

# Rekayasa ulang (BPR) pada aktivitas pelayanan pembuatan SIM oleh Kepolisian Republik Indonesia : studi kasus Polda Sumatera Barat = Process reengineering (BPR) in driving license service activity of The Police Department Republic Indonesia (Case Study: West Sumatera Police Department)

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## Abstrak

Tuntutan masyarakat terhadap kualitas pelayanan aparatur pemerintah, yaitu Polri perlu mendapatkan perhatian serius dari instansi-instansi pemerintah. Saat ini sedang dikembangkan konsep dan prinsip-prinsip pelayanan yang berkualitas, yang kemudian disebut pelayanan prima, yang menguraikan tentang konsep, prinsip, mutu dan indikator pelayanan prima dalam konteks tugas seorang aparatur negara, strategi mengidentifikasi pelanggan dan analisa permasalahan pelayanan prima dalam pembuatan Surat Ijin Mengemudi (SIM), sehingga dapat memberikan pelayanan yang memuaskan masyarakat sebagai pelanggan.

Dengan adanya penyederhanaan proses dengan menggunakan program simulasi i-Graft Process 2000 yang digunakan sebagai alat bantu untuk menganalisa waktu proses saat ini dibandingkan dengan waktu proses yang diusulkan, maka didapat waktu pengurusan pembuatan SIM yang lebih lama, tetapi dengan hasil yang lebih berkualitas.

Pada proses usulan, jumlah operasi mengalami perubahan antara current process dengan proposed process, jumlah transportasi mengalami perubahan antara current process dengan proposed process, jumlah inspeksi juga mengalami perubahan antara current process dengan proposed process dan jumlah penundaan (delay) mengalami perubahan antara current process dengan proposed process. Pada proses usulan, jumlah waktu mengalami perubahan dan biayapun mengalami perubahan yang cukup berarti. Hal ini disebabkan karena diharuskannya para pemohon SIM untuk mengikuti kursus teori dan kursus mengemudi selama 15 jam dan 20 jam.

*Society demand about service quality of government employees, which is Police, need require getting serious attention of government department. This time, they have improving service principles and concept which with quality and called excellent services, which elaborate about concept, principal and indicator of excellent services and quality in context of duty as government employees, strategy to identifying customer and analysis problems of excellent service in making of Driving License (SIM), so that can give satisfying service of society as customer.*

With existence of process moderation by using simulation program of i-Graft Process 2000, which is used as appliance assist to analyses time process in this time compared to proposed process time, hence got time management of making of longer SIM, but with result of more with quality.

At proposal process, amount of operation are changed between current process and proposed process, amount of transportation are changed between current process and proposed process, amount of inspection

are changed between current process and proposed process and amount of delay are changed between current process and proposed process. At proposal process, amount of time are changed between current process and proposed process and expense are changed between current process and proposed process. This matter caused by obliging of all applicants of SIM must follow theory courses and driving courses during 15 hours and 20 hours.</i>