



ANALYSIS OF ONLINE DRIVER'S LICENSE SERVICES ON THE EFFECTIVENESS OF PUBLIC SERVICES IN THE DIGITAL AGE

Alifia Nur Savitri¹, Eny Haryati², Sri Roekminiati³

¹Dr. Soetomo University, Surabaya

²Public Administration, Faculty of Administrative Sciences Dr. Soetomo

³Dr. Soetomo University, Surabaya

Email: fiasavitri39@gmail.com¹, eny.haryati@unitomo.ac.id², sri.roekminiati@unitomo.ac.id³

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Abstract :

The development of digital technology has driven the transformation of public services towards a more effective, efficient, and transparent system. One form of public service digitalization is the implementation of online driver's license (SIM) services through the National Precision Driver's License (SINAR) application developed by the Indonesian National Police Traffic Corps. This study aims to analyze the effectiveness of online driver's license services on public services in the digital era, particularly at the Sidoarjo Police Headquarters. The research method used is a qualitative method with a descriptive approach. Data collection techniques were carried out through observation, interviews, and documentation involving 10 informants consisting of officers from the Sidoarjo Police Headquarters and the community as service users. Data analysis was carried out using a flow analysis model which included data collection, data reduction, data presentation, and conclusion drawing. The results of the study show that the Online Driver's License service at the Sidoarjo Police Headquarters has been running well and effectively, in terms of timeliness, officer accuracy, and the manner of providing services to the community. Although there are still obstacles such as delays in printing due to running out of blank forms and technical problems, officers are able to provide solutions in the form of temporary driver's licenses so as to maintain public satisfaction. Thus, the Online Driver's License service contributes positively to improving the effectiveness of public services in the digital era.

Keywords : Public services, online driver's license, digital.

INTRODUCTION

In today's modern era, digital development is growing rapidly and has reached almost every corner of the world. This digital-based technology brings changes over time that can make everything easier and overcome the limitations of space and time. The development of digital technology also encourages changes in the way the government provides services to the community to be more effective, efficient, and transparent (Yungkul, 2025). In line with the government's vision regarding the relationship between the state and society in the future, there is a need for a government that can create an environmental cycle to face the era of rapid globalization. Through advances in technological digitalization that can support convenience in various sectors of life, especially in the field of government, one of which is in the public service



system that has begun to implement digitalization in its application (prayoga & eldo, 2024).

The driver's license service itself is closely related to relatively complicated procedures, as there are many things that must be taken care of, from administrative requirements to written and practical tests. The implementation in the field itself seems to take a long time due to the complexity of human resource quality and inadequate facilities and infrastructure, so it is considered necessary to make improvements. Especially in this era of globalization with intense and challenging competition, all services are required to be provided to the best of their ability to the community and oriented towards the needs of the community itself (Suhendra, Widyani, & Nilamcaya, 2022). Therefore, driver's license services must be excellent in accordance with the standards of today's increasingly developing technology. In view of these developments, the Chief of the Indonesian National Police (Kapolri), General M. Tito Karnavian, launched a future program for the Indonesian National Police called the Promoter program. Promoter was introduced as a program to realize a more professional, modern, and trustworthy Indonesian National Police. Referring to this, Polri professionalism refers to the expertise and skills of each member and unit of the Polri in carrying out their duties, functions, and roles, supported by knowledge, insight, moral ethics, and a strong work ethic, utilizing science and technology as well as police tactics and techniques correctly and appropriately based on laws and regulations and other applicable general norms (Wardana, Meilya, & Fatati, 2025). The National Police organization, which is spread throughout the country, must be managed in a modern manner based on information technology to achieve optimal service. A modern National Police is realized by modernizing public services supported by technology so that they are easier and faster for the public to access, including the fulfillment of the needs for special equipment (almatsus) and modern National Police equipment and security (alpalkam) (equipment and security tools) for the increasingly modern police force. In addition to improving the quality of public services, the use of technology can reduce direct interaction between the public and officers, thereby eliminating bribery and extortion (juwita, 2022).

Online driver's licenses are a mechanism for obtaining and renewing driver's licenses that can be done online, meaning they can be accessed by the public using computers or gadgets (Yunus, Hasanah, & Seda, 2023). The registration process can be done online by the public, but the driver's license test and practical test are still conducted at the office. This process is considered more effective, especially for people who are busy or do not have the time to spend more time applying for or renewing their driver's license through the online registration system. By registering online, people will immediately receive a predetermined schedule, namely the date and time of arrival at the local police station. The same applies if the owner wants to renew their driver's license and is in a different area from where they originally obtained their license. This differs from the usual manual driver's license application process,

where applicants must fill out a written form, take a queue number, and wait for their name to be called by the local SATPAS officer. Additionally, if the driver's license has expired, the holder must return to the city where the license was originally issued. .

