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The Effectiveness Of Digitalization Of Class C Driving License (SIM) Extension Services At The Kupang City Police Traffic Unit

Melania Mira Nahak[1], Melkisedek N.B.C Neolaka[2], Delila Anggelina Nahak Seran[3], Jim Briand Kolianan[4]

[1,2,3,4]Public Administration Study Program, Faculty of Social and Political Sciences
Nusa Cendana University, Kupang City

Corresponding Author:melaniamiranahak@gmail.com

Abstract

The digital transformation of public services has encouraged the Indonesian National Police (Polri) to introduce the SINAR application as an online driver's license (SIM) renewal service to improve the quality of service to the public. This study aims to analyze the effectiveness of the SIM C renewal service through the SINAR application at the Kupang City Police Traffic Unit based on program effectiveness indicators according to Budiani. The study used a qualitative approach with a descriptive research type. Research informants were determined purposively, consisting of Traffic Unit officers and community users of the SINAR application service. Data were collected through observation, interviews, and documentation, then analyzed using the Miles and Huberman model which includes data reduction, data presentation, and drawing conclusions. The results of the study indicate that the SINAR application has provided easy access, time efficiency, and supports the digitalization of services, while socialization and monitoring of the program have been carried out through various media, complaint systems, and periodic evaluations. However, the effectiveness of the program is still influenced by low application utilization, differences in community digital literacy, technical system constraints, and limited internet network. The conclusion of the study shows that the effectiveness of the SIM C renewal service through the SINAR application has been running quite well, but not yet fully optimal, so it is necessary to improve the quality of the system, simplify procedures, strengthen socialization, digital education, and optimize the complaint mechanism.

Keywords:Digital Public Service, Driver License Renewal, Program Effectiveness, Public Service Innovation, Service Quality

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INTRODUCTION

The development of information and communication technology has driven transformation in various aspects of life, including the provision of public services. The use of technology makes it easier for the public to obtain information while encouraging government agencies to provide faster, easier, more effective, and more efficient services. In the context of good governance, public services are one indicator of successful governance because they provide a space for direct interaction between the government and the public. Therefore, public service providers are required to be able to adapt to technological developments through service innovations oriented to public needs. In Indonesia, the provision of public services refers to Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, which emphasizes that public services are a series of activities aimed at fulfilling public needs for goods, services, and administrative services in accordance with statutory provisions. According to Agus Sartono (in Tunggul Pradsojo, 2023), service is any action offered to another party to meet consumer needs and achieve satisfaction. A similar view is expressed by the Ministry of Home Affairs (in Bazarah et al., 2021), which states that public services are the process of providing assistance to the public through certain procedures to create satisfaction and successful service.

One form of implementation of digitalization of public services is carried out by the Republic of Indonesia National Police through the Digital Korlantas POLRI application which provides the SIM Nasional Presisi (SINAR) service for the issuance and renewal of Driving Licenses (SIM). The presence of this service is part of bureaucratic reform that aims to make it easier for the public to renew their SIMs online by utilizing information technology. The Kupang City Police is one of the SIM Administration Organizing Units (SATPAS) that has implemented the SINAR service as an effort to increase service efficiency, transparency, data accuracy, and reduce the practice of brokers. The digitalization of these services is expected to provide convenience to the public while improving the quality of administrative services in the traffic sector.

Although the SINAR service has been implemented, its utilization has not yet been optimal. Data on Class C driver's license renewal applications at the Kupang City Police Traffic Unit from 2021 to 2025 shows that the number of SINAR service users reached only 961, while manual service applications reached 41,226. This gap indicates that the majority of the public still prefers conventional service mechanisms over digital services. This situation indicates that the goal of digitizing public services to create more efficient, convenient, transparent, and accountable services has not been fully achieved.

These findings were reinforced by preliminary interviews with residents who renewed their Class Class Driving Licenses (SIM C) directly without using the Digital Korlantas application.

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One respondent stated that the application process was considered quite complicated because it required several steps, such as uploading photos, signing, and taking an online health test. Therefore, they preferred to visit the service office in person, even though they had to queue. This situation indicates that the low utilization of SINAR services is not only related to the technical aspects of the application, but also reflects a gap between public service digitalization policies and their implementation in the field. If this situation continues, digitalization has the potential to fail to provide optimal benefits for both the public and public service providers.

