

THE IMPLEMENTATION OF THE NATIONAL DIGITAL SAMSAT (SIGNAL) PROGRAM IN POLDA METRO JAYA JURISDICTION FROM A SYSTEMIC PERSPECTIVE

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Abstract

The focus of this study is to examine the significance of National Digital Samsat (SIGNAL) program implementation in the Metro Jaya Police Jurisdiction, as well as the factors that impede and support the program's execution, and to analyze outcome practices from a systemic perspective in the process its implementation. In this study, the type of data collected suggests that the research approach used was qualitative. This writing of this study uses a descriptive method. This study was performed in the Samsat office in the Polda Metro Jaya, precisely in the Special Capital Area of Jakarta. According to the findings, the digital service of the Polda Metro Jaya SIGNAL program has been functioning as expected. In addition, a number of components, including equipment (computers, etc.), vehicles, and human resources, are capable of supporting the operation of the digital service program SIGNAL Polda Metro Jaya. In addition, the implementation of the SIGNAL service program is hindered by a number of obstacles, including a network issue that prevents the service from being handled out as it must be linked to the network in order to perform services (such as determining the total amount of Motor Vehicle Tax payments), an ineffective communication when carrying out duties, and the ongoing use of broker services by individuals who do not wish to deal with Motor Vehicle Tax payments. The involvement of brokers holds back the creation of clean services that adhere to the regulatory requirements.

Keywords: Jurisdiction, National Digital Samsat, Polda Metro Jaya, Program Implementation

1. INTRODUCTION

In the framework of the provision of public services, the government is the leading light who is responsible for making an effort to satisfy the rights of the people (Fitranti, 2014). The provision of public services by the government ought to be in accordance with the goals of ideal governance and ought to reflect the aspirations of the community. Therefore, for the bureaucracy to be professional, aspirational, and highly responsive, so that programs in public services can be integrated and adapted to the community or taxpayers, it is necessary for the government to have an efficient function in the delivery of services. In the end, customers will be satisfied with the services that they have received.

An activity or series of activities meant to address the service demands of every citizen and resident in compliance with the applicable rules and regulations for property, services, and/or administrative services supplied by public service providers are regulated under law No. 25 of 2009. A transformation in the delivery of public services, including the creation of a community-oriented program, is necessary to achieve great government service. It is simply one of a number of government agencies that have come up with new ways to meet the needs of the public.

Government or public institutions are responsible for controlling the payment of car tax (hereinafter referred to as PKB). When considering these public service organizations, the One-Stop Single Administration System (henceforth Samsat) is one of the institutions or public organizations closely related with PKB payment services (Samsat). Samsat means for Manunggal Administration System Under One Head, which is an integrated system of cooperation between the National Police, the Regional Development Planning Agency (Bapedda), and PT. Jasa Raharja. Based on Law No. 22 of 2009 concerning Road Traffic and Transportation, the National Police initiated the National Digital Samsat (SIGNAL) innovation, which is the implementation of e-policing, in order to become a leading sector in registration and identification services for motorized vehicles in Samsat. Everything in the digital world is dependent on gadget or smartphone applications. Information, communication, coordination, and even command control can be managed. Partial manual policing will be judged unprofessional and has a high likelihood of deviating from the norm. Therefore, the E-policing service is a digital era policing model that strives to break down barriers of place and time so that police services can be delivered quickly, precisely, accurately, publicly, accountably, informatively, and conveniently available (Chrysnanda. D. L, 2019).

The rise in the number of vehicles is commonly assumed as a two-edged sword. It raises the issue of traffic, particularly in the greater Jakarta metropolitan area, which is already congested. Vehicle taxes, on the other hand, are a source of regional revenue (PAD). There are currently more vehicles on the road in DKI Jakarta than ever before. Data from the Directorate of Traffic Polda Metro Jaya shows that the number of motorized vehicles will increase by roughly 50% in 2020, as portrayed in Figure 1.

