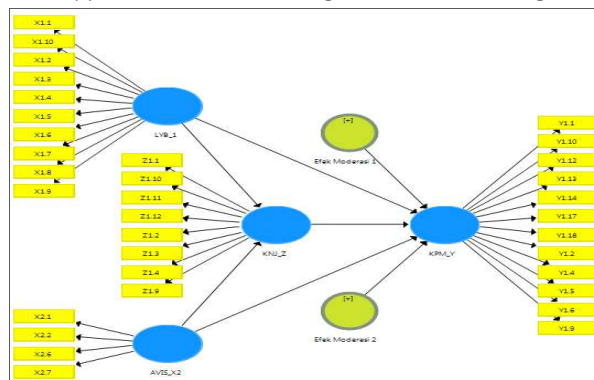


Table 5. Results of Path Coefficients of Direct Influence

	Sampe l Asli (O)	Rata-rata Sampel (M)	Standar Deviasi (STDEV)	T Statistik (O/STDEV)	P Values
LY.BM → KNJ	0.200	0.194	0.089	2.899	0.004
E-VIS → KNJ	-0.163	0.169	0.069	1.313	0.121
LY.BM → KP.MSY	0.445	0.451	0.150	6.424	0.000
E-VIS → KP.MSY	0.218	0.226	0.101	3.244	0.001
KNJ → KP.MSY	0.488	0.493	0.117	7.601	0.000

Sumber: Data Diolah 2023 (Lampiran 6)

First Hypothesis

Based on the proof of the first hypothesis regarding the practical exam tutoring service has an effect on the performance of SatLantas members at Polres Banjarbaru. This shows that the practical exam tutoring service has proven to have a significant effect on the performance of SatLantas members at Polres Banjarbaru.

Practical exam tutoring services can affect the performance of members of the Banjarbaru Police Traffic Unit, this is illustrated from the items of the practical exam tutoring service variables, namely: 1) Practical Exam Tutoring instructors appear well, neat and attractive, 2) the service and ability of officers can be trusted well. 3) service and compliance with the schedule that has been determined consistently well. 4) Then, officers are responsive in dealing with problems with complaints from practical exam tutoring participants well. 5) officers maintain good relationships with practical exam tutoring participants. 6) officers care about the wishes of practical exam tutoring participants well. Likewise, items in the performance variable can be described that the indicators of service orientation, communication, emotional control, empathy, and cooperation of Banjarbaru Police members with good achievements

According to the researcher's conclusion, the higher the service of the practical exam tutoring provided, the higher the performance of the members. In providing services, at least the agency must meet 5 service quality criteria that are often called raters, so that they can create loyal participants/customers, namely reliability, assurance, tangible (physical evidence), Responsiveness, and empathy.

The results of the analysis prove that there is a positive and significant influence between the SIM practice exam tutoring service on the performance of members of the Banjarbaru Police Traffic Unit. This condition shows that by providing good SIM practice exam tutoring services to the community, it will show good performance. The higher the level of service quality provided by employees in working, the better the work pattern will be. Having good performance will be able to change bad habits in working that have an impact on the image of the organization, therefore things that could damage the image of the organization must be eliminated.

From the findings of the phenomenon that the performance of members serving the public in managing SIM, seems to still prioritize personal interests compared to the interests of the community. Not paying personal attention to the community who do not yet know about the procedures for making SIM, officers seem to leave the community in confusion. Officers do not provide directions in advance about the steps that must be prepared, this also makes the community take a long time in the process of making SIM. In addition, there are still some members who are on duty serving the community who behave arrogantly. This has given rise to negative accusations and affected the image of the Banjarbaru Police.

The key to providing better service quality is to meet or exceed the service quality expectations of target customers. Service quality is described as a statement of attitude, the relationship resulting from the comparison of expectations with performance. So service quality is a function of the difference between perceived performance and expectations, if the perceived performance is below expectations then consumers feel dissatisfied, while if the perceived performance is in accordance with expectations or even exceeds then consumers will feel satisfied. And if the perceived performance exceeds expectations then consumers will feel very satisfied. The results of this study are in line with research conducted by Ritta (2013) which states that service quality has a positive effect on employee performance. Likewise, research conducted by Erni (2009) explains that service quality has a positive effect on performance.

