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## The Quality of Vehicles' Public Service Testing in The Tomohon Transportation Department

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**Abstract.** This study aims to determine the Quality of Public Service Testing of motorized vehicles at the Tomohon Transportation Department. The research method used is qualitative research. Then the data collection techniques are observation, interviews, and documentation with data analysis techniques through data reduction, data presentation, and verification conclusions. This study indicates that the Public Service of Vehicle testing at the Tomohon Transportation Department is not of optimal quality. It is evidenced by the finding problems related to planning, where there is no socialization for program planning. There are processes, mechanisms, and procedures for vehicle testing services. So people do not know about it. They are then related to the instrument where the community does not understand how the mechanism is carried out when testing motorized vehicles. It is also found that the testing service unit when serving the community to complete a task, does not match the predetermined time results in file accumulation. So the community made it to wait, even work. Therefore, the implementing/testing officer or staff should charge the community. It is proven how apathetic the community is and the lack of enthusiasm for the Department of Transportation—providing education to the Public to test their motorized vehicles. The results and targets in the 2021 figures for testing only amount to 337 cars out of 2,333 vehicles. Then it was found that the public response regarding the vehicle testing service was negative, with several things that were felt by the community regarding the services provided. The Department of Transportation was still lacking in Human Resources, which resulted in delays in service and convoluted services. Therefore, it is simplified, but too many stages passed. Furthermore, the services provided by employees to the community are not good services that are not humane and do not communicate well. Problems were also related to infrastructure that was no longer suitable for use.

**Keywords** Quality, Public Service, Vehicle testing

### A. Introduction

Fast, easy, affordable, and quality service is an obligation the Government must carry out to the community. Therefore, it is necessary to transform public services into digital. In addition, the quality of public services is essential to increase transparency and improve the quality of services to the community. Service is a process of meeting needs through the activities of other people directly to achieve the goals of human life needs and in the context of achieving organizational goals. The implementation of good governance is a hope of the community for the performance of public services needed by the community. The demands made by the district

for the development of the times in the era of globalization will be the formation of good governance. Increased education and knowledge significantly affect the implementation variables of public services. In modern society, public service will always be the main problem. However, with the development of globalization, the issue of public services is decreasing in other aspects in an environment that continues to change faster.

Public service is an activity in fulfilling service needs by statutory regulations for every citizen and resident of goods, services, and administrative services provided by public service providers. To survive, humans need service, both from themselves and through the work of others. Public service is becoming an increasingly strategic policy issue because improving public services in Indonesia tends to "run in place." The implications of public services are vast in various aspects of life, including economic, political, socio-cultural, and other elements. Public services are activities in meeting the community's needs, including goods, services, and administrative services provided by public service providers. Public service providers are stated administration institutions, corporations, and independent institutions established by law for public service activities.

Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance, which are the effectiveness of the functions of the Government itself. Public services carried out by governments or influential corporations can strengthen democracy and human rights. In addition, it promotes economic prosperity and social cohesion, reduces poverty, increases environmental protection, uses natural resources wisely, and deepens trust in Government and Public Administration. The state is obliged to serve every citizen and resident to fulfill fundamental rights and needs within the framework of public services, which is the mandate of the 1945 Constitution of the Republic of Indonesia. Therefore, building public trust in public services that public service providers. Therefore, we will carry out a series of activities that must comply with the expectations and demands of all citizens and residents regarding the improvement of public services.

The Government has the duty and authority to serve the community with public services regulations. The Tomohon Transportation Department is one of the public organizations which is an agency that manages or regulates transportation problems in Tomohon City. Which has a vision of "*Realizing a reliable, integrated, sustainable and environmentally friendly Urban Transportation System*" (Source of the Tomohon Transportation Department). without the Tomohon City Government Transportation service, it will be challenging to solve problems regarding transportation. Therefore, the services provided by the Transportation service are always in the spotlight of the community, especially service users.

The Vehicle testing service at the Transportation service is one of the services provided by the Tomohon City government to the Public or the community. In the current development, land transportation has reached many points or can be said to increase. For this reason, vehicle testing is increasingly needed by vehicle users to ensure that each vehicle is truly roadworthy by motor vehicle eligibility regulations. For example, testing public transport buses and public transportation is intended to make public transportation users feel safe and comfortable. In addition, they are using public transportation services to attract the number of public transportation users to increase from before.

