

ABSTRAK

Modernisasi administrasi negara melalui Sistem Pemerintahan Berbasis Elektronik menuntut transformasi pelayanan publik agar lebih cepat, transparan, dan efisien. Korlantas Polri meluncurkan aplikasi SIM Nasional Presisi (SINAR) guna mempermudah perpanjangan Surat Izin Mengemudi secara daring. Di Satpas Polres Lhokseumawe, layanan daring baru mencakup perpanjangan masa berlaku sedangkan permohonan baru tetap mewajibkan kehadiran fisik, serta pengajuan daring dialihkan ke satpas luar daerah karena wilayah Aceh belum ditunjuk sebagai penyelenggara daring. Penelitian ini bertujuan menganalisis implementasi kebijakan pelayanan SIM digital berdasarkan teori George C. Edwards III sekaligus membedah hambatan pelaksanaannya. Metode penelitian menggunakan pendekatan kualitatif deskriptif melalui wawancara mendalam, observasi, dan dokumentasi dengan teknik *purposive sampling* dan *accidental sampling*. Hasil penelitian menunjukkan bahwa komunikasi kedinasan berjalan tertib dalam membatasi layanan daring hanya untuk perpanjangan; sumber daya diarahkan melayani antrean tatap muka dan mobil keliling tanpa mengoperasikan sarana cetak kartu daring; disposisi aparatur berintegritas tinggi melayani tanpa pungutan liar; serta struktur birokrasi belum memiliki prosedur lokal pencetakan daring karena berkas diproses di luar daerah. Hambatan utama bersumber dari benturan kemitraan bank konvensional BNI dengan Qanun Lembaga Keuangan Syariah di Aceh, ketiadaan penunjukan satpas daring lokal oleh pimpinan pusat, ketidakpastian waktu kirim kurir, serta rendahnya literasi digital pemohon yang memicu kekeliruan prosedur. Disarankan agar pimpinan pusat mengintegrasikan sistem pembayaran dengan bank syariah daerah, memperingan pembaruan aplikasi, serta bagi Satpas Lhokseumawe agar menyediakan meja bantuan khusus dan mengintensifkan sosialisasi ke tingkat pedesaan.

Kata Kunci: Implementasi Kebijakan, Pelayanan Digital, Aplikasi SINAR, Surat Izin Mengemudi, Polres Lhokseumawe.

ABSTRACT

State administrative modernization through electronic-based government systems requires public service transformation to become faster, transparent, and efficient. The National Police Traffic Corps launched the SINAR application to facilitate online driving license renewals. At the Lhokseumawe Police Satpas, online services only cover renewals while new applications require physical attendance, and online renewals are redirected outside Aceh because the region has not been designated as an online processing center. This study aims to analyze the digital license policy implementation based on George C. Edwards III's theory and examine its operational obstacles. The study uses a descriptive qualitative method with in-depth interviews, observations, and documentation. Findings indicate that official communication is orderly in limiting online services strictly to renewals; resources are focused on in-person services and mobile units without operating online printing devices; officer disposition exhibits high integrity against illegal levies; and the bureaucratic structure lacks local standard procedures because applications are processed outside the province. The main obstacles stem from the institutional clash between the centralized BNI conventional bank partnership and Aceh's Islamic Financial Institution Qanun, the lack of an appointed local online satpas by central authorities, uncertain courier delivery times, and low digital literacy causing procedural misunderstandings. It is recommended that central authorities integrate the payment gateway with regional Islamic banks, optimize application update sizes, and that the Lhokseumawe Satpas provide dedicated helpdesks and intensify rural outreach.

Keywords: *Policy Implementation, Digital Service, SINAR Application, Driving License, Lhokseumawe Police Resort.*