PATHOLOGY ADMINISTRATION IN MAKING DRIVING LICENSE AND C SERVICES IN ONE STOP SINGLE SYSTEM IN CIMAH.

Hamirul
STIA Setih Setio Muara Bungo
hrul@ymail.com

Abstract

The problem of this research is found the difference of map color in the process of management in the making of Driving license although in the same type, which generally is gray color. This research uses descriptive qualitative approach with ordinary informant as many as 10 people and 1 person key informant. From the results of the study found discrimination and conspiracy between officers and brokers in this case the service bureau or the driving course, while the therapy can be given by: creating good social conditions, creating emotional intelligence, creating a good intellectuality. While healing, among others, is to build transparency. Through the principle of transparency, everything that administrators do can be controlled by the public through open and free information on access, and the formation of the Saber Pungli team which will produce a mild effect for the administrative pathologist.

Keywords: Administration Pathology, One-stop single system, Cimahi city

1. Introduction

A few weeks ago I went to One-stop single system and watched in the driving license making process both driving License A and driving license C, a lot of things that happened were:

1. There is a different map found in the management process in making the driving license although in the same type, which is generally a gray color.

2. The existence of computerized exams that seem only formalities for the color of the special folder red, green and yellow while for the gray color really of the test applied with the question 30 items of questions that must pass at least 21 items of questions while for the color map red, green and yellow must pass even though there is no one.

3. Practical exams for gray folders that have passed the computer test are performed not only once or even three times a new pass, then just can do the driving practice exam for the type of map color gray while for the type of folder red, green and yellow do not need to do the practice exam and immediately passed.

Formulation of the problem:

1. Why is there a difference in the color of the map in the process of submitting a driver's license to each community using One Stop Single System service although driving license is made with the same type?

2. How can therapy be done to overcome these pathology problem?

Previous Research

Novan Wahyu Parimadi (2015) with the title "Analysis of Practice Pungli review of police chief regulation No. 9 of 2012 perspective Theory of Legal Effectiveness". Using the same research method that Regulation in Indonesian Police No.9 Year 2012 on Driver's License already covers various procedures in making driving license making. Various aspects have been arranged in such a way that there is nothing left to cheat, but clearly the human factor
that makes the law vague and violated. Although the acknowledgment of a police source that the practice of brokering has been minimized in such a way, but it is different from the fact that occurred in the field. There are still many people who use this brokers practice as a shortcut to create a driver's license. Differences of information that researchers can from the police and community make this problem more contrast, but researchers tend to the information obtained from the community because the community is the direct perpetrator in the field. So the information provided by the community is information that is empirical. Legal compliance in the community is still very minimal. Society is still apathetic to the law made by the government, so that the violations of the law that occurs are largely the result of an apathetic public attitude towards the law. If this is left without any improvement either within the body of society itself or from external factors, then the same situation will be an event will be the same event every day. Instant culture that occurs in the community has been very ingrained, so that social sensitivity becomes shifted towards the worrying. The society is already familiar with the negative culture. This kind of culture is not only applicable in the practice of driving license making, but in all activities involving regulations that drain a lot of time and effort.

Hamirul (2016) entitled "Pathology manifested in the behavior of bureaucrats who are dysfunctional or negative" in which the principal issue under investigation is to identify the type of pathology experienced by the Cimahi city land office, as well as what strategies are applied in minimizing pathologies manifested in behavior which are dysfunctional or negative. The results of research at the Cimahi city office in serving the public still suffer from the type of pathology that is manifested in behavior that is dysfunctional or negative include: no discipline, pretending busy, conspiring and cooperating with brokers, arrogance. Some strategies that can be done in minimizing this type of pathology that is with the transparency of time and costs in administering the certificate by strengthening the administration, strengthening the bureaucracy itself both individuals by improving the quality of Human Resources and organizational structures with a structural approach, technology approach, on the performance and approach of religious people religiously psychologically and about sytem by using one-stop service system or one stop service.