The digital era has revolutionized various aspects of life, including governance and public services. People are now accustomed to services that are fast, easily accessible, and technology-based. This has driven a fundamental transformation in the public service model, ushering in an era that is more optimal, efficient, and effective. The public's demands for public services have been strongly felt by the community, as people are eager for public services to be more accessible, practical, and efficient in today's rapidly evolving world (natika, 2024). The effectiveness of services in the current digital era is increasingly being implemented, and has produced interesting findings, including that digital services can reduce time and costs in the service process, as well as reduce errors due to human factors. With the digital system, public information can be accessed more easily and transparently by the public, and digital services enable real-time monitoring and evaluation of government performance. and the public can more easily provide input and participate in the decision-making process (Renanda & Rosidin, 2025). On the other hand, government digitalization is often faced with the problem of digital exclusion, where unequal access to information technology can widen social gaps. In Indonesia, this is a worrying reality, where the digital divide between regions and between community groups is still quite wide, limiting citizens' ability to utilize public services digitally. One of the main obstacles in the implementation of digital public services in developing countries is inadequate ICT infrastructure. This condition makes it difficult for the government to provide efficient services that are accessible to all levels of society. This uneven infrastructure not only affects the quality of public services provided, but also limits community participation (Kuntoro & Suseno, 2024).

The utilization of information technology developments in government will encourage the realization of E-Government. Electronic Government describes how the government uses information and communication technology to facilitate the provision of public services and information. E-Government is regulated in Presidential Regulation (PERPRES) Number 95 of 2018 concerning Electronic-Based Government Systems (SPBE). The regulation explains that all government agencies, from the central government to the village level, are encouraged to implement changes using information technology in their public service operations. There are 54 SATPAS that have implemented the use of the National Precision Driving License (SINAR) service in the management of driving licenses. The number of regions that will implement online driver's license services will continue to increase from a total of 462 SATPAS locations throughout Indonesia. One of the regions that has implemented the National Precision Driver's License (SINAR) service is the Sidoarjo Police. The Sidoarjo Police Station SATPAS has a mission to "Realize open services and information systems based on information technology" and "Realize public satisfaction and

trust in driver's license (SIM) issuance services." It is hoped that this service will help the public obtain optimal services.

Figure 1.1 Korlantas Polri Digital Application



Source: Indonesian National Police Traffic Corps Digital Application APP Store.

The image above shows the Korlantas POLRI Digital Application. The application can be downloaded by the public through the App Store or Play Store. The application has four features or services, namely: first, the National Precision Driver's License (SINAR) for the issuance and renewal of driver's licenses. Second, the National Digital Samsat (SIGNAL), which provides services for the payment of Motor Vehicle Tax (PKB) and information on the schedule of mobile SAMSAT. Third, the National Traffic Management Center (NTMC) Police Service, which uses CCTV to monitor traffic conditions in real time. Fourth, the Electronic Traffic Law Enforcement (ELTE) Service, which provides real-time notifications about electronic traffic fines (Zahra, Yударtha, & Wismayanti, 2024).

Literature Review

A driver's license is a privilege granted by the state to an individual to drive a motor vehicle on public roads, as the individual has passed a test and possesses the legal competence, skills, and knowledge of traffic regulations, as well as awareness, sensitivity, and concern for the safety of themselves and others on the road. To obtain a driver's license, there are five (5) stages of testing, including: 1. Health test 2. Administrative test 3. Theory test 4. Simulator test 5. Practical test (Kennedy, 2021). A driver's license (SIM) is a registration and identification document issued by the Indonesian National Police to individuals who have met the administrative requirements, are physically and mentally healthy, understand traffic regulations, and are skilled at driving motor vehicles (Matsaini & Rachmatullah, 2021). In Indonesia, the status of an official driver can be proven by the possession of a driving license known as a Surat Izin Mengemudi (SIM) (mochammad, dinata, & wada, 2024). SIM ownership is regulated under Article 77 (1) of the Road Traffic and Transportation Law. It is stipulated in regulations and has several requirements to fulfill SIM ownership. Since 2020, Korlantas Polri has launched an online SIM service that simplifies the SIM application process (Nurany, Aulia, & Khorida, 2022).