He referred to the Regulation of the Minister of Transportation of the Republic of Indonesia Number 133 of 2015 concerning Periodic Testing of Motorized Vehicles. Chapter II Article 2 explains that periodical tests of motorized vehicles are carried out with the aim of a). Provide technical safety guarantees for motorized vehicles, trailers, and outboards on the road. b). Support the realization of environmental sustainability from the possibility of pollution

caused by motorized vehicles, trailers, and tepelen trains on the road. c). Provide public services to the community. Some of the current issues indicate that the community and existing developments feel the problem of service quality that creates gaps. For example, Tomohon City does not escape the perception that the service vehicle testing that is carried out does not show effectiveness to the Public (society). As a result, doubts arise about the services provided by Tomohon Transportation Department.

Based on the initial research that the author conducted at the Tomohon Transportation Department, it found that in providing services. There were encountered problems such as delays in completing administrative files, convoluted services, facilities, and infrastructure such as incomplete test equipment even in some units still using visual tests or the feeling of the examiner. The Technical Implementation Unit of Vehicle testing (UPTPKB), which has not been accredited, includes (Institutional, Infrastructure, curriculum, vehicles, training, and other facilities)—limited human resources for Examiners and a lack of coordination and supervision. The community gives a bad rating for motorized vehicle testing services from the problems above. as evidenced by data that explains how there is public or public distrust of the Tomohon Transportation Department in providing Vehicle testing services.

## **B. Literature review**

Etymologically the word administration comes from the English word *administration*. In webster's New World Dictionary (1951), the *Administration* is the adjective form of the word *administer*. According to the dictionary, the word distribute comes from another word: ad + *ministrate*. The word ad has the same meaning as in English, which means "to" or "to." Furthermore, the word magistrate has the same meaning as to serve or *conduct*, which means "to serve," to help. In English, to *administer* means also "manage" and "maintain" (*to look after* and "direct"). So the word "administration" can be interpreted as an activity or effort to help, serve, direct or regulate all activities in achieving goals. Sunderland (1987), *Management Handbook for Public Administrators*, suggests: "*public foreign exchange from the Latin Public (us), which means about or affecting a people, population, or community as a whole; that is, the idea of society is again underlying concepts. "Dictionaries generally define "Society" as an organized group of individuals associated together for various purposes, the list of which invariably includes cultural* [1].

The word Public interpret as the community or a particular community. However, Waldo (1996) suggests that people. Therefore, in a universal and inherent sense, include institutions and activities closely related to the identity of a group, with the life of a group as a unit having its characteristics, norms, and motto ways of doing things—own way [2]. Siagian said that public Administration is a cooperation process between two or more people based on certain rationality to achieve predetermined common goals. Atmosudirdjo discussed that public Administration is the Administration of the state as an organization and Administration that pursues the achievement of state goals [3].

Meanwhile, according to Waldo, public Administration is the management and organization of people and their equipment to achieve government goals. White stated that public Administration consists of all/all activities/activities aimed at fulfilling or implementing state policies [4]. "*Public administration consists of all these operations fulfilling or enforcing public policies.*". Gorden said that public Administration formulates as a process carried out by organizations and individuals to apply or implement laws and regulations issued by the legislative, executive, and judicial bodies. Litchfield writes that public Administration studies how the various government agencies are organized, staffed, financed, mobilized, and governed

[5]. While Caiden (1982) stated that *public administration has yet to develop a systematic body of theory, there are many public administration theories. Still, they are few general theories of public Administration*. Atmosudirdjo, in his book "Office Management, "says, "There is no person in this world who achieves great success if he is only good at working alone [6]. He must be good at collaborating with others. In other words, he must be good at organization, management, and Administration [7]." It is stated that organization, management, and Administration are the contents of Administrative Sciences [8].