Public service

Services are often viewed as a complicated phenomenon. The word service itself has many meanings, starting from personal service (personal service) to service as a product. Various conceptions of service are put forward by scholars like Haksever et al (2000) that services or services are defined as economic activities that result in time, place, form and psychological use. According to Edvardsson et al (2005) services or services are also activities, processes and interactions as well as a change in the condition of the person or something in the ownership of the customer.

Sinambela (2006: 3), basically every human being needed service, even in extreme can be said that service can not be separated with human life. According to Kotlern in the way of Lukman, service is any beneficial activity in a collection or unity, and offers satisfaction even if the result is not attached to a product physically. Furthermore, Sampara argues, service is an activity that occurs in direct interaction between
someone with another person or machine physically, and provide customer satisfaction. Meanwhile, the public term comes from public English which means general, society, State. The word public has been accepted into standard Indonesian language being public which means general, crowd, crowded. Inu and colleagues define the public is a number of people who have togetherness thinking, feelings, expectations, attitudes or actions that are true and good based on the values of the norms. Public service is therefore defined as any beneficial activity within a set or unit, and offers satisfaction even if the result is not tied to a product physically.

Further said public service can be interpreted, service providers (serve) the needs of people or communities who have an interest in the organization in accordance with the rules and procedures that have been established.

**Bureaucratic Pathology**

The term pathology is derived from medical science that examines the diseases attached to human organs, thus causing the malfunction of these organs to make the term pathology a metaphor, the bureaucratic pathology in this description must be understood as a study in the context of public administration directed to factual and theoretical various diseases inherent in the body of government bureaucracy especially in one stop single system, so that the bureaucracy is dysfunctional.

Based on the above, Siagian (1994: 36-145) identifies various bureaucratic pathologies categorized into five groups:

1. Pathology arising from the perception and managerial style of officials within the bureaucratic environment.
2. Pathology caused by the lack or low knowledge and skills of the implementing officers of various operational activities.
3. Pathology arising from the actions of bureaucratic apparatus in violation of legal norms and applicable laws and regulations.
4. Pathology manifested in bureaucratic behavior that is dysfunctional or negative.
5. Pathology that is the result of the internal situation in various agencies within the governmental environment.

While Matshuri (2005) classifies the forms and types of administrative malls into six groups based on the proximity of characteristics, namely as follows:

a. The forms of administrative malls related to timeliness in the process of public service delivery may be as follows:
   1. Prolonged delay
   2. Not tilling
   3. Neglect obligations

b. The forms of administrative malls that reflect the alignments that lead to a sense of injustice and discrimination. This group consists of actions:
   1. Conspiracy
   2. Collusion and nepotism
   3. Act unfairly
   4. Real-sided

c. Forms of administrative mall that more reflect as a form of violation of law and legislation, this group consists of the following actions:
   1. Counterfeiting
   2. Law violations
   3. Unlawful acts
d. The forms of administrative malls associated with the authority or provisions affecting the quality of service provided by public officials to the public. This group consists of the following actions:
   1. Out of competence
   2. Incompetent
   3. Intervention
   4. Deviation of procedure

e. Forms of administrative mall that reflect the arrogant attitude of a public official in the process of public service to the community, this group consists of several actions as follows:
   1. Acting arbitrarily
   2. Misuse of authority
   3. Act inappropriate / inappropriate.

f. The forms of administrative malls that reflect actively as forms of corruption. This group consists of the following actions:
   1. Request for monetary rewards / corruption
   2. Unconditional domination
   3. Evidence evasion.

2. RESEARCH METHOD

In order to study this problem, the researcher uses descriptive research method with qualitative approach. Descriptive research is a study that attempts to describe a phenomenon, events, events that occur now. Descriptive research focuses on the actual problem as it was at the time of the study. Through descriptive research, researchers try to describe the events and events that become the center of attention without giving special treatment to the event. The approach used in this study is a qualitative approach. Kualitatif research is descriptive research and tend to use analysis with inductive approach. Data collection method used is by interviewing 10 ordinary informants and 1 person key informant and researcher. As an instrument that observes the process of pathology occurrence in One stop single system Cimahi.