Technological developments in the police sector have changed the

process of renewing driver's licenses (SIM), which was previously done offline, to an online system through the National Precision Driver's License (SINAR) application. This innovation makes it easier for the public by allowing them to submit applications, upload documents, and make payments electronically without having to visit the police office (Pranata, 2023) . In addition to providing convenience, this service also increases transparency and accountability in service, as well as efficiency in police institutions (Ma'rifah & Purbaningrum, 2025). This Online Driver's License Service is currently only available for driver's license renewals. Nevertheless, this is welcome news for all Indonesians, especially those living away from their hometowns (Mustikasari & Reviandani, 2024). With this SIM Online facility, SIM holders who live outside their home region or happen to be out of town when their SIM expires no longer need to renew their SIM in their home region according to their e-KTP. Instead, they can renew it anywhere. SIM Online is now available for all SIM (Hayati & Putri, 2020).

Service is a crucial aspect in efforts to provide customer satisfaction. The quality of service provided to the public reflects the quality of the service provider (Alam & Purnamasari, 2024). In an effort to improve public services, the Indonesian National Police is determined to continue to carry out bureaucratic reforms that are more advanced and modern in line with the rapid development of information technology, which has become part of people's lives (Wakhyuni, Syakdiah, & Kusumawiranti, 2020). research on the implementation of digital services through the Traffic Corps Polri application in South Jakarta shows that the digitization of driver's license renewal services can improve service efficiency and public satisfaction as service users (Jusal, 2024). The use of information and communication technology in this era is increasingly widespread. The development of information and communication technology provides positive benefits for human life and offers various conveniences, especially in obtaining information. The development of information and communication technology can also help humans in carrying out all activities because all activities can be done quickly, cheaply, and accurately. This increases work productivity (Solehuddin, Rahmadanik, & Soesiantoro, 2025). On the other hand, the development of information and communication technology has led to an increase in various technology-based activities, one of which is in the field of government (e-government), namely the online Driver's License (SIM) program (Fatimah, 2021).

The word effective comes from English, meaning successful, or something that is done successfully. According to the Big Indonesian Dictionary, the word effective means able to produce results, applicable, having an influence/consequence/effect. Effect means consequence or influence, while effective means capable of producing results or succeeding. Therefore, effectiveness is the alignment between the people carrying out tasks and the objectives of an organization by utilizing resources in an effort to achieve the desired goals with maximum results (Wahyuningtyas, 2022). Effectiveness relates to the quantity of goods or services produced from activities carried out

by utilizing resources and infrastructure. Effectiveness is a success achieved as a result of the desire to carry out a series of predetermined activities as intended and performed correctly and accurately. Theoretical indicators of effectiveness include productivity, efficiency, flexibility, excellence, development, and satisfaction (Nurinaya & Adil, 2020). Effectiveness is the achievement of a predetermined goal or objective. If an organization successfully achieves its predetermined goals, then that organization can be said to be operating effectively (Utami & Rusdi, 2023).

Public services are activities or a series of activities aimed at fulfilling service needs in accordance with laws and regulations for every citizen and resident in terms of goods, services, and/or administrative services organized by public service providers. Public services have always been an important part of the state, where the government or organizations interact with the community. Success in public services will encourage high public support for government performance. Public services involve the interests of all elements of government, namely the government, the private sector, the community, and market mechanisms (Sulistiyo & Shihab, 2023). In the context of good governance, public services are the main gateway to bureaucratic reform in agencies, because public services are a space where the community and state apparatus interact directly with the community (Maryati, Arbain, & Syafari, 2023). Public services can be considered effective if the public receives convenient services through the implementation of procedures that are concise, fast, accurate, and satisfactory. The success of improving public services can be determined by looking at the government's ability to carry out the process of providing public services (Sagala & Sihombing, 2024).

RESEARCH METHOD

This type of research is qualitative with a descriptive approach, which is a method that seeks to find and obtain data using research theory with the aim of interpreting events that occur through interviews and field notes to obtain data. This study aims to determine the effectiveness of the online driver's license service system at the Sidoarjo Police Headquarters. There were 10 subjects in this study, consisting of 4 main informants directly involved, namely the Sidoarjo Police Headquarters Traffic Unit, and 6 additional informants not directly involved. The Sidoarjo Police Headquarters is an institution that provides various public services and is open in providing information related to driver's license renewal services.