Second Hypothesis

Based on the proof of the second hypothesis, it states that E-AVIS has an effect on the performance of Traffic Unit members at the Banjarbaru Police. The results of the study showed that E-AVIS was not proven to have a significant effect on the performance of Traffic Unit members at the Banjarbaru Police, even having a negative effect. This shows that the lower the use of the E-AVIS system, the better the performance of Traffic Unit members at the Banjarbaru Police.

The implementation of the E-AVIS system does not affect the performance of Satlantas members, this is described in the E-AVIS system variable item, namely: 1) that the use of the E-AVIS system is not easy to understand properly, answered by respondents who perceived disagree 1% and did not have an opinion/doubt 33%. 2) Then, as many as 4% perceived disagree and did not have an opinion/doubt 26% that the use of the E-AVIS system had an ineffective impact on work. So it can be concluded that not all respondents consistently perceive that the implementation of the E-AVIS system can help the work of Satlantas Polres Banjarbaru members. Because basically E-AVIS is a program that is intended to help SIM applicants to take the exam get accurate results and quickly and accurately see the results of the exam. Therefore, the influence of E-AVIS cannot directly affect the performance of Satlantas Polres Banjarbaru members.

Basically, AVIS is one of the quick wins programs, namely improving the public service of the Police to the community in the form of a quick response, namely a quick response, responsive to community problems and zero complaints, namely minimizing public complaints against the Police. The AVIS system itself is the same as the Computer Assisted Test (CAT) system, where this system will definitely guarantee the results obtained by participants who take the exam test. So the public does not have to wait long, because the exam results will come out immediately after taking the exam test. This is the advantage of the AVIS system, so that the possibility of data manipulation can be avoided. Then, also during the implementation of the E-AVIS system at the Banjarbaru Police Traffic Unit, the pass rate was quite significant from July-December 2022, the number of applicants for General SIM who took the AVIS system exam was 1,776 people, applicants who did not pass were 514 applicants while the number who passed was 1,262 applicants, the number of graduates was not all passed in taking one test, but there were also those who passed after taking 2 to several times repeating the exam.

Until now, researchers have not been able to find similar research, but researchers only found research by Rizkia Daulay (2022) that the effectiveness of the SIMDIKLAT application had a significant positive effect on the performance of administrators in the Medan religious education and training center environment.

Third Hypothesis

Based on the proof of the third hypothesis, it states that the practical exam tutoring service has an effect on public satisfaction in managing SIM at the Banjarbaru Police. This shows that the practical exam tutoring service has proven to have a significant effect on public satisfaction in managing SIM at the Banjarbaru Police. The SIM practice exam tutoring service can affect public satisfaction, this is illustrated by the SIM practice exam tutoring service items, namely: 1) service and schedule compliance that has been

determined consistently well. 2) officers are responsive in resolving problems with complaints from participants of the practical exam tutoring well. 3) Officers' knowledge and skills are in accordance with job descriptions,

Then, the items of public satisfaction are described, namely 1) Service according to the specified time. 2) Officers serve based on SOP. 3) Officers are very good at mastering their field of service. So it can be concluded that the better the service provided by the Banjarbaru Police, in this case: a) officers are responsive in dealing with problems in complaints from participants of practical exam tutoring, so that the service is in accordance with the specified time, b) service and compliance with the schedule that has been determined consistently well, because officers serve based on SOP, and c) Officers' knowledge and skills according to job descriptions, meaning that officers are very good at mastering their field of service, the higher the level of satisfaction received by the public. Satisfaction is a positive response from customers which is indicated by things such as feelings of pleasure, fulfillment of expectations for a performance and service.

The most fundamental problem in services at the Banjarbaru Police is the long waiting time and excessive bureaucracy complicated, if you do not pass the test you will have to repeat the test one week later up to three times and must re-register if you still do not pass the test. Due to lack of knowledge or tactics so that in several tests there are SIM applicants who do not pass, the Banjarbaru Police have opened a free tutoring or coaching clinic for the public who are applying for a new Driving License (SIM). This aims to be a form of precise Polri service and make it easier for the public to have a SIM in accordance with applicable provisions. The provision of this service is not only specifically for SIM applicants who have failed the test, but for other people who want to make a new SIM are also allowed. This tutoring also aims to improve the knowledge, insight and skills of the public in driving while preparing themselves to take the SIM practical test. Tutoring is one form of guidance service that is important to be organized by the Banjarbaru Police Traffic Unit. Experience shows that failures experienced by the public in the SIM Practical Test are not always caused by stupidity or low intelligence. Often the failure occurs because the public does not receive adequate guidance services. Good quality service is the hope of the public with competent tutoring staff. Because by providing good quality tutoring services, it can encourage the community to have a strong bond with the performance of the Banjarbaru Police Traffic Unit members.

