



## THE ROLE OF THE TRANSPORTATION DEPARTMENT IN IMPROVING THE PUBLIC SERVICE QUALITY ON THE LAND TRANSPORTATION FIELD AT DOMPU REGENCY

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### ABSTRACT

*Transportation is a basic need for various communities, which helps in mobilizing passengers and goods from one place to another as well as facilitating connectivity. Therefore, this study aims to determine the role of the Transportation Department in improving public service quality in the land transportation field at Dompu Regency. The study procedures were carried out using qualitative methods by collecting data through interviews, observation, and documentation. The data obtained were analyzed using interactive methods. The results showed that the role of the Transportation Department of Dompu Regency in improving public service quality in the land transportation field was evident through various aspects. These included 1) Physical evidence (Tangibles), namely fully meeting quality in terms of procurement of facilities and the provision of good service by officers, 2) Reliability, where the service was running according to the SOP, 3) Responsiveness, namely providing appropriate and careful service, but there were still time constraints, 4) Assurance, where the need to increase the time guarantee and the cost guarantee provided was appropriate, and 5) Empathy, namely demonstration of good quality by officers. This study also revealed the presence of active, participative, and passive role.*

*Keywords: Public Service, Land Transportation, Service Quality.*

### ABSTRAK

Transportasi menjadi kebutuhan mendasar untuk berbagai lapisan masyarakat, yang fungsinya adalah memobilisasi penumpang maupun barang dari satu tempat menuju tempat lain serta memudahkan konektivitas. Tujuan penelitian ini untuk mengetahui peran Dinas Perhubungan dalam meningkatkan kualitas pelayanan publik pada bidang transportasi darat di kawasan kabupaten Dompu. Penelitian ini menggunakan metode kualitatif dengan jenis penelitian deskriptif, serta pengumpulan data melalui wawancara, observasi dan dokumentasi. Data yang terkumpul dianalisis dengan metode interaktif. Hasil penelitian ini

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yaitu pelayanan yang diberikan oleh Dinas Perhubungan Kabupaten Dompu dalam meningkatkan kualitas pelayanan publik pada bidang transportasi darat di kawasan Kabupaten Dompu antara lain dilihat dari bukti fisik (tangibles); sepenuhnya memenuhi kualitas pelayanan dari segi pengadaan sarana dan dari segi pelayanan yang diberikan pegawai sudah baik. Keandalan (reliability); pelayanan sudah berjalan sesuai SOP. Daya tanggap (responsiveness); pelayanan yang diberikan sudah tepat dan cermat namun terkendala pada waktu. Jaminan (assurance); perlu untuk ditingkatkan jaminan waktu dan jaminan biaya yang diberikan sudah sesuai. Empati (emphaty); pegawai sudah menunjukkan kualitas pelayanan yang baik. Sedangkan Peranan Dinas Perhubungan Kabupaten Dompu dalam meningkatkan kualitas pelayanan publik pada bidang transportasi darat di kawasan Kabupaten Dompu adalah dalam peran aktif, peran partisipasif dan peran pasif.

Kata Kunci: Pelayanan Publik, Transportasi Darat, Kualitas Layanan.

## INTRODUCTION

Public service to the community is the obligation of state officials as public servants and their performance is expected to improve in the future. The service provided includes administration, goods, and security (Riska Chyntia Dewi & Suparno Suparno, 2022). Several studies have shown that administrative service generally takes the form of letters or information required by the public, while service provision is associated with activities carried out during the delivery process, such as healthcare in hospitals and education in schools.

These findings are in line with Indonesia Law No. 25 of 2009 concerning public service, namely "The state should serve every citizen and fulfill the rights and obligations as a responsibility in providing public service based on regulations set by the government. Therefore, democracy can be

strengthened, human rights can be fulfilled, and quality can be improved." (Hidayat et al., 2018).

Based on the results of initial observations, information was obtained that the licensing service for issuing route permit at the Transportation Department of Dompu Regency still had problems. Consequently, the current study was conducted based on the argument that the route permit service at the Transportation Department still uses a manual system, leading to various challenges for community/entrepreneurs, such as untimely issuance. The use of the manual system often causes challenges because processing a route permit is carried out through 2 departments, namely the Licensing and Transportation Departments.