Data collection in this study used several methods, including observation, interviews, documentation techniques, and data validity. Data analysis in this study used flow model analysis techniques. The steps of flow model data analysis according to (Miles, B Mathew and Michael Huberman, 1994) are as follows:

- 1) Data collection, which involves gathering data at the research location by conducting observations, interviews, and documentation with a focus on the issues to be studied.

- 2) Data reduction, which is the process of collecting data obtained by researchers in the field to be recorded and examined, starting from when researchers begin to focus on the research area.
- 3) Data presentation/display: after the data has been reduced, the next step is to present the data by grouping or arranging it in a pattern of relationships so that it is easier to understand. Qualitative data is presented in narrative text form.
- 4) Verification, which involves drawing conclusions during the research process about the meanings that emerge from the data, testing their validity, robustness, and suitability so that clear conclusions can be drawn about their truth and usefulness.

FINDINGS AND DISCUSSION

According to Steers (1977), organizational effectiveness is the ability of a system to achieve predetermined goals by considering the integration of goal attainment, efficiency, internal processes, and adaptation to the environment. The informants in this study were 10 employees and community members. From the 10 informants, through data collection methods of interviews and observation, the following results were obtained based on occupation and age:

**Table 1.1 Informants
Characteristics of Informants Based on Type.**

Characteristics of Informants	Number (10 people)	Percentage
Gender		
Male	5	50
Female	5	50
Occupation		
Student	2	20
Employees	4	40
Others	4	40
Age		
17-20 years	2	20
21-25 years old	2	20
25-30 years old	3	30
>31 years old	3	30

Source: Sidoarjo Police research data, 2026.

Table 1 above shows the characteristics of informants based on gender, namely 50% male or 5 people and 50% female or 5 people. Based on occupation, namely , students 20% (2 people), employees 40% (4 people), and others 40% (4). Based on age, 20% (2 people) were aged 17-20 years, 20% (2 people) were

aged 21-35 years, 30% (3 people) were aged 25-30 years, and 30% (3 people) were aged >31 years.

Effectiveness is the degree of success in achieving goals or objectives. Effectiveness is actually a broader concept that encompasses various factors both within and outside of a person. Effectiveness cannot only be viewed from the perspective of productivity but also from the perspective of a person's perceptions or attitudes. Effectiveness is an important concept because it provides an overview of success in achieving goals or objectives or the degree to which goals are achieved. Based on the results of the author's research and interviews with the Sidoarjo Police Traffic Unit.

Time

The timeliness and speed of the services provided by the Sidoarjo Police in relation to the effectiveness of the services provided. To determine timeliness, the researcher will interview several Tanah Datar Police employees to obtain direct confirmation about the time.

Based on the results of research conducted by researchers, it is known that, on average, online driver's license services take around 1-2 working days, and the time guarantee given by driver's license officers to applicants or customers does not always guarantee completion within 1-2 working days. For example, a common issue encountered at the Sidoarjo Police Station () is the delay in receiving blank forms from the East Java Police Headquarters, which is beyond the control of the officers directly providing services to the public at the Sidoarjo Police Station. They can only wait for supplies from the central office. To date, the efforts made by the police officers at the Sidoarjo Police Station have been to provide copies of the SIM or temporary SIMs, which allow the public to remain comfortable during the processing despite the error not being the fault of the officers. However, the officers strive to explain the situation and provide acceptable solutions to the public.

The reliability of officers in providing services greatly helps the community in receiving services quickly and easily. Reliability can be seen from the accuracy in serving, the ability and expertise of officers in using tools in the service process. Reliability is the ability to provide promised services promptly, accurately, and satisfactorily. Effectiveness of Service The online driver's license application process at the Sidoarjo Police Station has been implemented well, as evidenced by several sources in the form of interviews and reinforced by several community opinions that prove that the effectiveness at the Sidoarjo Police Station is indeed-truly excellent in terms of driver's license processing because the process is carried out by officers with the assistance of equipment and technology, thereby simplifying the officers' work in serving the public during driver's license processing.

Accuracy

Based on the results of research conducted by researchers, the effectiveness of the Sidoarjo Police is truly very good in terms of driver's license administration because the officers prioritize the interests of the community when providing services and also provide the best possible service so as not to

disappoint the community. It is not surprising that many people who have applied for a driver's license have commented on the quality of service provided by the officers. In addition, this is in line with the duties and responsibilities of the officers when providing services to the community, which makes the community feel comfortable when applying for a driver's license.