3. RESULTS AND DISCUSSION

3.1 Conspiracy

It is an agreement between two or more persons to commit a crime at some time in the future, the conspiracy that occurred in one stop single system Cimahi city is visible through the map symbol under the applicant in applying for driving licence A or driving licence C, it is seen empirically in the field such as passage the following interview:

Purwanto

"... Mr you are check health list he first, later the folder is rich"
"... Anyway the test is just a formality will pass later"
".... I'll check first pack his head, hopefully later if he is there today can finish driving licence"
".... Anyway if there is nothing just contact me please ".

(Interview in capture, 23 januari 2017, 10:00 pm)

From the above interviews it appears that there is a conspiracy between the Apparatus in this case the police and this is seen from the color of the map they use and the test is only a formality because there is already a conspiracy between the scalper with the police leadership so that although not pass the test and still will be graduated even if it does not meet the requirement that the minimum graduation requirement of the missed question is 21 items correctly and if not achieved then, it will still pass with the
appropriate conditions of the requirements. Once a friend tried to prove the difference in the color of the map from this test, he tried to answer only 1 question out of 30 questions that were available and true only 1 and the other was wrong because only 1 of 30 questions were available but in reality he was graduated and the test results report still graduated with 21 items right answer, this is because the map he used is yellow and different from the map in general that is gray, so do the next process without direct test to the shooting and just wait and so on Driving Lisence can be printed, but unlike the gray-colored folders should be tested thoroughly until several new times are passed, such as the following interview quote:

Bagus Wibisono

"... .. he said if it had to 5 x must pass"

Elly Yulianti

"If you've 5 x so dikerjain police tuh, ga pass graduated must end up money must pay to pass". Herlinda Lindasari

"... my friend is 10 x!"

(Interview conducted on 23 januari 2017 at 11:00 pm)

From the above interviews it can be concluded that the driving lisence making process both driving lisence A, and driving lisence C for the conventional way will be done a test that really done, and even up to 10 times and this seems to be a trick of the apparatus so that people do not pass and take the back lane with the cost of course swell like that done by the yellow, red and green map.

The use of this hinted folder is the recognition that the map used is a symbol of the conspiracy process between brokers and apparatus who certainly earn more money from the process that occurred both brokers and apparatus and this includes the people who benefit from the fast process in making the driving lisence by paying money is more, but it is different with people who have a bag pas-pas an would be harmed by the existence of such a conspiracy process. However, in the treatment or therapeutic efforts of this disease or administrative pathology include:

1. Knowledge resources. In a disease subscription or administrative conspiracy pathology, a consultant acting as a physician must have knowledge primarily related to cognitive ability. That is the ability to think and reason or the ability to explain something related cause and effect to disease or pathology conspiracy in administration.

2. Science resources. Science is a very powerful thing to ascertain the truth of a kind of disease or pathology in a conspiracy perpetrated by a person or group of people in a bond of cooperation, so that the predetermined objectives can not be achieved as expected. The knowledgeable consultant will more easily ascertain the type of disease or administration conspiracy pathology and determine the means or techniques for removing viruses from the disease or pathology of administrative conspiracy.
3. Physical Resources (physical resources). Physical resources here referred to are not only human beings as members in the bonds of cooperation, but all aspects of equipment and other wealth in the bonds of cooperation, which can be used for the prevention or treatment of disease or pathology of administrative conspiracy, so as to create arrangements and regularities in implementing various administrative activities.

4. Information resources (informational resources). Completeness of correct data or information becomes the ingredient for diagnosing administration conspiracy diseases.

5. Resource analysis (analysis resources). Is an activity undertaken to decompose into parts so as to determine the main cause of the type and virus disease or pathology of administrative conspiracy experienced by a bond of cooperation.

6. Financial resources (financial resources). In the process of treatment of disease or pathology of conspiracy is needed a relatively large financing, because it faces the disease or pathology virus is the humans who have enormous power. The meaning of finansial here is in the form of money or capital that can be used in accordance with the procedures and mechanisms appropriate and true to the illuminated honesty.

7. Commitment resources. Agreement is a very important thing in the life of a bond form of cooperation, because the action taken out of the agreement is already part of the disease or administrative pathology.

