

Optimizing Motor Vehicle Inspection Services in Klaten to Improve User Access Through Quality Service

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Abstract: This study aims to analyze and optimize the service system at the Motor Vehicle Inspection Division of the Transportation Agency in Klaten Regency. The method employed is a qualitative approach, which includes in-depth interviews, direct observations, and document studies. The findings indicate that approximately 70% of users complain about excessive waiting times, while 60% express dissatisfaction with the quality of service. Additionally, complicated procedures and a lack of clear information contribute to user dissatisfaction. To address these issues, the study recommends implementing an online registration system and a mobile application to enhance efficiency and transparency. Improving communication and information dissemination to users, along with continuous training for staff, is also deemed crucial for enhancing service quality. With these measures, it is expected that the Transportation Agency can meet public expectations and create a better user experience. This research contributes to the development of public policies that are more responsive to community needs.

Keywords: Information Technology; Optimization; Public Service; Service Quality; User Satisfaction

1. Introduction

Effective and efficient public service is one of the main indicators in assessing the performance of government agencies. In Klaten Regency, the Transportation Agency has a crucial responsibility in maintaining the safety and roadworthiness of motor vehicles through a series of strict inspection processes. However, in practice, many service users complain about various obstacles that hinder their experience. Some of these include excessive waiting times, procedures that are considered complicated, and a lack of clear information regarding the steps that must be taken in the vehicle inspection process. This condition creates a gap between public expectations for quality services and the reality they face in the field.

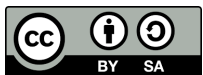
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Based on a survey conducted by the Department of Transportation, around 60% of service users are dissatisfied with the existing system. This shows an urgent need to optimize the service system in order to meet public expectations. Approach *quality service* becomes increasingly relevant in this context, where user satisfaction-oriented service should be a top priority. By adopting the principles *quality service*, it is hoped that the services provided will be more responsive, transparent and accountable, as well as being able to answer the challenges currently being faced.

GAP Analysis from this study shows that although there are various efforts to improve services at the Transportation Agency, there are still many aspects that need to be improved. The vehicle registration and inspection process which is still manual and not integrated with information technology is one of the main obstacles. This not only results in inefficiency, but also affects the user experience which should be easier and faster. Therefore, this study aims to analyze the factors that hinder the optimization of the service system and formulate strategies that can improve ease of access for service users.

The main objective of this study is to identify and formulate steps to optimize the service system in the Motor Vehicle Inspection Section of the Klaten Regency Transportation Service. Through a systematic approach, it is expected to produce relevant and implementable recommendations to improve the service system, so as to increase public satisfaction and facilitate access for service users. In addition, this study is also expected to contribute to the development of better public policies in the transportation sector in Klaten Regency.

Thus, this research will not only provide practical solutions for the Department of Transportation, but also be a valuable reference for further research related to optimizing public services in other sectors. The hope for the future is that the results of this research can be widely adopted and have a positive impact on society, as well as increasing the efficiency and effectiveness of public services in Indonesia.

2. Method

2.1 Types of research

This study adopts a qualitative approach to explore and understand the service system in the Motor Vehicle Inspection Section of the Klaten Regency Transportation Service. The qualitative approach was chosen because it provides an opportunity for researchers to explore in-depth and contextual data about the experience of service users. Through in-depth interviews and direct observations, researchers can capture nuances that may not be revealed in quantitative approaches, such as users' feelings, perceptions, and expectations of the existing service system. By understanding user experience, this study aims to formulate optimization strategies that can improve ease of access to services. Focus on the approach *quality service* becomes important, because good service does not only rely on efficient procedures, but also includes aspects of user satisfaction. Thus, this study not only serves to identify problems in service, but also to provide recommendations based on the needs and expectations of the community.