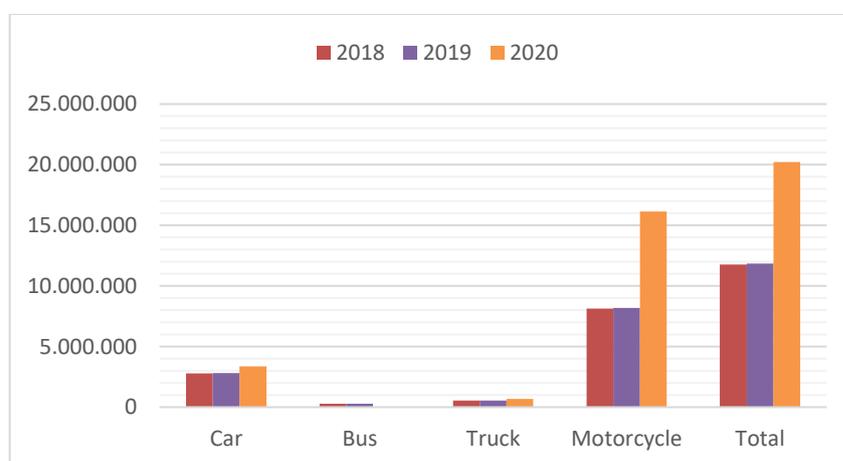


Figure 1 Number of Motorized Vehicles by Type of Vehicle (Unit) in Greater Jakarta Province for 2018-2020 period

As a government agency charged with collecting motor vehicle tax payments, Directorate General of Taxes must enhance its capabilities in order to keep up with the growing demand. The National Police Traffic Corps (Samsat Digital Nasional) is spearheading an endeavor to utilize information technology (Signal). For example, STNK endorsements, motor vehicle tax payments, and donations to the Road Transportation Traffic

Fund (SWDKLLJ) can all be handled digitally through the Signal application, which makes use of police-owned vehicle databases, the Directorate General of Dukcapil kemendagri population master database, and the provincial bapendas' integrated national motor vehicle tax information system (Utomo et al., 2022).

The owner of a motor vehicle's identity can be verified using the Signal system, which compares the driver's face to information on his or her electronic ID card at the Ministry of Home Affairs. The National Police Traffic Corps (korlantas) used the national registration function service application to create the ERI database, which is a database of motorized vehicles. This application has been in place since 2017. Thus, the annual motor vehicle tax payments can be paid anywhere and at any time with this Signal application.

Polda Metro Jaya has implemented this Signal innovation at Samsat headquarters since 10 July 2021. To better understand Polri's policies for speeding up public services for motorized vehicle registration and identification using information technology in the Polda Metro Jaya jurisdiction, the authors are keen to undertake research on the effectiveness of the Signal program. The study was carried out in the Polda Metro Jaya area of Indonesia. All stakeholders in public services must be able to accelerate their services in order to eliminate queues and face-to-face meetings due to a number of serious difficulties, such as the huge increase in the number of motorized vehicles and the COVID-19 pandemic.

This study will shed a light on the significance of National Digital Samsat (SIGNAL) program implementation in the Metro Jaya Police Jurisdiction, as well as the factors that impede and support the program's execution, and to analyze outcome practices from a systemic perspective in the process of implementing the National Digital Samsat (SIGNAL) in the Metro Jaya Police Jurisdiction.

2. LITERATURE REVIEW

2.1. Electronic Policing (E-Policing)

To define electronic policing, think of it as an electronic exchange between law enforcement and the general population. A wide range of police public services, including traffic services, a police records certificate, information about police activities, socialization, and reports of both urgent and non-urgent incidents, can be accessed via the internet (Spicer & Mines, 2002).

As it progresses, the police use technology for a variety of intelligence-related operations and services, including surveillance, traffic management, and the usage of closed-circuit television. Online learning and training, performance management, and performance monitoring have all been implemented in the field of human resources as a result. The use of police information technology includes elements such as e-policing (IT). Computer and network software and hardware are used to share information across police agencies, information and networking among police employees, and authentic data such as AFIS, automatic fingerprint recognition, etc. is transmitted.

It is also necessary to upgrade police hardware and software, create portals and directory services, and create operational databases as part the move toward E-policing. The SSC (safety and security center) implements E-policing in traffic services to assist make the road safer. Safety driving centers, such as ERI (electronic registration and identification) and SDC (safety driving centers), together with intelligence traffic analysis, such as INTAN (intelligence traffic analysis), all contribute to a safer road environment. To facilitate road

safety management, all of this falls under the umbrella of the TMC (traffic management center). Based on clever management, the electronic system is manned by cyber cops. Road safety literacy, coaching, intelligent safety, and an algorithm are all backed by various initiatives.

2.2. National Digital Samsat (SIGNAL)

An application called SIGNAL is a platform for ratifying the Annual STNK, Payment of Motor Vehicle Taxes (PKB), and Payments of Road Transport Traffic Fund Contributions (SWDKLLJ) digitally, using the National Police's motorized vehicle database (ranmor), the existing population master database (Dukcapil), Ministry of Home Affairs, and each Provincia's motor vehicle tax information system (Prasetyowati & Panjawa, 2022).