### **C. Methods**

In this study, the researcher uses qualitative research because the research object is natural or not artificial, and the facts are on the ground. In this case, the study will look at the facts in the Quality of Vehicle testing Services at the Tomohon Transportation Department. The research instrument in qualitative research is the researcher himself. The researcher must be validated with a deep understanding of the object under study, properly understand the field conditions and the problems raised, and readiness to conduct research. Qualitative research is used to reveal issues in the working life of the Government, private, community, youth, women, sports, arts and culture organizations, and others to be used as a policy to be implemented for the common welfare. According to Sugiyono, problems in qualitative research are temporary and tentative. They will develop or change after the researcher is in the field. Therefore, the analysis was carried out. It is necessary to focus on the research being studied that did not get out of the context. To sharpen an analysis, qualitative researchers put the focus. Focus This research is very necessary so that researchers at the time of their study get limitations in the data collection process. So as not to get out of the existing problem formulation and the purpose of the research itself. The focus of researchers is the Quality of Vehicle testing Services at the Tomohon Transportation Department.

This study was located at the Department of Transportation by conducting interviews with existing informants from several fields in the Department of Transportation to obtain data. Sources of data in qualitative research methods, according to Sugiyono, said that in a qualitative approach, the data determined and used were "*purposive sampling* and *snowball*" *sampling*. In the initial process of selecting data sources, the data sources have not been chosen permanently. However, they are still in the form of temporary data sources. Although, later, when the researchers are at the research location, the existing data sources will change and adapt to the data needs needed to support the research results. In the first stage, the seeds are selected. Data is in charge of an organization or group to be studied in the future. It can provide many opportunities for researchers to obtain data more quickly.

Based on the problem and focus of this research, the data sources in this study are as follows. It is intended to make the selected informants truly competent in their fields related to the existing problems. Questions were asked to the first informant to obtain further data on the second informant. The initial informant was selected by the researcher purposively.

1. The place and event are where the researcher conducts research and observations on the object of study to obtain accurate data. Then the results of the statements are the data to be analyzed, and the fan will be developed in data collection techniques.
2. Research documents are physical data such as laws, regulations, notes, and photos/images.

This study's data collection techniques use documentation, observation, and interview techniques. Documentation is a method of reviewing and processing data from pre-existing documents and supporting research data by taking pictures and sound recordings of the object

to be studied and handling other data in the interview process. Observation is a technique for collecting data to observe human behavior, work processes, natural phenomena, and respondents. Finally, interviews in research occur where the researcher is talking with the resource person to dig up information through interview questions and use specific techniques to obtain data related to the problem under study.

Credibility is a test of confidence in the data in the results of qualitative research, among others: the extension of observations, namely to increase the spirit of the data by conducting research back into the field through observation, interviews, with new respondents so that the data obtained which will become the results of the study are genuinely reliable; increasing diligence, namely making more and more careful observations, so that the data obtained in the field can be obtained definitively and systematically; triangulation, namely checking the data obtained in the area in various ways and under any circumstances so that the data obtained can be trusted; negative case analysis, namely cases that do not match or differ from the research results up to a certain point in time. Conducting a negative case analysis means that the researcher looks for data that is different or even contradicts the data that has been found. If there is no more data that is different or contradicts the findings, it means that the data found is reliable. However, if the researcher still gets data that contradicts the data found, the researcher may change his results; by using reference materials. Namely, the reference material here is the existence of supporters to prove the data that the researcher has found. For example, data from interviews need to be supported by interview recordings. Data about human interaction or a situation description needs to be supported by photographs. Data recording aids in qualitative research, such as cameras, camcorders, and voice recording devices, are required to keep the credibility of the data that researchers have found. The research report is better if the data presented needs to be accompanied by photos or authentic documents to become more reliable.

#### **D. Results and discussion**

##### **Public Service for Vehicle Testing at the Tomohon Transportation Department**

Public service is an activity in fulfilling service needs by statutory regulations for every citizen and resident of goods, services, and administrative services provided by public service providers. To survive, humans need service, both from themselves and through the work of others. Public service is becoming an increasingly strategic policy issue because improving public services in Indonesia tends to "run in place." The implications of public services are vast in various aspects of life, including economic, political, socio-cultural, and other elements. Public services are activities in meeting the community's needs, including goods, services, and administrative services provided by public service providers. Public service providers are state administration institutions, corporations, and independent institutions established by law for public service activities. Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance, which is the effectiveness of the functions of the Government itself. Public services carried out by the government or effective corporations can strengthen democracy and human rights. In addition, it promotes economic prosperity and social cohesion, reduces poverty, increases environmental protection, is wise in using natural resources, and deepens trust in Government and Public Administration [9].