Transportation is a basic need for various community levels to mobilize passengers and goods from one place to

another as well as facilitate connection with other places. In addition, it is an important tool, which influences various aspects of people's lives (Listantari et al., 2022). The service issued by the Transportation Department of Dompu Regency includes recommendations for permit for city and rural transport routes, recommendations for permit for inter-city within provincial (AKDP)/inter-city inter-provincial (AKAP) transportation routes, recommendations for road use, and motor vehicle testing.

In the process of issuing a route permit, the public/entrepreneurs are required to submit a permit to the Licensing Department office and continue with the Transportation Department. Therefore, the process is often time-consuming due to the use of a manual system for publishing. This typically causes losses because entrepreneurs cannot operate without a permit (Sutarmin & Budiarti, MM, 2022).

According to Nurdin, head of the land transportation section at the Transportation Department of Dompu Regency, the licensing service procedure is that the entrepreneurs submit an application and attach the requirements to the registration officer. Moreover, officers check application files and administrative requirements. The file is submitted to the

head of the transportation and licensing section for processing, submitted to the head of the division, and returned to the head of the section to request approval/signature from the head of the department.

Nurdin further explained the administrative requirements that must be completed to obtain permit for transportation owners/entrepreneurs, namely photocopies of the owners' resident identity, the vehicle registration number (STNK) whose validity period is still active, the KIR book (vehicle testing book) with the validity period still active, and a Notarial Deed. Service time is typically 15 minutes in cases where the requirements submitted are very complete, while incomplete requirements can take up to 3 days. In addition, the number of people/entrepreneurs who apply for permit per year is 30, and the levy depends on the size of the vehicle and the number of passengers.

According to Anita Reski Amalia (2022) in Pangkep Regency, the issuance of route permit is carried out by the Licensing and Transportation Departments, leading to a significant time-consuming process. This has a detrimental impact on transport entrepreneurs/ public because

transportation cannot be performed without a permit.

Tjiptono & Chandra, (2004) showed that service quality is the desired level of excellence and the ability to fulfill customer desires. This is very important in accordance with statutory provisions for the users. In this case, improving the public service quality in the land transportation field greatly determines users' perceptions. Public satisfaction has also been reported to have a significant influence on officers and can trigger an increasing in public service quality (Nurrahman et al., 2022).

## **THEORETICAL REVIEW**

The concept of role in sociology is a combination of various theories, orientations, and scientific disciplines used in sociological studies. The term is often used in the world of acting or theatre, where actors play special characters and carry out certain actions, similar to how people have certain role expected by the community (Sarwono, 2002). According to Raho, role is defined as patterns of behavior expected by the community from people with a certain social status (Raho, 2021). This includes various professions and social status, such as doctors, teachers, students, and others (Selva et al., 2016). However, there are

cases where these people are unable to meet the expectations (Ahmad & Taylor, 2009). Role indicates that status is the basis of behavior and is produced to respond to opportunities in the community (Soerjono, 2020). Therefore, it is an activity carried out by people or groups that brings about changes desired based on their position (P. Siagian, 2010).

Public service, in accordance with Law No. 25 of 2009, is an activity aimed at satisfying the need for goods, service, and administrative provision provided by the organizer to the community based on statutory regulations. It covers various aspects of life, from education, and health, to administrative needs, such as identity and the legality of ownership (Hidayat & Ferbiyanti, 2023). In this context, it is a variety of activities carried out to fulfill community needs and implement statutory regulations (Villela, 2013). According to the decree of the Minister for Administrative Reform No. 63/KEP/M.PAN/7/2003, public service can be divided into 3 categories, namely administrative, goods, and security. Administrative provision produces official documents needed by the public, goods service provides various goods used by the public, while service provision gives energy or benefits needed by the community.

Quality can be measured by several indicators, as expressed by Zeithaml (Parasuraman & Berry, 1991). These include 1) physical evidence or facilities available, which influence user satisfaction, 2) reliability, namely the ability to provide timely and trustworthy service, 3) responsiveness, which shows the provider's ability to respond to consumer complaints and needs quickly and appropriately, 4) guarantees, which plays a role in building consumer trust through timeliness and company legality,

and 5) empathy, namely giving serious attention to consumers, giving an impression of importance and authority, and showing sympathy to improve service quality.

### METHOD

This study used qualitative methods with descriptive type conducted at the Dompu Regency Transportation Department office from April 10 to May 10, 2023. The participants were selected using a purposive sampling method which produced their data as shown in Table 1.