These problems can be analyzed using the program effectiveness perspective according to Budiani (2007), which assesses effectiveness through indicators of target accuracy, program socialization, achievement of program objectives, and program monitoring. The low level of use of SINAR services indicates that the digitalization program for Class C driver's license (SIM C) renewal services still faces obstacles in several of these indicators so that the program implementation has not fully met the expected objectives. Based on these conditions, this study aims to describe and analyze the effectiveness of the digitalization of Class C driver's license (SIM) renewal services at the Kupang City Police Traffic Unit. This research is important to provide an overview of the effectiveness of the implementation of SINAR services as a basis for improving digital-based public service policies. The novelty of this study lies in the study of the effectiveness of the implementation of the digitalization of Class C driver's license (SIM C) renewal services at the Kupang City Police Traffic Unit using the program effectiveness perspective according to Budiani (2007), so that it can provide recommendations for improving the quality of digital-based public services within the Police.

RESEARCH METHODOLOGY

This study uses a qualitative research method with a descriptive approach. Creswell (2007) defines qualitative research as research that focuses on the perspectives of participants or informants through general and in-depth questions, with data primarily in the form of words or text that are then analyzed into specific themes. Qualitative research also positions the researcher as the primary instrument in understanding phenomena from the perspective of the research subjects (M. Sobry & Prosmala Hadisaputra, 2020). Similarly, Bogdan and Taylor explain that qualitative research produces descriptive data in the form of written or spoken words from individuals or observed behaviors (M. Sobry & Prosmala Hadisaputra, 2020).

The descriptive approach was chosen because this study aims to describe and analyze the effectiveness of digitalization of the C-Class Driving License (SIM) renewal service through the Indonesian National Police Traffic Corps (Korlantas POLRI) Digital application on the Precision

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National SIM (SINAR) feature at the Kupang City Police Traffic Unit. This approach allows researchers to gain an in-depth understanding of the service implementation process, obstacles encountered, and public and officer perceptions of the implementation of the digital service. The study was conducted at the Kupang City Police Traffic Unit as the unit responsible for organizing the C-Class Driving License (SIM) renewal service.

This study used purposive sampling techniques to determine informants from service providers and accidental sampling for informants from the public. Purposive sampling was used because informants were selected based on the consideration that they have knowledge, experience, and direct involvement in the implementation of the SIM C renewal service through the Digital Korlantas application. Meanwhile, accidental sampling was used to obtain community informants who were encountered by chance and had experience using or not successfully using the SIM C renewal service through the SINAR application.

The ten informants in this study included one operator of the Digital Korlantas application at the Kupang City Police Traffic Unit, one driver's license service officer, and eight members of the public as service users. This group of informants was selected to provide comprehensive information on the effectiveness of digital service implementation from both the perspective of service providers and users.

Data collection was conducted through interviews, observations, and document studies. Interviews were conducted using a pre-designed interview guide to obtain information regarding the implementation of Class C Driving License (SIM C) renewal services through the Indonesian National Police Traffic Corps (Korlantas POLRI) Digital application, including various obstacles encountered in its implementation. Observations were conducted directly at the Kupang City Police Traffic Unit to observe the process of Class C driving license (SIM C) renewal services through the SINAR application. Document studies were conducted by reviewing various supporting documents, such as service reports, application technical instructions, activity documentation, and other documents related to the research object. According to Sugiyono (2008), observation is a data collection technique through direct observation of the research object, while documents are records of past events that can be used as research data sources (Sugiyono, 2015).

Data analysis refers to the stages proposed by Sugiyono (2022), namely data collection, data reduction, data presentation, and drawing conclusions and verification. The data collection stage was carried out through systematically compiling the results of interviews, observations, and documentation. Next, data reduction was carried out by selecting, grouping, and simplifying data according to the research focus based on program effectiveness indicators according to

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Budiani (2007), namely program target accuracy, program socialization, program objectives, and program monitoring. The reduced data were then presented in narrative and tabular form to facilitate the interpretation process. The final stage was carried out through drawing conclusions and continuous verification based on all data obtained during the research.

The research began with determining the research focus based on program effectiveness indicators according to Budiani (2007), namely program target accuracy, program socialization, program objectives, and program monitoring. Next, the researcher collected primary data through interviews and observations at the Kupang City Police Traffic Unit and supplemented the data with various relevant supporting documents. After all data was collected, an analysis process was carried out through the stages of data collection, data reduction, data presentation, and conclusion drawing, as stated by Sugiyono (2022).