2.2 Population and Sample

The population that is the focus of this study is all users of motor vehicle inspection services at the Klaten Regency Transportation Agency who have used the service in the last six months. This criterion is important to ensure that respondents have relevant and current experiences regarding the services provided. By using purposive sampling techniques, researchers can select respondents based on certain criteria, such as frequency of service use and type of vehicle inspected. This aims to obtain diverse and comprehensive perspectives.

The number of samples targeted in this study is 30 respondents. The determination of this number is based on practical and theoretical considerations, where it is expected that the number is sufficient to provide in-depth insights without sacrificing data quality. Through the selection of diverse respondents, it is hoped that this study can cover various

perspectives and experiences, so that the results obtained can be relied upon and provide a comprehensive picture of the service system.

2.3 Data Collection Techniques

The data in this study will be collected through several complementary methods, namely in-depth interviews, direct observation, and documentation studies. In-depth interviews will be conducted with service users, designed to explore their experiences in detail. Interview questions will focus on their experiences in undergoing the vehicle inspection process, including waiting times, procedures undertaken, and levels of satisfaction with the services provided. With this approach, researchers hope to identify factors that influence user satisfaction.

Direct observation will also be conducted to understand the flow and procedures in the vehicle inspection process. Through this observation, researchers can see the interaction between officers and service users directly, which provides insight into the dynamics of the service that occurs. In addition, the collection of related documents, such as standard operating procedures (SOPs) and performance reports of the Transportation Agency, will provide additional context regarding the policies and practices implemented in the service system. The use of various data collection techniques aims to produce comprehensive and in-depth data.

2.4 Data analysis

Data collected from interviews and observations will be analyzed using thematic analysis techniques. The analysis process will begin with transcription, where the recorded interview results will be converted into written text. Next, the researcher will code to identify themes that emerge from the transcribed data. This coding is important for grouping information based on similarity and relevance, making it easier for researchers to understand existing patterns. After the themes are identified, the researcher will interpret them to provide a comprehensive picture of the challenges and needs in the service system. This analysis will not only focus on the problems faced, but also on potential solutions that can

be implemented to improve service quality. With this approach, it is hoped that the research can provide concrete recommendations that are oriented towards improving the service system at the Transportation Agency.

2.5 Validity and Reliability Test

In this study, it is important to ensure the validity and reliability of the data collected so that the results can be accounted for. To achieve this, the researcher applies triangulation, which is comparing data from various sources and collection methods. In this way, the researcher can ensure that the information obtained is consistent and reliable. If there is a difference between the data obtained from interviews, observations, and documentation, the researcher will conduct further analysis to understand the cause of the difference.

In addition, researchers will also conduct member checks, where respondents are asked to verify the results of the transcribed interviews. This process aims to ensure that the researcher's interpretation of the data obtained is in accordance with the experiences and views of the respondents. With these steps, the study not only ensures data accuracy, but also increases the credibility of the results obtained, thus providing a meaningful contribution to the development of the public service system at the Klaten Regency Transportation Agency.

3. Results and Discussion

3.1 Result

This study successfully collected data from 30 respondents who were users of motor vehicle inspection services at the Klaten Regency Transportation Agency. Through in-depth interview methods, direct observation, and documentation studies, this study provides comprehensive insights into user experiences and perceptions of the existing service system. The data collected provides a clear picture of the challenges faced by users and areas that need to be improved to improve service quality.

The results of this study indicate that the majority of respondents have the same views regarding weaknesses in the service system. By using a qualitative approach,

researchers are able to dig deeper into information, including users' feelings and expectations of the services they receive. This is important to understand the broader context, so that the recommendations produced can be more targeted. The collection of diverse data also helps in identifying certain patterns in user experiences, which can be used as a reference for improvement. In addition, this study also highlights the importance of effective communication between officers and users. Many respondents felt a lack of information provided, which contributed to confusion and frustration during the inspection process. Therefore, the results of this study not only cover the technical aspects of the service, but also the interpersonal aspects that are very important in creating a positive user experience. By understanding these dimensions, the Transportation Agency can formulate a more holistic strategy to improve service.