**Table 1. Study Participants**

No.	Position	Description
1	Head of Department	1 Person
2	Department Secretary	1 Person
3	Head of Division	1 Person
4	Staff	4 People
5	Entrepreneur/Licensing Manager	10 People
Total		17 People

Source: Study Results; 2023

Data collection was also performed using in-depth interviews, field observations, and collecting documents related to the study topic (Sugiyono, 2018). Furthermore, the data used in this study was analyzed using interactive methods.

### RESULTS AND DISCUSSION

#### *The Role of the Dompu Regency Transportation Department in Improving public Service*

Public service was related to aspects of life with a broad scope. In state life, the government functioned to determine policies and provide service needed by the community, and starting regulations or others to fulfill community needs in various aspects (Hidayat *et al.*, 2018). Law No. 25 of 2009 concerning

public service, related to a series of activities aimed at satisfying goods, and administrative service provided by organizers to every community or resident in accordance with statutory regulations.

The types of public service provided by the Transportation Department of Dompu Regency were under Law No. 25 of 2009 including Administrative. Following the Minister of State Apparatus Empowerment Ministerial Decree No. 63/KEP/M.PAN/7/2023, administrative service provided various official documents needed by the community.

Based on Law No. 22 of 2009 concerning Road Traffic and Transportation, the definition of Traffic was the movement of vehicles and people in Road Space. This was infrastructure intended for the movement of vehicles, people, or goods in the form of roads and supporting facilities. In the field of land transportation or freight and road traffic at the Transportation Department of Dompu Regency, there were 2 types of service, namely motor vehicle testing and recommendations for city transport route permit, rural transport, as well as recommendations for inter-city within provincial (AKDP) or inter-city inter-provincial (AKAP) transportation route permit.

#### **a. Motor Vehicle Testing at the Dompu Regency Transportation Department**

Motor vehicle testing known as KIR testing was an inspection of vehicle parts, public transportation, trailers, attached trains, and special vehicles to fulfill technical and roadworthy requirements under Government Regulation No. 55 of 2012 regarding vehicle inspection on the road. This was performed every 6 months to ensure safety, environmental sustainability, and public service.

**Table 2. Motor Vehicle Testing Data at the Dompu Regency Transportation  
Department in 2022**

No.	Year	Category	Description	Number of Vehicles
1.	2022	Passenger car Bus Car	<b>Motor Vehicle Testing</b>	1843 unit
		- Small (seats) 9 to 19		
		- Medium (seats) 20 to 30		
		- Big (seats) 31 to 41		
		- Big (seats) over 42		
		Freight cars		
		- Small - Total Gross Weight up to 2000 Kg		
		- Medium - Total Gross Weight 2001 to 5500 Kg		
		- Big - Total Gross Weight 5501 to 8000 Kg		
		- Big - Total Gross Weight 8001 and above		
		Special Car		
		- 3 (three) wheeled vehicles		
		- Attached train/trailer		
		- Tractor head		