To ensure data validity, this study employed triangulation techniques as described by Sugiyono (2016). Source triangulation was conducted by comparing information obtained from service officers, application operators, and the public, both users and non-users of SINAR services. Technical triangulation was conducted through comparisons of interview results, observations, and document studies. Furthermore, time triangulation was conducted by collecting data at different times to obtain consistent information regarding the implementation of the digitalization of SIM C renewal services at the Kupang City Police Traffic Unit.

RESULTS AND DISCUSSION

Program Target Accuracy

According to Budiani (2007), program targeting accuracy indicates a program's ability to reach target groups according to the needs, conditions, and capabilities of the community. In this study, the targeting accuracy of SINAR services was assessed based on the application's suitability to the devices used by the community, ease of use, and system stability in supporting online SIM C renewal services. The results of interviews with SIM officers showed that the SINAR application has been designed to be usable on various types of smartphones, both with low and high specifications, so that it is technically capable of reaching a wide community. This finding indicates that from the aspect of device compatibility, SINAR services have met the targeting accuracy indicator because it can be accessed by various user groups.

However, service utilization remains low. Service data for the 2021–2026 period shows that of 44,903 applications for Class C driver's license renewals, only 1,009 applications, or 2.2%, used the SINAR application, while 43,894 applications, or 97.8%, were still processed manually. This situation indicates that targeting accuracy has not been fully achieved because the public's

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ability to utilize digital services is still limited. Research results also show that some people experience difficulties with installation, account creation, data entry, and document uploads. Observational findings support this finding, namely that the majority of people still prefer direct service at the Traffic Police office because they find it easier than using the application. Thus, based on Budiani's (2007) theory, the SINAR program's targeting accuracy has been achieved in terms of service availability and accessibility, but is not optimal due to ongoing barriers to digital literacy and application use among the public.



Figure 1. Condition of the Kupang City Police Traffic Unit's SIM Service Room

Source: Author's Documentation (2026)

The results of the study indicate that the community's ability to utilize the SINAR application varies. Informants from the Traffic Police explained that people who are accustomed to using technology generally do not experience obstacles, while the elderly or those with low digital literacy still experience difficulties in downloading the application, creating an account, verifying data, and uploading documents. This finding is supported by user experiences stating that although the application's appearance and features are good, the process of filling in data and fulfilling requirements is still confusing and takes longer. Based on Budiani's theory (2007), this condition indicates that the accuracy of the program's targets is not fully optimal because some target groups are not able to utilize services according to the program's objectives due to limited ability to use digital technology.

Furthermore, the study also found system stability issues, particularly during document uploads, which resulted in service failures. These technical challenges indicate that the application still requires improvements for smoother public use. Overall, the SINAR application is well-targeted, targeting Class C driver's license holders and can be used on various devices. However, its effectiveness still needs to be improved through streamlined user interfaces, improved system stability, enhanced digital education and mentoring, and internet infrastructure support. These findings align with research by Utami (2023), which showed that while the Traffic Corps Digital service provides convenience, it still faces challenges in its

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utilization. However, at the Kupang City Police Traffic Unit, challenges were not only related to outreach but also to the community's digital literacy skills, application stability, and limited internet network access.

Program Socialization

According to Budiani (2007), program socialization is an indicator of effectiveness that shows the extent to which program information is received, understood, and utilized by the target community. In this study, the socialization of the SINAR application was analyzed based on the clarity of the content, the appropriateness of the language used, and the level of public understanding of the service flow and benefits.

The research results show that the Kupang City Police Traffic Unit has implemented socialization of the SINAR application through various media, both online and in person. Online socialization was carried out through social media such as TikTok, Instagram, and Facebook by providing information about the application's functions, requirements, and stages of SIM renewal. Meanwhile, direct socialization was carried out through Car Free Day activities, brochure distribution, sticker installation on operational vehicles, and providing explanations to the public at service locations. These various methods aim to ensure information about SINAR services can reach a wider public and increase public understanding of the benefits and mechanisms of using the application.





