

ANALISIS PELAKSANAAN PROGRAM SAMSAT DIGITAL NASIONAL (SIGNAL) DI WILAYAH HUKUM POLDA METRO JAYA DALAM PERSPEKTIF KESISTEMAN = ANALYSIS OF IMPLEMENTATION OF THE NATIONAL DIGITAL SAMSAT (SIGNAL) PROGRAM IN POLDA METRO JAYA JURISDICTION FROM A SYSTEMIC PERSPECTIVE

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Abstrak

Fokus penelitian ini adalah menganalisa pelaksanaan program Samsat Digital Nasional (SIGNAL) di Wilayah Hukum Polda Metro Jaya, serta faktor-faktor yang menghambat dan mendukung pelaksanaan program, dan untuk menganalisis praktik hasil dari perspektif kesisteman dalam proses implementasinya. Dalam penelitian ini, jenis data yang dikumpulkan menggunakan pendekatan kualitatif. Studi ini dilakukan di Kantor Samsat di Polda Metro Jaya tepatnya di Daerah Khusus Ibukota Jakarta. Hasil penelitian dalam implementasi SIGNAL di wilayah hukum Polda Metro Jaya telah berfungsi dengan baik meskipun masih terdapat berbagai kendala baik dari jaringan internet hingga pada kurangnya pemahaman masyarakat akan SIGNAL. Kemudian, beberapa hal yang menjadi factor penghambat SIGNAL meliputi minimnya pemahaman masyarakat, terbatasnya kuantitas dan kualitas personel, belum adanya strategi menumbuhkan minat masyarakat serta integrasi sistem SIGNAL yang belum menyeluruh. Adapun yang menjadi factor pendukung SIGNAL meliputi komitmen tinggi dari pimpinan Polri, efektivitas dan efisiensi SIGNAL, integrasi data yang komprehensif, adanya data NIK elektronik, serta transparansi dan akuntabilitas pembayaran secara online. Adapun untuk analisis SIGNAL dalam perspektif kesisteman yang akan datang, dilihat dari elemen sistem baik itu tujuan, proses, masukan, keluaran, mekanisme pengendalian, batas, serta lingkungan telah terpenuhi meskipun ada beberapa catatan terutama belum utuhnya integrasi sistem yang ada dalam SIGNAL seperti terkait pemutihan pajak kendaraan, blokir, serta ETLE. Kemudian, dari kacamata Rekayasa Ulang Proses Bisnis, dalam dimensi proses terpenuhi, sementara terkait dimensi fundamental, dramatis dan radikal tidak terpenuhi karena SIGNAL merupakan sistem parsial yang hanya pada pelayanan pajak kendaraan tahunan serta belum terintegrasi dengan sistem pelayanan kepolisian lainnya. Untuk mengoptimalkan SIGNAL di masa yang akan datang, dibutuhkan beberapa upaya pengembangan baik itu integrasi sistem, integrasi data, peningkatan sarana dan prasarana, peningkatan personel serta anggaran.

.....The focus of this research is to analyze the implementation of the National Digital Samsat (SIGNAL) program in the Legal Territory of the Polda Metro Jaya, as well as the factors that hinder and support the implementation of the program, and to analyze the practice of results from a systemic perspective in the implementation process. In this study, the type of data collected using a qualitative approach. This study was conducted at the Samsat Office at Polda Metro Jaya, precisely in the Special Capital Region of Jakarta. The results of the research in the implementation of SIGNAL in the jurisdiction of the Polda Metro Jaya have functioned well although there are still various obstacles, both from the internet network to the lack of public understanding of SIGNAL. Then, several things that are inhibiting factors for SIGNAL include the lack of public understanding, the limited quantity and quality of personnel, the absence of a strategy to foster

public interest and the incomplete integration of the SIGNAL system. The supporting factors for SIGNAL include the high commitment of the National Police leadership, the effectiveness and efficiency of SIGNAL, comprehensive data integration, the existence of electronic NIK data, as well as transparency and accountability for online payments. As for the SIGNAL analysis in the future system perspective, it can be seen from the system elements, be it goals, processes, inputs, outputs, control mechanisms, boundaries, and the environment, although there are some notes, especially the incomplete system integration in SIGNAL as related vehicle tax whitening, blocking, and ETLE. Then, from the perspective of Business Process Reengineering, the process dimension is fulfilled, while the fundamental, dramatic and radical dimensions are not fulfilled because SIGNAL is a partial system that only covers annual vehicle tax services and has not been integrated with other police service systems. To optimize SIGNAL in the future, several development efforts are needed, including system integration, data integration, improving facilities and infrastructure, increasing personnel and budgets.