By comparing the ranmor owner's face to the electronic ID card data at the Ministry of Home Affairs, SIGNAL is able to validate their identity. While this is going on, the National Police Korlantas has been using the national single registration function registration service application that has been in place since 2017 to create the Armor Police database, which has existed since 2014. "Samsat service in one hand, may be done anywhere and anytime (One Stop Service)" is the topic of the signal application. Consequently, the National Digital Samsat (Signal) can be viewed as an application that facilitates the public's ability to safely and securely pay their annual motor vehicle tax.

2.3. Systemic Perspective

Once a system has been identified as a distinct entity in the system, it is not permitted to collapse the system into smaller and smaller subsystems. Instead, the system as a whole must be described. In order to fully describe the behavior of the system, it is necessary to provide a description of the relationships between the pieces as well as any extra information necessary to break the system down into its component parts (NECSI, 2011).

The systems perspective examines a system from the point of view of its entirety, taking into account all of the behaviors of the system in relation to its surroundings. The idea of a system in and of itself is a more general concept that denotes the separation of a portion of the universe from the remaining portions; however, the concept of using a non-reductionist approach to the task of describing the properties of the system in and of itself is the core idea behind the systems perspective (Fernández - i - Marín et al., 2020).

Various community activities are currently undergoing transformation as a result of the advancement of digital technology. When it comes to everyday activities, individuals are increasingly relying on digital transactions. Only a smartphone with an internet connection can now do everything from shopping to getting credit and paying electricity bills to getting transportation tickets. STNK may be ratified right now using a program called National Digital Samsat (Signal) (Damayanti, 2022).

In this context, National Digital Samsat (Signal) created in order to make transactions easier and more convenient for car owners, this innovation was created. Because digital applications are in high demand, it is expected that this application will be readily accepted by the broader public.

3. RESEARCH METHOD

This is a qualitative study with a descriptive method. This research was conducted at the Samsat Office in Polda Metro Jaya Jurisdiction, specifically in Greater Jakarta which include: East Jakarta Samsat on Jalan DI Panjaitan Kavling 55 Jatinegara, South Jakarta Samsat on Jalan Jenderal Gatot Subroto Kebayoran Baru, West Jakarta Samsat on Jalan Daan Mogot KM 13 and North Jakarta and Central Jakarta Samsat on Jl. Gunung Sahari No. 13.

The types of data used are secondary and primary data. The data collection technique was carried out by interviews, documentations and literature study. Primary data is obtained directly by means of interviews with taxpayers in the Greater Jakarta area, while secondary data is obtained from relevant documents. Several approaches are used in this research, namely the statute approach, which is carried out by examining all laws and regulations related to the legal issues being handled. Furthermore, the conceptual approach departs from the views and doctrines that develop in the science of law.

4. RESULT AND DISCUSSION

4.1. National Digital Samsat (SIGNAL) program implementation in Polda Metro Jaya Jurisdiction

Since the Polri Traffic Corps has just introduced the National Digital Samsat (SIGNAL) program, the public can now ratify annual STNK, Ranmor Taxes, and SWDKLJ online, eliminating the need to go to the Samsat office. The National Online Samsat or Samolnas application was transformed into the Signal application. Korlantas Polri Kombes Pol Taslim Chairuddin, the head of STNK's sub-directorate, described this Signal app as the "second generation" following the National Online Samsat (henceforth Samolnas). Samolnas' flaws and faults were taken into account when constructing a new model (Krishantoro et al., 2022).

Residents of 15 provinces, including DKI Jakarta, Banten, West Java, Central Java, East Java, Bali, West Nusa Tenggara (NTB), West Sumatra, Riau, Jambi, Bengkulu, the Riau Islands, South Sulawesi, West Sulawesi, and Southeast Sulawesi, can now download and use the Signal app, which was officially launched in August 2021. In addition to working with Mandiri, BNI, BRI, and BTN as banks accepting car tax payments, the police have also partnered with them. With 158 transactions, Jakarta, or the jurisdiction of the Polda Metro Jaya, is the largest of the 15 provinces that have been able to use Signal services (Kristanti, 2022).

It was said by the Polda Metro Jaya Regional Police Chief that in order to provide the best possible traffic services, the department must keep up with technological advancements. As a result, the community is continually concerned about traffic conditions, especially for those who drive. As a result, the Non-Cash National Movement program's service innovations should be more successful and efficient if the community itself takes care of vehicle documentation.