Source: Study Results; 2023

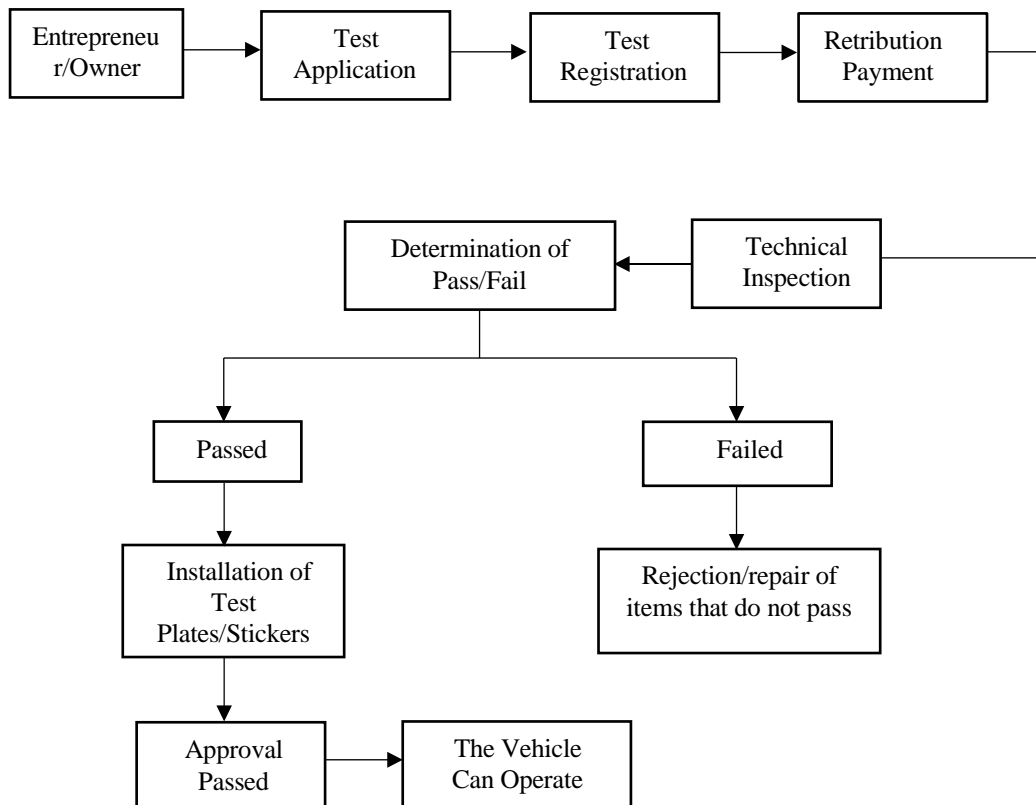
Based on the data in table 2, vehicle testing at the Dompu Regency Transportation Department found 1843 different types of vehicles and loads between 2022 and 2023. In an interview conducted with the Head of Terminal in Dompu Regency, Mr Sudirman responded that:

*“For motor vehicle testing, several requirements must be fulfilled by the community, and for vehicles with different types or categories, the costs will also differ according to the category.”*

Following Indonesian Minister of Transportation Regulation No. PM 133 of 2015 concerning Periodic Testing of Vehicles, stated that a periodic test was test carried out periodically on every vehicle, sidecar, or attached train operating on the road. The following were the standards and procedures for periodic testing at the Dompu Regency Transportation Department.

## 1. Vehicle Testing Procedures

The vehicle testing procedure was an instruction to comply with vehicle roadworthiness requirements. The following was a chart of testing procedures,



**Chart 1. Vehicle Testing Procedures in Dompu Regency**

The KIR test was conducted at the vehicle testing unit and the inspection was performed by examiners who fulfilled the requirements set by the government. Vehicles that met their suitability could be approved by officials and receive a test mark. The target was inspection, testing, and study which required comprehensive testing of several parts of the vehicle functionally on component systems and

technical dimensions or technical requirements objectively.

The vehicle was required to carry out periodic testing to meet the roadworthy threshold based on the provisions of Government Regulation No. 55 of 2012 regarding vehicle inspection on the road.



## 2. Vehicle Testing Requirements

The requirements for vehicle testing depended on the type of exam which consisted of (a) **For New Test Vehicles:** Photocopy of the Vehicle Ownership Book (BPKB) and Registration Certificate (STNK), photocopy of vehicle owner's identity card, attach a Type Test Certificate issued by the Director General of Land Transportation; tank type vehicles must attach a Tera letter from the Department of Industry and Trade, public passenger vehicles must attach a Ceiling Certificate from the Transportation Department, present the vehicle to the testing location in a clean condition. (b) **For vehicles outside the test area:** photocopy of the Vehicle Registration Certificate (STNK), photocopy of the vehicle owner's identity card, attach a Test Passenger Recommendation Letter from the area of origin and present the vehicle to the testing location in a clean condition. (c) **For Periodic Test Vehicles:** photocopy of Vehicle Registration Certificate (STNK)

(for vehicles that changed test books), submit the test book, photocopy of Supervision Card (KPS) for general passenger vehicles, present the vehicle to the testing location in a clean condition. (d) **For Mutated Vehicles:** Photocopy of the Vehicle Registration Certificate (STNK) or Ownership Book (BPKB), photocopy of the vehicle owner's identity card; attach Vehicle Test Files (mutation) from the area of origin; for public passenger vehicles, attach a Ceiling Certificate from the Provincial Transportation Agency, present the vehicle to the testing location in a clean condition.

## 3. Time and Cost of Vehicle Testing

In this study, the cost was a levy from vehicle testing. The following was data on levies at the Transportation Department of Dompu Regency. In terms of costs, the officers carried out their duties according to the levy rates set by the regulations.