8. Human resources (human resources). Humans are the main element and are primarily in the bond of cooperation.

9. Power resources. Utilization of power in a bond of cooperation that is positive with the basis of honesty, truth, goodness will be able to create strength and health administration.

10. Organization resources. The organization as a forum to bring together people who can work together, it is hoped to create a power to dinamation all and the efforts it has.

3.2 Act Unfairly (Discrimination)

Discrimination is a discriminatory treatment between fellow citizens because of the influence of ethnicity, skin color, class, ethnicity, religion, gender (gender) and so on. Discrimination in practice may occur explicitly or covertly, legislation that discriminates against citizens who constitute open discrimination. But the most is the hidden discrimination in the form of treatment of the implementation of different laws and regulations against citizens who ultimately gave birth to injustice. The discriminatory treatment is very contrary to the 1945 Constitution and the amendment of the 1945 Constitution which expressly prioritizes equality and justice in social life.
in the field of politics, social culture, law and other social affairs. Therefore, the 1945 Constitution and its amendments are very important to be the universal reference of the State organizers in performing their duties and functions.

Similarly in one stop single system Cimahi this discrimination occurs and this is evident from the following interview excerpts:

Syarifudin Untung

"... the official emang made difficult, but usually given the ease with various strategies"
(interview is done on the date, 30 januari 2017 at 09:00 wib)

Ali Gugun

"... Pak Caloja mas, not there it all, in the end Money that I've ever like that, given money straight pass. The holy people are the officers "
(interview was done date, 30 january at 10:00 am)

Dewi

".... nothing problem mam, yesterday wrote family card make his driving liscence ".
(interview was done on January 16, 2017 at 09:00 am)

Dessy Cibra

".... huss I will be better use regular regulation for making driving liscence because the difference is far tolerable risk for the kitchen, but also pity for the have not and can not have driving liscence "
(interview conducted date, 16 januari 2017 at 10:00 pm)

Budiman

"...... I'm just to take my grandson alone because my son provides the vehicle so I use driving liscence is knewed hard also run out the circuit like so, where can not get his foot so hard to pass it"
(Interview conducted date, 23 januari 2017 at 14:00 wib)

From the above interviews, it is seen that discriminatory treatment received by citizens in taking care of the Driving Liscence and this is of course very harmful and violating Law No. 25 of 2009 on public service in Chapter II, second part, article 4 point h on equality of treatment / not discrimination and Part Seven The executor's conduct in the service of article 34 point a fair and non-discriminatory may be subject to sanction of verbal reprimand and if within 3 (three) months or in the period of execution of work does not implement the said provision shall be subject to sanction of exemption from office.

The therapies that can be performed on the officers who discriminate against the community are the Saber Pungli team and with the participation of the community in reporting discriminatory acts received by the community conducting the MIS enforcement process and awareness raising to the community that the action taken using the
path special or toll roads is detrimental to some other communities. And expected from both parties both the public and officers are aware of it so as not to harm some other people in terms of management of driving licence in One Stop Single System Cimahi city.

4. CONCLUSION
From the description above can be drawn the conclusion that:

1. The use of maps in the driving licence stewardship of different colors from the generally gray colored red, yellow and green is a symbol of the conspiracy that occurred between the officers with third parties namely brokers either from the service bureau or from the course of driving and so on which is happening because there is no awareness of the people who have money to the society that the economy pas-pas that discrimination occurs against some other communities.

2. Therapy that can be done on the administrative pathology that occurred in one stop single system Cimahi City is by:
   a. Creating good social conditions.
   b. Create intelligent emotions
   c. Creating a good intellectuality
   d. Creating good character
   e. Creating a good spirituality

While healing, among others, is to build transparency. Through the principle of transparency, everything that administrators do can be controlled by the public through information that is open and free in access. This transparency encourages administrators to always run the rules according to the provisions of legislation. Transparency is built on the freedom of information flow. Information on the process of decision-making and the implementation of the work of institutions may be accepted by those who need such information to be understandable and monitored.

5. REFERENCES


Undang-Undang No 25 Republik Indonesia Tahun 2009, tentangPelayananPublik.