Finally, the results of this study provide a strong basis for recommendations to be proposed. By identifying specific problems in user experience, the Transportation Agency can focus on areas that need the most attention. This study not only serves as an evaluation of the existing service system, but also as a roadmap for continuous improvement, in order to meet community needs and increase user satisfaction.

3.1.1 User Experience

Interview results showed that around 70% of respondents complained about the excessively long waiting time, which often reached more than two hours. Many users felt frustrated by the procedures that were considered inefficient and the lack of clear information about the examination flow. Most respondents stated that they did not receive adequate instructions before entering the examination process, which resulted in confusion and uncertainty.

3.1.2 Service Procedures

Direct field observations revealed that there were several stages in the inspection process that were not well integrated. Officers often had to manually verify data, which increased the possibility of errors and slowed down the process. In addition, the lack of use

of information technology in the registration system was evident. This contributed to inefficiencies and reduced positive user experiences.

3.1.3 Satisfaction Level

Based on data analysis, around 60% of respondents stated that they were dissatisfied with the quality of service provided. Although there were some positive aspects, such as the friendly attitude of the officers, many users felt that the time and effort they spent were not commensurate with the service they received. Users expect improvements in terms of speed, transparency, and ease of access to information.[9]

Table 1. Level of User Dissatisfaction

Aspect	Percentage of Dissatisfied Users (%)
Waiting Time	70%
A Complicated Procedure	65%
Lack of Information	60%
Quality of Public Services	60%

3.2 Discussion

The results of the study indicate that there is a significant gap between user expectations and the reality they face at the Klaten Regency Transportation Agency. *Approach quality service* which is expected to increase user satisfaction still needs to be implemented more effectively. In this context, several important points need to be discussed further to provide clearer guidance in improving the service system.[10].

3.2.1 Optimization of Service Process

One of the main findings of this study is the need to optimize the service process. The use of information technology can be an effective solution to improve efficiency in the vehicle inspection system. The implementation of an online registration system, for example, will allow users to register before arriving, thereby reducing the time spent on site. In addition, the use of mobile applications that provide real-time information on queues and procedures will help users plan their visits better.

The implementation of this technology-based system can also reduce human error in data processing, which often causes delays and inaccuracies in the inspection process. By

utilizing technology, the Transportation Agency can ensure that the data used in the inspection process is accurate and up-to-date. In the long term, investment in information technology will not only increase efficiency, but also provide significant benefits to the communities served.

The use of technology can also increase transparency in the service process. By providing clear and easily accessible information, users will feel more involved and in control of their experience. This will create a more positive atmosphere, where users feel valued and recognized by government agencies. Thus, optimizing the service process through technology not only increases efficiency, but also creates a better relationship between the Transportation Agency and the community. It is important for the Transportation Agency to continue to evaluate and update the existing system. Technology and community needs continue to evolve, so the service system must always be updated to remain relevant and effective. Thus, optimizing the service process is an important step in creating better services that are responsive to user needs.

3.2.2 Improve Communication and Information

The results of the study also showed that the lack of clear information is one of the causes of user dissatisfaction. Therefore, it is important for the Transportation Agency to improve communication with users. Providing more complete and easily accessible information, both through the official website and social media, will help users understand the process that must be followed. This includes information on the inspection steps, required documents, and the time required for each stage.

Transparency in every step of the inspection process cannot be ignored. Users who receive accurate and timely information will feel more valued and involved in the process. In addition, providing training to officers to communicate well and provide clear information is also key to increasing user satisfaction. This training can include interpersonal communication skills and service ethics, so that officers can answer user questions quickly and accurately. The use of social media as a communication channel can also be an effective strategy. By utilizing platforms that are already known to the public, the Transportation

Agency can reach more users and provide the latest information in real time. This will strengthen the relationship between government agencies and the public, as well as create a positive image of public services.