The results of the study are in line with Isabella Amelia Handayani Putri (2016) who proved that service has a significant effect on public satisfaction in making a driving license (SIM) at the West Kutai Police Resort. The study is also supported by Rahmanto (2019) who also proved that the quality of service for making a C SIM has a significant effect on public satisfaction at the Medan Police Traffic Unit Office .

Fourth Hypothesis

Based on the proof of the fourth hypothesis, it states that E-AVIS has an effect on public satisfaction in managing SIM at Polres Banjarbaru. This shows that E-AVIS has proven to have a significant effect on public satisfaction in managing SIM at Polres Banjarbaru. The implementation of the E-AVIS system can affect public satisfaction, this is illustrated by the respondents' perceptions on the E-AVIS system items, namely the use of

the E-AVIS system is easy to understand, the E-AVIS system can explain the system implementation procedures well, and the confidentiality of data on the E-AVIS system well guarantees different passwords and users for each user. Then, the respondents' perceptions about public satisfaction are that the suitability of the requirements with the provisions is very good, the suitability of the service process according to the provisions is very good, the service of officers is based on SOP very well, and officers have carried out all their authorities very well. According to the researcher's conclusion, public services provided by the government today are mostly electronic-based, so that the quality of service felt is no longer a traditional service. Audio Visual Integrated System, hereinafter referred to as AVIS, is a mechanism for making SIM that is integrated from the registration process, then, to issuance. The implementation of the E-AVIS test system aims to make the exams more transparent, so that this test model can increase public trust in making SIM.

The AVIS system itself is the same as the Computer Assisted Test (CAT) system, where this system will definitely guarantee the results obtained by participants who take the test. So the public does not need to wait long, because the test results will come out immediately after taking the test. This is the advantage of the AVIS system, so that the possibility of data manipulation can be avoided. The implementation of this test system aims to make the exams more transparent, so that this test model can increase public trust in making SIMs. However, in the AVIS system, the public only needs to concentrate on listening to instructions via audio and seeing the questions displayed on the projector or computer. Several obstacles, especially for some members of the general public who are still unfamiliar with technological advances. These obstacles need attention and follow-up from the Police, so that they do not cause negative thoughts from the public, because they make SIM processing increasingly difficult. This can also cause people to be lazy in taking care of SIM making which is one of the tools to enforce traffic order. There are still many people who do not understand the implementation of SIM issuance through the AVIS system. Not only that, there are still many people who do not understand the theory used in taking the SIM issuance test through the AVIS system.

The results of a study similar to Dewi, Intania Kumala (2019) who explained that E-Service Quality has a significant effect on public satisfaction using the Singo Application (Survey on the Community of Sawojajar Village, Malang City). Then, the research of Muhammad Rizky Maulana (2021) which proved that there was a significant influence of the LAPOR! Application on public satisfaction and its implications for the image of the Banjarmasin City Government.

Fifth Hypothesis

Based on the proof of the fifth hypothesis, it states that the performance of SatLantas members influences public satisfaction in managing SIM at Polres Banjarbaru. This proves that the performance of SatLantas members has proven to have a significant influence on public satisfaction in managing SIM at Polres Banjarbaru.

The performance of members of the Banjarbaru Police Traffic Unit can affect public satisfaction, this is illustrated from the performance items, namely service orientation, empathy, and member integrity in serving the needs of the community. Then, public satisfaction is described in the item of the seriousness of officers in providing excellent

service, follow-up to suggestions and input is received very well and complaints are handled very well and in accordance with the provisions. So it can be concluded that the service orientation, empathy, and integrity possessed by members can increase public satisfaction which is reflected in the seriousness of officers in providing excellent service, follow-up to suggestions and input is received very well and complaints are handled very well and in accordance with the provisions.