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Figure 2. Socialization of the Korlantas Digital Application

Source: Instagram of Kupang City Police Traffic Unit

The research results show that the socialization of the SINAR application has been carried out through various media, both online and in person, such as social media, Car Free Day activities, brochure distribution, and sticker installation on operational vehicles. These various methods demonstrate the organizers' efforts to reach a wider community by utilizing digital media while maintaining face-to-face socialization for those who are less active on social media. However, data on SIM C renewal production shows that although the number of SINAR service users increased from 27 applicants in 2021 to 364 applicants in 2024, the number decreased to 312 applicants in 2025. This condition indicates that socialization has increased service awareness, but has not been able to maintain sustainable application usage because some people still have difficulty understanding the application's steps.

In terms of content clarity, the research results indicate that the information presented clearly clarified the purpose, benefits, and general overview of the SINAR application, thus helping the public become familiar with this digital service. However, explanations regarding the technical steps for using the application were still limited, resulting in some people experiencing difficulties during the registration process, data verification, document uploads, and administrative completion. Meanwhile, the language used in the socialization was considered quite simple and easy to understand because it was adapted to the characteristics of the community, thus facilitating the delivery of basic information about the service. However, based on Budiani's (2007) theory, the effectiveness of the socialization was not fully optimal because public understanding of the application's usage procedures was still uneven.

The research also shows that the majority of the public understands the primary benefits of the SINAR application as a more practical and efficient online driver's license (SIM) renewal service. However, when using the application directly, some people still require assistance in understanding the user flow, such as the identity verification process, document uploads, health

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tests, psychological tests, payments, and SIM delivery. This finding suggests that the success of the socialization program is determined not only by the delivery of information, but also by the public's ability to practice using the application. Overall, based on Budiani's (2007) theory, the socialization of the SINAR program has been quite successful because information has been conveyed through various media in easy-to-understand language. However, its effectiveness still needs to be improved by providing more detailed guides, usage tutorials, and mentoring to the public so that understanding and utilization of digital services can be more optimal.

Program Objectives

According to Budiani (2007), program objectives are indicators of effectiveness that show the extent to which a program is able to achieve its stated goals and provide tangible benefits to the community. In this study, the objectives of the SINAR application program were analyzed based on its ability to provide ease of service, increase the speed of service completion, and create public satisfaction with online SIM C renewal services.

The research results show that the SINAR application has provided greater convenience compared to manual services. Through this application, people can complete most stages of the driver's license renewal process online using their smartphones, from account registration and identity verification, uploading required documents, completing health and psychological tests, to payment and issuing the driver's license. The presence of this digital service reduces the need for people to visit service offices in person and makes the driver's license renewal process more practical than manual procedures.



Figure 3. SIM Extension Flow

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The results of the study indicate that the SINAR application facilitates the SIM C renewal process because most service stages, such as account registration, identity verification, document uploads, health and psychological tests, and payments can be done online via smartphone. The public considers this service more flexible because it can be accessed anytime without having to come to the service office, thus saving time, energy, and transportation costs. Based on Budiani's theory (2007), this condition indicates that the program's goal of providing easy services has begun to be achieved. In terms of digital application characteristics, SINAR has also provided quite complete features, although ease of use is still influenced by system quality, ease of understanding the service flow, and application stability which still faces obstacles such as system disruptions, document upload failures, and dependence on the internet network.

However, the ease of service is not yet felt equally by all users. Some users still experience difficulties in fulfilling additional requirements, such as health checks, psychological tests, and completing administrative documents, which are considered to require more time and attention. This situation indicates that although access to the application is more practical than manual services, the overall service process is not yet completely simplified. Therefore, the SINAR application program's goal of improving service convenience and efficiency has been quite successful, but its achievements still need to be improved so that all stages of the service can be felt more easily by all users.



Figure 4. Application for Class C Driving License Extension

Source: Author's data processing (2026)

The results of the study indicate that the SINAR application program's goal of improving service speed has been achieved. The application allows most administrative processes to be carried out online before people arrive at the service office, resulting in shorter queue times and more efficient service compared to manual systems. Based on Budiani's (2007) theory, this indicates that the program has provided tangible benefits through improved service quality.

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However, service speed is still influenced by several factors, such as completeness of documents, internet connection quality, and additional stages, such as health and psychological tests, which are not yet fully integrated into the system. As a result, the overall service process is not always faster because some stages still require additional time.