The state is obliged to serve every citizen and resident to fulfill fundamental rights. Therefore, needs within the framework of public services are the mandate of the 1945 Constitution of the Republic of Indonesia. Building public trust in public services that public service providers will carry out is a series of activities that must be carried out—the expectations and demands of all citizens and residents regarding improving public services. Service is the

main thing that the Government must provide through services directly or indirectly organized by the central Government to the regions based on decentralization. Local governments serve the community through regional work units, in this case, the Department of Transportation, especially in providing services for vehicle testing [10].

Motor vehicles as a means of transportation are one of the essential components for the development of the economy. A country's social and cultural activities act as a tool that allows people and or goods to move from one region to another in a relatively short, efficient, and adequate time. In the context of the movement of goods and services, transportation is one of the essential links in the development and maintenance of distribution networks. Meanwhile, in the context of the movement of people, transport acts as an agent of revelation. It fills the community's social, economic, cultural, and political life [11].

Transportation is also a major significant heavy road traffic. The inadequate services for transporting people and goods have led to demands for better services to be further improved. Transportation also contributes to decreased outdoor air quality, and the spread of respiratory diseases, especially in areas with extraordinary traffic density. For this reason, in almost all regions, the Transportation service has stipulated provisions and regulations on traffic, which are especially special on testing. In addition, motorized vehicles emphasize how services are provided to the community. Therefore, the public services provided must have good intentions given by the Government to the community. In this case, the services provided by the Tomohon Transportation Department in Vehicle testing. Therefore, the reference used to measure the Public Service of Vehicle testing at the Tomohon Transportation Department in this research is based on the research focus described in the sub-focus study search, including Planning for Vehicle testing, Vehicle testing Mechanisms, Realization of Vehicle testing, Community Responses regarding Vehicle testing services [12].

### **Planning for Vehicle Testing at the Tomohon Transportation Department**

In the sub-focus of this research, the researcher asked the informants questions to find out and get information about how to plan for motorized vehicle testing at the Tomohon Transportation Department. First, the researcher asked RK, the Head of the Tomohon Transportation Department. about the planning process for Vehicle testing at the Tomohon Transportation Department? Thus the informant's answer:

*"Speaking of planning, of course, and we should carry out this as a work unit of regional apparatus. The planning can be seen in the laws and regulations governing how motorized vehicle testing should be carried out, more precisely in the regulations regarding road transport traffic. So, from our regulatory orders, one of the supports for the running of the local Government, especially for testing motor vehicles at the Department of Transportation. We made plans for how the procedures, mechanisms, and what the community goes we have planned. However, the problem now is that we, the Department of Transportation, have made plans. However, most people do not know about our position as the Department of Transportation in preparing the plans."*

From the requirements of the informants above, it can be seen that the Department of Transportation carries out a planning process in which it describes how the processes. Mechanisms and procedures for testing motorized vehicles as an elaboration of laws and regulations and regulations relating to Road Transport Traffic as and for one the supporting the running of local Government, especially for testing motorized vehicles. OW also conveyed the same statement as one of the staff in the field of Administration with the same question regarding the planning process for Vehicle testing at the Tomohon Transportation Department? that is the answer of the informant

*"I think the plans that we have made for testing motorized vehicles to serve the community are good. We have made them with and referring to the applicable laws and regulations even for our plans*

for testing motorized vehicles. Contain procedures, mechanisms, and how the Education Office's position has been visualized. Posters and pictures have been pasted on banners and noticeboard rooms and on paid online media to be read by the Public. However, what happens is that many people are still wondering."

The Tomohon City Government provides mandatory services to the community in assistance with testing motorized vehicles. Mechanisms and procedures for testing motor vehicles have also been realized by visualizing explanatory images pasted on posters and banners around the Department of Transportation and paid online media [13].