**Table 3. Vehicle Testing Levy**

<b>NO</b>	<b>Vehicle Category</b>	<b>Cost</b>	<b>Time</b>
1.	<b>First-time Motor Vehicle Testing Levy</b>		
	<b>a. Passenger car</b>	Rp. 65.000	
	<b>b. Bus Car</b>	Rp. 75.000	
	- Small (seats) 9 to 19	Rp. 80.000	
	- Medium (seats) 20 to 30	Rp. 100.000	
	- Big (seats) 31 to 41	Rp. 150.000	
	- Big (seats) over 42	Rp. 75.000	
	- Big (seats) over 42	Rp. 80.000	
	<b>c. Freight cars</b>	Rp. 100.000	
	- Small - Total Gross Weight up to 2000 Kg	Rp. 150.000	
	- Medium - Total Gross Weight 2001 to 5500 Kg	Rp. 50.000	
	- Big - Total Gross Weight 5501 to 8000 Kg	Rp. 150.000	
	- Big - Total Gross Weight 8001 and above	Rp. 150.000	
	<b>d. Special Car</b>		12 Months
	- 3 (three) wheeled vehicles		
	- Attached train/trailer		
	- Tractor head		
2.	<b>Periodic Motor Vehicle Testing Levy</b>		
	<b>a. Passenger car</b>	Rp. 30.000	
	<b>b. Bus Car</b>	Rp. 40.000	
	- Small (seats) 9 to 19	Rp. 50.000	
	- Medium (seats) 20 to 30	Rp. 60.000	
	- Big (seats) 31 to 41	Rp. 70.000	
	- Big (seats) 31 to 41	Rp. 35.000	
	- Big (seats) over 42	Rp. 45.000	
	- Big (seats) over 42	Rp. 55.000	
	<b>c. Freight cars</b>	Rp. 55.000	
	- Small - Total Gross Weight up to 2000 Kg	Rp. 65.000	
	- Medium - Total Gross Weight 2001 to 5500 Kg	Rp. 25.000	
	- Big - Total Gross Weight 5501 to 8000 Kg	Rp. 65.000	
	- Big - Total Gross Weight 5501 to 8000 Kg	Rp. 65.000	
	- Big - Total Gross Weight 8001 and above		
	<b>d. Special Car</b>		
	- 3 (three) wheeled vehicles		
	- Attached train/trailer		
	- Tractor head		

*Source: Study Results; 2023*

#### 4. Inspectors Competence

The competency of inspectors was regulated by the Director General of Land Transportation Regulation No. 1076/KP.108/DRJD/2005 concerning Vehicle Competency. Consequently, all individuals must have a competency certificate according to the specified level. Some officers had the certificates as a result of their training.

Vehicle Testing at the Transportation Department of Dompu Regency was a government service intended for the community. Recently, the number of land transportation indicated was extremely high, therefore this testing was necessary to provide guarantees for every driver that was truly roadworthy based on vehicle fitness regulations. The testing included different types of vehicles and loads, where the number of vehicles in Dompu Regency carrying out testing was 1843 units in 2022-2023. Periodic test was conducted at a specific time on every vehicle operating on the road.

There were standards and procedures for periodic testing of vehicles in accordance with the specified SOP which started with an inspection carried out by government examiners. Vehicles that fulfilled the requirements could receive approval from local officials and be given a test mark. The target was to

inspect, test, try, and examine every vehicle which must be thoroughly tested on its functional components, component systems, and technical dimensions or based on technical requirements objectively. Furthermore, testing requirements were according to Law No. 22 of 2009 concerning Road Traffic and Transportation, Government Regulation No. 55 of 2012, concerning Vehicles, and Decree of the Minister of Transportation No. 71 of 1993. Regular tests must be performed to fulfill the roadworthiness threshold based on the provisions of Government Regulation No. 55 of 2012 concerning vehicle inspection on the road.

Several officers exhibited competence under the instructions for Vehicle Testing Inspectors, where the legal basis was Law No. 22 of 2009 concerning Road Traffic and Transportation, Government Regulation No. 44 of 1993 concerning Vehicles and Drivers, Minister of Transportation Decree No. 71 of 1993 concerning Periodic Testing of Vehicles, Director General of Land Transportation Regulation no. SK.1076/KP.108/DRJD/2005 concerning Vehicle Competency. According to the Regent's Regulation regarding the procedures for collecting levy, which was to control the method of collecting testing

levy. Regulations regarding the procedures for implementing the collection were implemented to create administrative order and provide clarity regarding the collection method to testing levy collection officers.