In terms of public satisfaction, most users are quite satisfied because the SINAR application provides easy access, reduces queues, and makes services more practical compared to manual systems. However, the level of satisfaction is not evenly distributed because some people still experience difficulties due to additional procedures considered complicated and technical obstacles, such as system disruptions, document upload failures, and internet network quality. Based on Budiani's theory (2007), this condition indicates that the program's objectives have been implemented quite well, but not yet fully optimal because the benefits of the service have not been felt evenly by all people. Overall, the SINAR application has provided positive changes in the form of ease of access, time efficiency, and increased service convenience. However, the achievement of program objectives still requires improvement through the integration of service stages, simplification of procedures, strengthening system quality, and digital education for the public. This finding is also in line with Utami's research (2023), which shows that the effectiveness of Korlantas Digital services is still influenced by the public's ability to understand the application's usage procedures.

Program Monitoring

According to Budiani (2007), program monitoring is an indicator of effectiveness aimed at ensuring the program is running according to its objectives, identifying obstacles, receiving public input, and providing a basis for continuous evaluation and service improvement. In this study, monitoring of the SINAR application program was analyzed through the availability of a complaint system, responses to technical obstacles, and evaluation and service improvement by the Traffic Police. The results showed that the SINAR application has provided a complaint system through an in-app helpdesk feature and a service number for officers that can be contacted directly. This channel allows the public to report various problems, such as account registration, data verification, document uploads, payments, and driver's license delivery, so that problems can be handled without the public having to come directly to the service office. This finding demonstrates the efforts of the Traffic Police to provide a monitoring mechanism and complaint service that supports improving the quality of digital services.

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Figure 5. Process of Checking the Completeness of SIM Extension Applicant Data by the Adjudicator

Source: Author's data processing (2026)

The research results show that the SINAR application has provided a complaint system through a helpdesk feature and an officer service number, allowing the public to report problems without having to come directly to the service office. Some users reported receiving solutions through this feature, such as assistance in overcoming data verification and document upload problems. However, some people still feel that the help feature does not fully address the problems they face and still prefer to seek assistance directly from officers. Based on Budiani's theory (2007), the existence of a complaint system indicates that a program monitoring mechanism is in place, although its utilization is still not optimal due to the influence of low digital literacy and the public's habit of relying more on face-to-face services.

The study also showed that officers responded and responded to various technical issues through assistance with application usage, document uploads, and forwarding reports if the disruption originated from the central system. While the response to simple issues was considered quite good, handling server disruptions or maintenance still took time, impacting the smoothness of service. Furthermore, the Traffic Police regularly evaluates and improves services, including identifying common issues, conducting system maintenance, and coordinating to improve application stability. Overall, monitoring of the SINAR program has been quite effective through the complaints system, officer responses, and regular evaluations. However, its effectiveness still needs to be improved by optimizing support features, accelerating the resolution of technical disruptions, increasing public digital literacy, and

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strengthening follow-up mechanisms so that the benefits of digital services can be more evenly felt by all users.

CONCLUSION

This study shows that the effectiveness of the Class C driver's license (SIM C) renewal service through the SINAR application at the Kupang City Police Traffic Unit has generally been quite good, but not yet fully optimal. The program's target audience has been met because the service is aimed at Class C driver's license holders and the application can be used on various types of smartphones, although utilization remains low due to differences in digital literacy and technical constraints. Program socialization has been conducted through social media and face-to-face activities using easily understood language, but public understanding of the application's usage procedures remains uneven. The program's objectives of ease of access, time efficiency, and increased service convenience have begun to be achieved, although additional steps, system disruptions, and dependence on the internet network still reduce service effectiveness. Program monitoring has also been implemented through the provision of a helpdesk, response to complaints, and periodic evaluations, but utilization of the complaint system and the speed of problem handling still need to be improved.

This study has limitations because it was conducted at a single research location with a qualitative approach, so the results cannot be generalized to all SIM service units in Indonesia. Future research is recommended to use a mixed or quantitative approach in a wider area to obtain a more comprehensive picture of effectiveness, including measuring the influence of digital literacy, system quality, and user satisfaction on the level of SINAR application utilization. Practically, the results of this study provide implications that the Kupang City Police Traffic Unit needs to improve the quality of tutorial-based socialization, strengthen digital education and assistance, simplify service flows, improve application stability, integrate service stages, and accelerate responses to public complaints so that the effectiveness of digital services can be increased and utilized evenly.

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