Based on the statements submitted by the two informants above, the researcher found a different account submitted by one staff implementation. The vehicle testing with the initials HL with whether the Tomohon Transportation Department had carried out socialization. To the Public regarding planning? The following is the informant's statement:

*"This is what I know when it comes to socialization for the plan. We think there has been something done. Maybe it has been constrained by the Covid-19 pandemic. However, in our opinion, and our observations while we have worked here, We have had either through online media or direct outreach to drivers."*

Based on the informants' statements above, it can be seen how the Department of Transportation has conducted. A socialization process to the Public and drivers regarding the plans for the Department of Transportation in which some programs and explanations describe the processes, procedures, and mechanisms for testing motor vehicles. Next, the researcher gave and asked questions to FG as one of the staff at the Department of Transportation with different questions. Finally, to sharpen the findings with the question: how did the community respond to the Department of Transportation plans? According to the informant's statement: *"Speaking of the community's response, well the Public only knows how the process is going on how to come to the office to carry out the test, but for more details for the plans made by the Transportation Agency, I do not think the community understands.* From the informants' statements above, it can be seen how the Tomohon Transportation Department made plans. Detailed Vehicle testing has been carried out. People who do not understand the testing process in Tomohon City as the object being served, in this case, the service on vehicle testing motorized [14].

**Table 1. Research Findings in Sub Focus 1**

<b>Research Focus: Quality of Public Service Vehicle testing at the Tomohon Transportation Department</b>	
<b>Sub Focus 1</b>	<b>Finding Problem</b>
Motor Vehicle Test Planning	Dishub has made a plan by outlining the contents' laws and regulations in the form. how the procedures and mechanisms for testing motor vehicles
	The plans made are not yet fully known by the Public. There are even staff at the Transportation Agency who have not fully mastered and understood the objectives made
	Coordination between the leadership and implementing staff regarding planning has been evidenced. However, the miscommunication of statements given to researchers about planning has been disseminated to the public or not.
	The planning made by the Department of Transportation related to the processes, procedures, and mechanisms in testing motorized vehicles at the Regional Transportation Office of Tomohon City has not been fully understood by the Public. Unfortunately, the Public only understands a little.

Source: Processed by Researchers in 2022

**Vehicle Testing Service Mechanism at the Tomohon Transportation Department**

Based on the observations made by researchers on January 18, 2022, the mechanism for testing motor vehicles at the Tomohon Transportation Department refers to the explanation of the instrument that has been regulated in standard operating procedures as follows. Then, the researchers' findings above explain the vehicle testing service. Is it also reinforced by the statement given by RK as the Head of the Department of Transportation regarding the question of the mechanism in the Department of Transportation regarding services for testing motorized vehicles? According to the informant's statement:

*"For the mechanism, it has been regulated and stated in our Standard Operating Procedures for services on vehicle testing that we make as good as possible for the people's satisfaction. Which, in essence, starts from registration, verification, checking, and testing and then arrives at the notification of test results from testing.*

From the informants' statements above, it can be seen how the mechanism has been carried out and made by the Department of Transportation for Vehicle testing. Then in line with the statement given by the AW informant with the same question, how is the mechanism in the Department of Transportation regarding services for vehicle testing? that is the answer from the informant

*"The mechanism already exists, and all employees work concerning that mechanism wrapped in the Standard Operating Procedure for Testing Motorized Vehicles. In addition, up and others that predetermined Standard Operating Procedures serve."*

From the statement above, it can be seen that the Department of Transportation has a mechanism to carry out vehicle testing. The community is to be served by various types of motorized vehicles. Continuing from the statements and findings of the data obtained, the researcher continued to ask the staff at the Department of Transportation at the testing department with the initials FT questions. For example, does the Public know about the mechanism and process of testing this motorized vehicle? As a result, the following is the statement of the informant:

*"I think this mechanism is already common if we think the public already knows about it."*

From the explanation of the informants' answers above, it can be seen that the mechanism carried out by the Department of Transportation in conducting Vehicle testing has been understood by the Public. Then a different statement was put forward by the initial informant WR as a community, with the same question, do we know the mechanism in this Vehicle Testing Process? According to the informant's statement:

*"The process we receive at this time is when testing the vehicle, the officer only orders us. For example, please photocopy this file. Then, we are told to bring the file here. Mostly we just wait and take quite a long time in this service. We saw firsthand with our vision that there is a buildup of files at the verification stage. Even though we have experienced being told to come back tomorrow morning."*

The informant's statement above can be concluded that the people who will take care of their vehicles' testing only know about it, not as a whole. Seem to be lulled by the wrong service from the officers, then in the process of testing and managing the files, take a long time. It is not by the time that has been set to make people wait.