People tend to give low ratings to service providers if there are many mistakes in the service process. This indicator refers to the sincere and individual or personal attention given to service users, whereby service providers strive to understand the desires of service users (). Service providers are expected to have an understanding and knowledge of service users, understand the specific needs of service users, and have convenient operating hours for customers. In short, it can be interpreted as an effort to know and understand the individual needs of service users. The effectiveness of services at the Sidoarjo Police Station has been implemented well, as evidenced by several sources in the form of interviews, reinforced by several opinions from the community proving that the effectiveness of the Sidoarjo Police Station is truly-truly excellent in terms of driver's license processing, as officers prioritize the interests of the public when providing services and strive to deliver the best possible service without disappointing the public. It is no surprise that many members of the public express their appreciation for the quality of service provided by officers when processing their documents. Furthermore, this is in line with the duties and responsibilities of officers when providing services to the public, ensuring that the public continues to feel comfortable when conducting their.

Service Delivery.

Based on the results of the study, service delivery has been implemented well, applying a proper public service system that remains friendly and polite to the public and responds quickly when providing services to the community. Public demands regarding performance are now beginning to shift. The existence and function of the police in society are required to adapt to the needs of the community concerned. For example, in the processing of special driver's licenses at the Sidoarjo Police Station, it is hoped that the police will become closer and more trusted by the community, both as protectors, guardians, and providers of clean, authoritative, transparent, and professional services (). Based on interviews at the Sidoarjo Police Station, it has been shown that the Sidoarjo Police Station provides good quality service, with officers serving politely, resulting in high public satisfaction with the driver's license processing at the Sidoarjo Police Station.

The quality of service at the Sidoarjo Police Station has been implemented well, as evidenced by several sources in the form of interviews, reinforced by several opinions from the community proving that the quality at the Sidoarjo Police Station is indeed-truly excellent in terms of driver's license processing, as officers prioritize the interests of the public and strive to provide the best possible service without disappointing the public. It is no surprise that

many members of the public express their satisfaction with the quality of service provided by officers at when conducting business. Additionally, this is indeed regulated by the duties and responsibilities that officers must carry out when serving the public, ensuring that the public remains comfortable when conducting business.

The ability of a service provider to demonstrate its existence to the community. The appearance and capabilities of the company's physical facilities and infrastructure and the surrounding environment are clear evidence of the services provided by the service provider, which include the physical facilities where the services are provided, as well as the appearance of the officers in serving service users. In short, it can be interpreted as a service provider that includes the physical facilities where the services are provided, as well as the appearance of the officers in serving service users. In short, it can be interpreted as the appearance of physical facilities, equipment, and personnel. The effectiveness of services at the Sidoarjo Police Headquarters has been well implemented, as obtained from several sources in the form of interviews, then reinforced by several opinions from the community proving that the effectiveness of services at the Sidoarjo Police Headquarters is indeed very good in terms of driver's license processing because all facilities are available at the Sidoarjo Police Station, from health test locations to driving test fields for people who want to apply for a driver's license, making it very easy for the public to apply.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that: Online driver's license services in terms of the effectiveness of public services in the digital era at the Sidoarjo Police Station are running well in terms of time, accuracy, and method of service delivery. The time taken to provide services is in line with what was promised. Officers providing services are very helpful in ensuring that the public receive services quickly and easily. Furthermore, the accuracy of service delivery is good, as seen from the ability and expertise of officers in using computers as tools in the online driver's license application process. Furthermore, the way officers provide services has been implemented well, where officers continue to try to overcome problems by providing solutions to the community so that when they carry out administrative procedures, they do not feel disappointed with the officers and can also explain to the community so that they can be accepted well. This has implemented a proper public service system where officers remain friendly and polite in front of the community and are quick to respond when providing services to the community. The obstacles encountered in the online driver's license application service include: damage to the driver's license printing equipment and a shortage of blank cards, resulting in delays and insufficient delivery of blank cards from the center, so there is no anticipation when this occurs. To overcome the problem of delays in driver's license processing, the Sidoarjo police officers provide the public with a temporary paper driver's

license until the driver's license can be reprinted. The best service to customers applying for SIMs involves serving them politely and courteously. Officers prioritize the interests of the public who come to process SIMs and demonstrate the quality of service provided by officers to the public in meeting their needs.

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