Since it takes so long to process motor vehicle paperwork, the breakthrough in the Non-Cash National Movement (GNNT) has been widely anticipated as a possible solution to the problem of managing these documents. Because of this program's speed and efficiency, he explained, "community services" may now be provided more quickly and effectively. Only

at South Jakarta Samsat is the service being held. The author therefore wishes for similar results in other Samsat, though not throughout the entire country.

The community's satisfaction with this e-Samsat facility will be monitored on a regular basis. In order to use this service, taxpayers no longer have to manually fill out the payment form. Simply type in their car identification number on the touch screen. In addition to JakOne Mobile and Bank DKI debit cards, Bank DKI and other financial institutions provide this e-Samsat service. There are hopes that the community's expectations will be met by this.

A police official in Indonesia's capital Jakarta area (plate B) indicated that motorbikes accounted for the greatest growth in motorized vehicles, followed by cars and four-wheeled vehicles. The number of vehicles on the road will inevitably have an effect on the state of the road. In the long run, congestion will only get worse. As a result, the Metro Police Traffic Division and the DKI Provincial Government are committed to providing cutting-edge services, including the construction of mass transit systems like the MRT and light rail transit (LRT). Residents will be able to use public transportation instead of driving their own cars, which should help relieve congestion (Bapenda Dev, 2018).

4.2. Factors affecting National Digital Samsat (SIGNAL) implementation in Polda Metro Jaya Jurisdiction

1) Inhibiting Factor

Motor vehicle tax is one of the local taxes that has the potential to increase the amount of local tax revenue. Motor vehicle tax collection can be done in various ways and services. One of the ways is through the services of the Polda Metro Jaya which are easily found in several strategic locations. There are several obstacles experienced by the Polda Metro Jaya, the lack of public knowledge about the Polda Metro Jaya program, although there have been efforts to provide information to the community through continuous socialization. Information about the Polda Metro Jaya should also be known by the public through social media, but so far not many have known about this information. Besides that, What has become a complaint from the community is that the STNK procurement process is sometimes complicated, which should make things easier with the Polda Metro Jaya and there is no need to come directly to the Polda Metro Jaya office (Krishantoro et al., 2022). In addition, sometimes there is an overlap of authority between several parties in providing services to the community regarding the procurement of STNK. Even at the Polda Metro Jaya office there are still procurements that use the services of brokers to speed up the existing process.

Although there are efforts that people no longer use the services of brokers in procuring STNK, this is what the authors see when conducting this research. This should not exist, because the bureaucracy must uphold the transparency and efficiency of services. Therefore, for people who want to pay motorized vehicle tax (PKB) or an annual STNK extension should be done at Polda Metro Jaya is here. Polda Metro Jaya is one of the efforts to pick up the ball to predetermined locations. However, the inhibiting factor in the service process carried out by the Polda Metro Jaya is that there are still some people who do not know the schedule for the Polda Metro Jaya to provide services to the community. So that some people still come to process vehicle tax payments at the Polda Metro Jaya office.

As for another obstacle that sometimes arises, which is a network issue which hinder the service process. Furthermore, there is also inhibiting factor regarding the lack of officers

at Polda Metro Jaya who have a scientific background in IT. So, when there is a network issue, it will usually take a little longer to fix which leads to interfere with the services of the Polda Metro Jaya to provide services to the community.

2) Supporting Factor

Human resources are an important factor in supporting the smooth working process of organizations such as the Jakarta Metropolitan Police. Therefore, efforts are needed to improve the quality of human resources so that the Polda Metro Jaya management can provide and manage Human Resources properly. The available human resources must have adequate competence to support the implementation of tasks and adhere to the applicable rules. To realize professional human resources, it is necessary to increase competence through training, courses or comparative studies. Polda Metro Jaya management must continuously be able to provide professional human resources.

In terms of the quality of Human Resources at Polda Metro Jaya, the expected conditions are not only intelligence quotient, but also emotional intelligence. Both of these things are needed in human individuals because they are able to improve a person's performance in acting and making decisions. Intelligence can be obtained through formal and informal learning such as general education, vocational courses and education and training. Emotional intelligence is related to attitudes, mentality, and behavior. Polda Metro Jaya as an institution that deals directly with the community requires human resources that balance these emotional abilities and intelligence abilities. Efforts in improving human resources within the Metro Jaya Regional Police, which has been and continues to be pursued is to share experiences carried out by seniors with other members, both in the implementation of the program in general and operating vehicles (Arribe & Aulia, 2022).