**Table 2. Research Findings in Sub Focus 2**

<b>Research Focus: Quality of Public Service Vehicle testing at the Tomohon Transportation Department</b>	
<b>Sub Focus 2</b>	<b>Finding Problem</b>
Vehicle testing service Mechanism	The Regional Transportation Office of the city of Tomohoh has created and implemented a mechanism that has been embodied in the Standard Operating Procedure (SOP) in Vehicle testing The community does not know how the officers carrying out the vehicle testing will be tested. The people serving are just

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waiting incoherently and seem to be puppets from officers sent here and there, which are not too important for the community to do.

The work that should be carried out by the implementing/testing officer or staff is assigned to the community

The Vehicle testing service at the Tomohon Transportation Department did not match the predetermined time, resulting in the accumulation of files. As a result, the Public was made to wait.

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Source: Processed by Researchers in 2022

### **Realization and Target of Vehicle Testing Services at The Tomohon Transportation Department**

According to the data based on research, the realization and achievement targets for 2021 are 80% of the 2,333 vehicles that must be serviced for vehicle testing. From the data presented, it is clear how the Department of Transportation did not achieve what was expected and how the impact of the services provided to the community resulted in a decrease in public awareness. From this data, the researcher explored the RP informants with questions about how the realization and targets of vehicle testing were carried out. By the Tomohon City Transportation Department? According to the informant's statement:

*"It is true that what we hoped for, the Department of Transportation was not fully realized, and the target was not achieved. In 2021, around 75% to 80% of the vehicles that must be tested from the number of reference vehicles of 2,3 circles must be tested. From the informants' statements above, it can be seen how the realization and targets that the Tomohon City Transportation Office should have achieved are not in reality. The number not reaching the target should be close to the number of 2,333 vehicles that must be tested.*

**Table 3. Research Findings in Sub Focus 3**

<b>Research Focus: Quality of Public Service Vehicle testing at the Tomohon Transportation Department</b>	
<b>Sub Focus 3</b>	<b>Finding Problem</b>
Realization of Vehicle testing Services	No maximal achievement of vehicle testing by the Department of Transportation The target and realization did not match what was expected, as evidenced by data that explained the completion and mark. For testing motorized vehicles, as many as 2,333 vehicles had to be served to be tested. However, only 347 cars were realized, including vehicles that passed the test. Moreover, We did not pass the test.

Source: Processed by Researchers in 2022

### **Community Response Regarding Vehicle Testing Services at The Tomohon Transportation Department**

The Tomohon Transportation Department output carried out vehicle testing services. The researcher asked the TR informants who were the people who at that time brought vehicles to be served in the test. With the question, how do we respond to the services available at the Tomohon Transportation Department? According to the informant: *"In my opinion, overall, it is good, but there are some things that I think the Department of Transportation needs to pay attention to in serving the community. namely, the employees or officers that we see only a few, so maybe they work is late in the testing process."*

Then, from the informant's statement above, the researcher explores the same question to the informant, then AR is also a community. According to the informant's state report *on mine, the only thing that bothers is that too many stages must be passed until the testing is carried out.*" From the statements of the two informants above, it can be seen that the vehicle testing service at the Tomohon

Transportation Department is overall good. Still, several things hinder the community. They make the community not too enthusiastic about testing, including the lack of Human Resources (HR). Officers and workers at the Department of Transportation. Especially in carrying out tests from the verification process to the tests carried out, then based on the findings found by researchers, the community response to services in-vehicle testing is that too many stages must be passed. It can be simplified. Then the researchers explored different questions to the informant with the initials FM but still connected to the question above. With the question of what attitude was given by officers at the Department of Transportation, especially to officers to serve vehicle testing? The answer is given issued to the informant:

*"For the services provided by the employees, some have been good, but there are some employees who are not polite or less humane in serving—for example, asking for my ID card in the past when I wanted to test my other vehicle. His attitude seemed to provide a grumbling service. grumbled and not humanely wholeheartedly."* From the informants' statements above, it can be explained that several unscrupulous employees or officers are serving the community in-vehicle testing. They are found to provide services that are not humane and are not severe in serving the community.