#### **b. Route Permit Recommendation Letter**

A route permit was a permit to carry people using buses and public passenger cars on a route network. The route was a public transportation path using buses with fixed travel destinations that were scheduled or unscheduled.

##### **1) Route Permit Requirements**

The requirements that must be fulfilled by entrepreneurs who arrange route permit were,

**Table 5. Route Permit Administration Requirements**

No.	Administrative Requirements
1.	Photocopy of ID card
2.	Photocopy of Transportation Business License
3.	Photocopy of Vehicle Registration Certificate (STNK)
4.	Photocopy of Test Book
5.	Letter of statement of ability to fulfill all obligations as a route permit holder
6.	PO Merger Statement
7.	Certificate of ownership of motor vehicle storage
8.	Recommendation/approval from the Transportation Office

*Source: Study Results; 2023*

#### **2) Time and Retribution for Route Permit Recommendations**

The time for issuing route permit recommendations was informed or rejected after consideration for 14 days after receiving the overall application. According to Regional Regulation no. 20 of 2011 Dompu Regency Concerning Route Permit Levy, the levy rates were as follows,

**Table 6. Vehicle Categories**

No.	Vehicle Category	Cost
1.	Passenger car with up to 8 seats excluding the driver's seat	Rp. 300.000
2.	Bus car with 9 - 12 seats excluding the driver's seat	Rp. 400.000
3.	Bus car with more than 24 seats excluding the driver's seat	Rp. 600.000
4.	Bus with more than 26 seats excluding the driver's seat	Rp. 750.000
5.	Special Transport	Rp. 500.000
6.	Incidental route permit	Rp. 10.000
7.	To control the supervision of public vehicle route permit, a supervision card is given every 1 (one) year which is a derivative of the route permit decision for 5 (five) years, with the following levy:	
	- Big bus-type public transportation	Rp. 160.000
	- Passenger car type public transportation	Rp. 150.000

*Source: Transportation Department of*

*Dompu Regency; 2023*

The companies that processed route permit at the Transportation Department of Dompu Regency were shown in Table 7.

**Table 7. Inter-City Within Provincial (AKDP) Transportation Data for 2022 at the Dompu Regency Transportation Department**

No.	Company Name	Number of Vehicles
1.	PO. Sinar Kandidi	1
2.	PO. Sri Guna	3
3.	PO. Jawa Baru	2
4.	PO. Eka Putri	1
5.	PO. Muliya Sejati	2
6.	PO. Mangandre	1
7.	PO. Ichtiar	2
8.	PO. Agil Mandiri	2
9.	PO. Latonda	4
10.	PO. Sinar Rejeki	8
11.	PO. Sinar Rejeki	7
12.	PO. Dunia Mas	8
13.	PO. Dunia Mas	10
14.	Nurhadi Utomo	1
15.	PT. Garuda Jaya Indonesia	6
16.	Perum Damri	3

*Source: Transportation Department of Dompu Regency*

### 3) Inspector Competency

Inspector competency was an ability that must be present in implementation including insight, expertise, skills, and experience. In this study, some officers exhibited competency certificates. The competency for implementing route permit recommendations at the Transportation Department of Dompu Regency was as follows:

- a) Understood the rules and processes that were significant to the licensing service process

- b) Understood the primary tasks and functions
- c) Could operate a computer with at least a Ms. program. Word, Excel, and PowerPoint

- d) Exhibited Competency Certification

The Route Permit Recommendation Service at the Transportation Department of Dompu Regency was a transport permit to transport people using buses and public passengers on the route network. Route was a public transportation path using buses with fixed travel destinations, scheduled or unscheduled. The route network was a unified network of people transportation service. A permit was required to legally operate public transportation such as buses, taxis, or goods transportation in a region or country.

Requirements for obtaining a route permit could vary depending on the regulations and laws applicable in each region or country. The administrative requirements for obtaining a route permit generally involved the process of submitting documents and paying administrative costs. The duration for issuing route permit recommendations was notified or rejected after consideration within 14 days when the

complete application was received. Based on Regional Regulation No. 20 of 2011 Dompu Regency Concerning Route Permit Levy, the route permit levy rate started from IDR 10,000 to IDR 750,000.