One of the component factors of the service process is the facilities and infrastructure. The existence of facilities and infrastructure in providing basic facilities and supporting the service process is the basis for customers to feel satisfied, because the facilities and infrastructure are visible and can be felt before the service process occurs. Polda Metro Jaya already has complete infrastructure so that when the payment is made, the vehicle tax payment receipt is immediately received that less than five minutes for one service.

4.3. The implementation of National Digital Samsat (SIGNAL) program in Polda Metro Jaya Jurisdiction from a systemic perspective

If we adopt a systemic perspective on Signal program, these considerations point to two sets of questions that are of both, academic and practical relevance. First, to what extent do Signal program lead to the outcomes of taxpayers? Are program reforms systematically suppressed or neglected in various areas that are not directly affected by a program? Or put simply: what change is “not” happening because of Signal program implementation?

The implementation of Signal program by Polda Metro Jaya local government can be interpreted as activities on time and within the available budget/target limits, it can also mean achieving a goal and target as planned. However, even though there are activities that deviate from the original plan, but have a beneficial impact on the target beneficiary group, the benefits can be said to be effective. The party that has the most role in achieving the motor vehicle tax target is the Polda Metro Jaya service for taxpayers. According to the findings of the research that was carried out, it was discovered that many members of the community are in favor of the Polda Metro Jaya existing since it is regarded as beneficial both in terms

of the amount of time it takes and the location distance it covers. Despite the fact that there are still some people who are unknown about the Polda Metro Jaya schedule, the schedule has been updated. On the other hand, the presence of services provided by the Polda Metro Jaya is more advantageous for those who work in the morning. In point of fact, the majority of people who live in the city that serves as the capital of Indonesia are employed during the daytime hours.

In the implementation of public services, the program are still faced with conditions that do not match the current service delivery with the needs and changes in various fields of social, national and state life. In line with the perspective of state goals, Law Number 25 of 2009 concerning Public Services has been brought in order. The law states that every state administration institution is a public service provider. Polda Metro Jaya as one of the state administration institutions is obliged to actively contribute in providing excellent public services to the community. This contribution is implemented through the implementation of duties and functions as mandated in the Presidential Regulation and the Law. One of the government agencies that have duties in public services is a government agency in motor vehicle tax services, the government has established a Polda Metro Jaya office. The Polda Metro Jaya administration system was formed to expedite and accelerate the public interest services whose activities are held in one building. Polda Metro Jaya is a public organization that provides services in terms of motor vehicle taxes and motor vehicle transfer fees. Excellent service at the Polda Metro Jaya is regulated in Article 2 of Presidential Regulation Number 5 of 2015 concerning the One-Stop Administration System for motorized vehicles which states that excellent service at the Polda Metro Jaya has the characteristics of an integrated and coordinated service that is fast, precise, transparent, accountable and informative (Aprillia, 2020).

The resources that are available to support the Polda Metro Jaya digital service program are sufficient. This can be observed from the equipment (computers, etc.), vehicles, and human resources that are available. Essentially, at Polda Metro Jaya, the police officers report for duty in the morning, while the employees report for duty at the beginning of the shift and remain on duty throughout the day. In the meantime, the problem that is preventing the Polda Metro Jaya service program from being implemented is a network problem. This causes the service to be unable to be carried out because it needs to be connected to the internet network before it can carry out services such as checking the total amount of PKB payments. Aside from that, there is a lack of coordination when it comes to carrying out the obligation, and some persons are still making use of broker services because they do not wish to deal with PKB payments. The presence of a broker creates a barrier that prevents the establishment of clean services that strictly adhere to the regulations.

5. CONCLUSION

On the basis of the conclusions and the information that was gathered, one can reach the conclusion that the digital service that was implemented as part of the Polda Metro Jaya SIGNAL initiative has been operating successfully. This can be observed from the equipment (computers, etc.), vehicles, and human resources that are available to support the implementation of the digital service program SIGNAL Polda Metro Jaya. In addition, there are a number of variables that support the digital service program SIGNAL Polda Metro Jaya. By then, the implementation of the SIGNAL service program faces a number of

challenges, including a network issue that prevents the service from being carried out (due to the requirement that it be connected to an internet network in order for it to perform services, such as checking how much total payments of Motor Vehicle Tax have been made), a lack of coordination when carrying out tasks, and the fact that some individuals continue to use broker services because they do not wish to deal with dealing with motor vehicle tax payments. The presence of a broker creates a barrier that prevents the development of clean services that strictly adhere to the regulatory frameworks.

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