After that, the researcher asked TR informants, who were also people the Department of Transportation had served for testing motorized vehicles. What are the facilities and infrastructure, especially for the tools used in the testing process? According to the informant's statement, *"I think there is a stage where the employee in charge of testing feels to assess/test my vehicle because one tool does not work too well. So he only judges and looks at it manually. Maybe it is because the tools used are not functioning properly."* From the statement above explained by the informant, it can be seen that the Department of Transportation conducted the test. It was found that there were tools used that were not functioning. Therefore, viewing and testing were not too absolute to assess the vehicle because they only used the officer's feelings who tried it [15].

### **Public Service for Vehicle testing at the Tomohon Transportation Department**

Public services are activities in meeting the community's needs, including goods, services, and administrative services provided by public service providers. Public service providers are every state organizing institution, corporation, and independent institution established under the law for public service activities. Service is the main thing that the Government must provide through services directly or indirectly organized by the central Government to the regions based on decentralization. Local governments serve the community through regional work units, in this case, the Department of Transportation, especially in providing services for vehicle testing [16].

Motor vehicles as a means of transportation are one of the essential components for the development of economic, social, and cultural activities of a country because they act as a tool. Allows the movement of people and or goods from one region to another relatively short, efficient, and adequate time. So it can be concluded that in the context of the movement of goods and services, transportation is one of the essential links in the development and maintenance of distribution networks. Meanwhile, in the context of the movement of people, the carrier acts as an agent of growth. It fills the community's social, economic, cultural, and political life [17].

Transportation is also a significant contributor to heavy road traffic. The inadequate services for transporting people and goods have led to demands for better services to be further improved. Transportation also contributes to decreased outdoor air quality, and the spread of respiratory diseases, especially in areas with extraordinary traffic density. For this reason, in almost all regions, the Transportation service has stipulated provisions and regulations on traffic, which are especially special on testing. In addition, motorized vehicles emphasize how services are provided to the community [18].

### **Planning for Vehicle Testing at The Tomohon Transportation Department**

Bintoro Tjokroaminoto in Husaini Usman (2008) states that planning systematically prepares activities carried out to achieve specific goals. Furthermore, in the book prejudice Atmosudirdjo, Husaini Usman (2008) also argues that planning is a calculation and determination of something that will be

carried out to achieve specific goals. So, it can be concluded that planning is everything prepared to support achieving the goals.

The research results show that the Transportation service has done its best by outlining the program plan that refers to the existing laws and regulations in the planning process. However, it was found that the planning made by the Tomohon Transportation Department regulates processes. The Public has not fully known the mechanisms and procedures regarding vehicle testing. When researchers asked the people whether they understood this planning, they said they were not fully known. The subsequent finding from this first indicator or sub-focus regarding planning shows that the planning made several employees know it thoroughly. However, there was a lack of coordination between leadership and staff. In addition, employees regarding planning are evidenced by miscommunication from statements given to researchers about whether the planning has been socialized to the Public.

The researcher can conclude that the Tomohon Transportation Department has made plans from the statement above. In-vehicle testing regulates its services' process, mechanism, and testing procedures. However, there is a lack of attention and self-giving to the Government. To convey the plans made to the community so that the community as the object served understands the planning very well. The Department of Transportation has not given sanctions in the form of a warning or written to employees who do not know the plans or policies of the agency itself. However, when the planning is carried out and learned well, all processes that will be carried out in the future will be good. Because based on the theory stated above, planning is a fundamental thing that must be done because there is a process to prepare measurably and systematically for the goals to be achieved [19].

#### **Vehicle Testing Service Mechanism at the Tomohon Transportation Department**

According to Mahmudi (2007), it is stated and explained that the public service provider institution must own the service mechanism or procedure. To ensure the provision of quality services by public service providers so that the service recipient community feels a high value for the service. Without a precise mechanism or procedure, the services provided are likely far from public expectations. In such circumstances, there will be a high expectation gap. Mounir explained that public services are activities carried out by a person or group of people based on material factors through specific systems, mechanisms, procedures, and methods. For example, to fulfill the interests of others by their rights. He concluded that service is essentially a series of activities because it is a process. As a process, service takes place regularly and continuously, covering all people's lives in society.

In this second indicator regarding the Service Mechanism in Vehicle testing, researchers found that the existing vehicle testing mechanism was presented at the office how the agency or procedure was. Still, researchers found results or problems such as people who did not understand correctly how the mechanism is carried out. The people who are served only follow orders from officers who seem convoluted. Then the problem of the subsequent finding is that the Vehicle testing service at the Tomohon City process does not match the predetermined time. This results in the accumulation of files, and the Public is made to wait.