Finally, it is important to ensure that all information provided is always up to date and relevant. In this way, users will feel confident and informed, which will ultimately increase their satisfaction with the services provided. Improving communication and information is an important step in creating a better user experience and strengthening public trust in the Transportation Agency.

3.2.3 Human Resources Training and Development

Service quality is not only influenced by procedures, but also by the competence of human resources. This study recommends continuous training for inspection officers to improve interpersonal skills, so that they can provide better service and be responsive to user needs. This training is very important to ensure that officers not only understand technical procedures, but are also able to interact well with users. Training programs should include aspects such as service ethics, time management, and effective communication techniques. By equipping officers with the right skills, they will be better prepared to deal with various situations and provide quick and appropriate solutions for users. In addition, training can also create self-confidence for officers, so that they can serve users better.

The importance of human resource development cannot be underestimated. Well-trained officers will be better able to handle user complaints and inquiries in a professional and efficient manner. This will reduce the possibility of misunderstandings and increase user satisfaction with the services provided. Finally, the Transportation Agency needs to create a culture of continuous learning, where officers are encouraged to continuously improve their skills and knowledge. Thus, public services can be more responsive and adaptive to the needs of the community. Continuous human resource development will greatly contribute to improving the quality of services at the Transportation Agency.

3.2.4 Recommendations for Public Policy

Overall, this study provides important insights for the development of public policy in the transportation sector. By adopting a multidisciplinary approach *quality service*, The Transportation Agency must be committed to continuing to innovate and adapt to the needs of the community. The implementation of recommendations resulting from this study is expected to have a positive impact on the community and increase the efficiency and effectiveness of public services in Klaten Regency.

Concrete actions from the Transportation Agency, such as improving service infrastructure and improving information systems, will greatly contribute to increasing user satisfaction. Public policies that are responsive to user input will create an environment where the public feels included in the decision-making process. Thus, the Transportation Agency does not only function as a service provider, but also as a community partner in creating a better transportation system. In this recommendation, it is also important to involve various stakeholders, including service users, in the process of evaluating and improving policies. By involving the public, the Transportation Agency can gain diverse perspectives and better understand the needs and expectations of users. This will make the resulting policies more relevant and effective in meeting the needs of the community.

Finally, this study not only serves as an evaluation tool, but also as a roadmap for continuous improvement in public services. With the suggested improvement steps, it is expected that the service system in the Motor Vehicle Inspection Section can be improved, so that it can meet public expectations and create a better experience for users. Through strong commitment and consistent efforts, the Transportation Agency can be an example for other government agencies in providing quality services that are oriented towards user satisfaction.[6].

4. Conclusion

This study has identified and analyzed various aspects that affect the service system in the Motor Vehicle Inspection Section of the Klaten Regency Transportation Agency. The results of the study indicate a significant gap between user expectations and the reality they

experience. Although there are efforts to improve the quality of service, there are still many challenges that need to be overcome to meet public expectations. Optimizing the service process through the application of information technology is one of the main recommendations. With an online registration system and mobile application, it is expected that waiting times can be minimized, and transparency in the inspection process can be increased. In addition, improving communication and clear information to users is also very important to build public trust and satisfaction with the services provided. Human resource development through ongoing training for inspection officers is also key to improving service quality. Well-trained officers will be better able to handle interactions with users professionally and efficiently, thereby reducing the potential for misunderstandings and improving the user experience.

Finally, recommendations for public policy include the need to involve stakeholders in the process of evaluating and improving services. By involving the community, the Transportation Agency can develop policies that are more responsive to user needs. This study serves not only as an evaluation tool, but also as a roadmap for continuous improvement in public services, with the hope of creating better and more satisfying services for the community. Through strong commitment and consistent efforts, the Transportation Agency can be a role model in providing quality services that are oriented towards user satisfaction.

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