The competencies for implementing route permit recommendations at the Transportation Department of Dompu Regency included, understanding the rules and processes that were significant to the licensing service process, understanding the main tasks and functions, being able to operate a computer with at least a Ms. program. Word, Excel, and PowerPoint Competency Certification. This could support better service according to their field of work (Mahmuda et al., 2022). In the Transportation Department of Dompu Regency, some officers had competency certificates.

**Service quality** in vehicle testing and route permit recommendations was also considered due to its importance in supporting sustainability and ease of transportation, as well as ensuring the safety and satisfaction of transportation users. Analysis related to the implementation of 2 service in the Land Transportation sector was related to aspects of life with a wide scope. Based on studies regarding the role of the Transportation Department in improving

public service quality in the land transportation field at the Dompu Regency area, it was included in the administrative service group category.

In assessing the quality in the land transportation field at the Transportation Department of Dompu Regency, this study used 5 dimensions from Zeithaml (Parasuraman & Berry, 1991) measured from the aspects of tangibles, reliability, responsiveness, assurance, and empathy. Public service quality indicators could be observed based on study findings as follows:

1. Physical Evidence (*Tangibles*)

Physical evidence included physical facilities that must be present in the process and shown by the party providing the service in several forms. This aspect was used to determine user satisfaction. Physical appearance was also referred to as the ability to show an individual's existence to external parties, or it could be said that appearance was the ability of physical facilities and infrastructure and the conditions of the surrounding environment which provided concrete evidence.

The Transportation Department of Dompu Regency had adequate facilities and infrastructure to support the testing process, both administrative, technical, and general service facilities. The

existence of facilities and infrastructure proved that the institution could provide service to the community comfortably and simplify the process of servicing vehicles and route permit recommendations. This was shown both in physical forms such as waiting rooms, equipment, and communication media.

The next indicator was related to the appearance and discipline of officers. It could be seen that the appearance looked neat, clean, and smelled good while the field officers were not neat because the technical service was in the field to test vehicles. Meanwhile, for discipline, Dompu Regency Transportation Department officers applied for 5 working days. This was conducted to train officers' discipline during the service process, so it could be completed appropriately.

The final indicator was easy access for the community required to test in requesting service, must come to register for testing directly, and easy process. To facilitate this process, a clear, fast, uncomplicated flow, with easily understood and easy-to-implement service was provided. Based on this indicator, vehicle testing service and the issuance of route permit at the Dompu Regency Transportation Department Office did not fully fulfill the tangible dimension in

terms of procurement of facilities. Meanwhile, the service provided by officers was of high quality.

## *2. Reliability*

Reliability included the ability to provide promised service accurately and the ability to be dependable, especially on time, in the same manner, according to the promised schedule, without making mistakes. Good and quality service must exhibit reliability and the ability (professionalism) to immediately and precisely satisfy customers. This was very necessary to create community satisfaction. Reliability could be referred to as the ability to provide service as promised accurately and reliably.

The Transportation Department of Dompu Regency had clear service standards. Furthermore, the department had a Standard Operating Procedure (SOP) to determine the clarity and certainty of the testing process, as well as the issuance of route permit, and the use of these SOPs continued to be optimized. Furthermore, the next indicator was the officer's ability to use tools, in the testing process technical officers could use tools in the service process, such as compressors, generator sets, dimensional testing aids, computers, CPUs, printers, hammers, flashlights, and meter. Meanwhile, aids in administrative service

were computers, CPUs, printers, and files regarding testing.

Another indicator was an increase in the ability of every technical and administrative officer. Consequently, training was conducted every year to be able to encourage officers' abilities when providing testing service. Furthermore, through training, officers had the insight and skills to provide testing service. The Dompu Regency Transportation Department Office provides primarily vehicle testing and route permit issuance, where officers were capable and reliable in using tools and abilities based on existing SOPs.

### 3. *Responsiveness*

Responsiveness consisted of the willingness to help consumers take responsibility for the service quality provided. This could be referred to as the ability to help as well as provide fast and accurate service to the community by conveying clear information. It had a responsive nature in response to consumer desires.

The service performed at the Transportation Department of Dompu Regency, especially in the vehicle testing section and the issuance of route permit, were good and could work smoothly and quickly. The responsiveness of officers to the community illustrated the level of

quality of testing service and the issuance of route permit. In this indicator, it could be seen that officers provided service with a good response to the community.