The existence of negative stigma of service such as the attitude of arrogant members, less friendly towards the community in handling SIM making, has given rise to negative accusations from the community in taking care of SIM making. This requires attention from the leadership to continue to instruct all members of the Traffic Unit (Satlantas) to provide sincere and professional service and also monitor and conduct monitoring of SIM service activities. The importance of sincere service in the process of extending or managing a new SIM and emphasizing that every member of Satlantas must be friendly and responsive to every need of the community that comes.

According to the researcher's conclusion, it provides an illustration that the better and the increase in employee performance, the better and increasing public satisfaction in managing SIM at Polres Banjarbaru. The research conducted also shows that the results are in line with the references used, namely in the books (Tjiptono, 2008) and (Wibowo, 2009) and research conducted by (Siswadhi, 2016), (Noer & Putri, 2013), (Karyono & Parman, 2016), (Kuncoro, 2017), (Ulumudin, 2014) which show the results of their research where public satisfaction is influenced by the quality of service and employee performance.

Table 6. Path Coefficients Results Indirect Influence

	Sampel Asli (O)	Rata-rata Sampel (M)	Standar Deviasi (STDEV)	T Statistik (O/STDEV)	P Values
LY.BM->KP.MSY->KNJ	0,250	0,135	0,097	2,417	0,016
E-VIS->KP.MSY->KNJ	0,242	0,122	0,080	2,454	0,014

Sixth Hypothesis

Based on the proof of the sixth hypothesis, it states that the practical exam tutoring service has an effect on public satisfaction in managing SIM at the Banjarbaru Police which is mediated by the performance of Sat Lantas members. This shows that the practical exam tutoring service has been proven to have a significant effect on public satisfaction in managing SIM at the Banjarbaru Police which is mediated by the performance of Sat Lantas members.

According to the researcher's conclusion, practical exam tutoring services still require human resources in providing or implementing services. Thus, the performance of traffic police members is still needed in terms of providing practical exam tutoring services so that public satisfaction increases.

Seventh Hypothesis

Based on the proof of the seventh hypothesis, it states that E-AVIS has an effect on public satisfaction in managing SIM at the Banjarbaru Police which is mediated by the performance of SatLantas members. This shows that E-AVIS has been proven to have a significant effect on public satisfaction in managing SIM at the Banjarbaru Police which is mediated by the performance of SatLantas members.

The results of this study indicate that the performance of Satlantas members strengthens the influence of E-AVIS on public satisfaction. From the descriptive analysis, it

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is known that the statement regarding transparent and accountable in serving the public, respondents answered neutral 6 people, agreed 52 people, and strongly agreed 42 people with a mean value of 4.36 very good criteria. The ability of officers in providing services, respondents answered neutral 4 people, agreed 66 people, and strongly agreed 30 people with a mean value of 4.26 very good criteria.

Members of the Banjarbaru Police Traffic Unit are competent in E-AVIS services. Only a few members have the ability and master information technology. The use of E-AVIS is carried out in a room that has been equipped with chairs, tables and mice as well as multimedia equipment in the form of 1 computer unit, 1 multimedia CPU unit that has aspects that are in accordance with/support the AVIS program, AVIS software program, 1 head projector unit and speakers. Of course, competent human resources or members of the Traffic Unit are needed.

CONCLUSION

Practical exam tutoring services have been proven to have a significant influence on the performance of Traffic Unit members at the Banjarbaru Police. E-AVIS has not been proven to have a significant influence on the performance of Traffic Unit members at the Banjarbaru Police. Practical exam tutoring services have been proven to have a significant influence on public satisfaction in managing driving licenses at the Banjarbaru Police. E-AVIS has been proven to have a significant influence on public satisfaction in managing SIM at the Banjarbaru Police. The performance of Traffic Unit members has been proven to have a significant influence on public satisfaction in managing SIM at the Banjarbaru Police. Practical exam tutoring services have been proven to have a significant influence on public satisfaction in managing driving licenses at the Banjarbaru Police, which is mediated by the performance of Traffic Unit members. E-AVIS has been proven to have a significant influence on public satisfaction in managing SIM at the Banjarbaru Police, which is mediated by the performance of Sat Lintas members.

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