#### **Realization Vehicle Service Test at the Tomohon Transportation Department**

Mardiasmo (2009) provides limitations that "the process of making real, embodiment, real implementation." Realization is to achieve something planned or expected. Therefore, it is necessary to prepare. However, the plan will not move anywhere if it is not executed or acknowledged. Nordiawan (2010) provides limitations that "a process must be realized to become a reality and a real implementation to match the desired expectations." All actions or processes to realize what has been planned. It started with ideals so that the organization could set targets within a specific time limit and then make plans to make them happen. Then the goal is realized or implemented in the form of concrete actions. Above understanding, it can be concluded that the realization of a process requires real action and implementation so that the completion can be by the desired expectations.

Based on interviews, observations, and documentation, researchers found problems in realizing vehicle testing services at the Tomohon. They are named based on the realization concept described

above. The Transportation service had made and planned to be realized. It was inversely proportional to the explanation of the theory above. There is good planning after that. Some targets must be achieved, and when executed, the program, process, and whatever it will be well-realized, but in reality. At the Department of Transportation, where the targets that have been planned to be carried out do not run and are realized with both, as evidenced by the percentage in the following table:

Then in this study, the researchers found the findings of problems that exist in the sub-focus of the realization of vehicle testing services at the Tomohon City. Regional Transportation service, based on the presentation of the table above, the target and completion are not what is expected, as evidenced by the data that explains the realization and target from the Department of Transportation. For example, as many as 2,333 vehicles must be tested for testing motorized vehicles. However, what has been realized is that only 347 vehicles cars that pass the test and do not pass the test.

### **Community Response Regarding Vehicle Testing Services at the Tomohon Transportation Department**

Lester and Stiwert discuss that policy evaluation, related to community response, can be divided into two different tasks. The first task is to determine what consequences a policy has by describing its effects. The second is to assess the success or failure of an approach based on predetermined standards or criteria. Policy evaluation may involve policy consequences in the form of policy feed Back is included in the reaction to government actions or statements in the policy-making system or some decision-makers. For example, interviews, observations, and documentation were carried out in testing motorized vehicles. Received a negative response from the community due to getting many problematic findings related to the service process provided, including Human Resources in terms of These are employees or officers in the vehicle testing unit, causing delays in the administrative file processing process. Then another finding is that there are convoluted services, which are found in too many stages that must be passed, which should be simplified. Also, services provided by employees or officers seem inhumane and lack good communication and socialization in serving the Public.

### **Conclusion**

Based on the data from the research and discussion as described and described in the previous chapter. The researcher concludes that the Vehicle testing service at the Tomohon Transportation Department has not been high quality and optimal in serving the community. Evidenced by the findings on each indicator or sub-focus of the research. Which is described as follows:

1. Related to planning in enrichment test to motorized could conclude that the Tomohon Transportation Department has to do planning for service in test on the vehicle the motor inside arranging about processes, mechanisms, and procedures testing that, will. Still, there is a lack of attention and giving self from the Government. This is the Department of Transportation for conveying or socializing planning made to the community so that the community as object served. Understand right about planning. The Department of transportation does not give a penalty in the form of a warning or written to employees who do not know the plan from the agency alone.
2. Related to Mechanism service testing vehicle motorized at the Tomohon Transportation Department that mechanism at the service associated with service testing vehicle motorized have and have served, but there is a problem where people who have not to understand and understand with Correct how mechanism carried out by the Department of Transportation so that Public only follow the flow only often wrong, there is also delays and mismatch of working hours on management Step equipment and settings file administrative so that result in accumulation file from Public for testing process vehicle Motorized
3. Related to Realization service testing, vehicle motorized at the Tomohon Transportation Department found that (see in the discussion)
4. It is related to the Response community, appropriate with interviews, observations, and documentation results. For example, the service process of the testing vehicle with the motto at the Tomohon Transportation Department gets a negative response. The Public because there are many

problematic findings related to the service process provided. Limited Source Power Man in thing this employee or officers on the testing unit vehicle motorized. So that causes lateness in the process of a management file. There is also convoluted administrative service found at the steps that must be skipped too many but can be simplified, then services provided by employees or impressed officer character no humanism and lack good communication and socialization in serve society.

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