The officers were also precise and careful in the service process. For example, when a vehicle did not pass the test, it could be given a certificate of failing the test. This indicated that the activity was running correctly, carefully, and at the right time following service procedures and community wishes.

The availability of a place for complaints was an indicator in this study. The Technical Implementation Unit in Vehicle Testing not only responded well but also provided a suggestion box that accommodated community aspirations and complaints. The complaint process could be carried out through the Complaints and Complaints Service Unit, it took 3 working days from receipt and resolution according to existing conditions and problems.

Based on the responsiveness indicator, it could be seen that officers in testing vehicles and issuing route permit had responded to the wishes of the community and users. Furthermore, it provided precise and thorough service while responding well to consumer complaints, hence the community felt



satisfied however, exhibited time constraints.

#### 4. Guarantee (*Assurance*)

Service quality took the form of a guarantee or assurance. It was the certainty and ability of officers to foster a sense of trust in customers. Furthermore, assurance helped increase customers' sense of trust in the company.

The Transportation Department of Dompu Regency provided a guaranteed service time of 45 minutes from registration to receipt of proof of passing the test, test plate, and sticker/side sign. Meanwhile, those who did not pass the test could conduct the test again after correcting the items that were not passed. The next indicator was that the Technical Implementation Unit in the Transportation Department of Dompu Regency provided insurance and certainty regarding the costs for testing vehicles which were also stated in the levy, therefore there were no illegal levies.

Guaranteed vehicle levy costs based on the Dompu Regency Regional Regulation. Service must be conducted online starting from registration and payment, however, the community brought their vehicles to the office. From the interview results, it was concluded that the officers provided optimal service to the community but an increase in time

guarantees was needed. Officers must also implement service on an online basis starting from registration. Consequently, it worked effectively and guaranteed punctuality, while, the cost guarantee provided was following existing regional regulations.

#### 5. *Empathy*

Empathy was sincere and individual attention given to customers through efforts to understand their desires. Officers were required to be able to pay attention and show their sympathy to improve quality. Therefore, the community had authority when obtaining these service.

The existing service performed well without any discrimination. Furthermore, communities outside the region could carry out testing at the Transportation Department of Dompu Regency. Service was provided to the community in a friendly, polite, and courteous manner. When providing service to the community, a sense of empathy was needed, therefore it could occur based on the community's wishes. In addition, transportation Department officers in Dompu Regency, especially in the vehicle testing and route permit issuance departments, provided service fairly without discrimination.

The role of the Transportation Department in improving public service quality in the field of land transportation in the Dompu Regency was considered a dynamic aspect of its position. When an individual carried out rights and obligations based on status, it could be considered to be carrying out a role. Leadership had a strong influence in public service, as a director and giver of guidance (Algorni, 2019). The difference between position and role was for the benefit of science. The 2 could not be separated due to mutual dependence on each other. There was no role when there was no position and vice versa (Soerjono, 2020).

According to Soerjono (2020), there were 3 types of role, namely active, participatory, and passive role. The Transportation Department of Dompu Regency carried out an active, participatory, and passive role in improving public service quality inland transportation. An active role was realized through implementing policies and procedures such as vehicle testing and issuing route permit, which ensured the safety and suitability of vehicles on the road. The participatory role could be seen in increasing community participation in vehicle testing and the significance of having a route permit issued by the

department. Meanwhile, a passive role was carried out by providing indirect contributions through training programs to improve officer quality in service and response to the community. This effort had shown positive results, with officer enthusiasm in participating in the program and simplifying administration, supporting improved service quality.

## CONCLUSION

In conclusion, this study showed that the role of the Transportation Department in improving public service quality in the field of land transportation in Dompu Regency was successful. However, several aspects needed to be improved to speed up the service process and overcome existing obstacles. Improving the quality of this service required synergy between active, participatory, and passive role. An active role was necessary for full involvement in organizational activities and decision-making. Furthermore, a participatory role was needed to ensure all parties' contributions were in accordance with specific needs, while a passive role, although not always visible, was also important in supporting certain symbols and provisions in community life. By optimizing these 3 role, it was expected that public service quality in the field of

land transportation in Dompu Regency could further improve, fulfill community expectations, as well as support the creation of more effective and efficient transportation.

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