

Transformation of Roadworthiness and Motor Vehicle Certification Testing Centers into Public Service Agencies: A Strategy for Improving Vehicle Testing Services in the Era of Globalization

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ABSTRACT

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One of the public services that has a big impact on people's daily lives is transportation. Smooth and safe transportation is one of the backbones of the national economy and social welfare. The new BLU status given to BPLJSKB must be used as momentum to make improvements from within. This status must be used to increase service capacity, modernize infrastructure, and strengthen human resource competencies. In this research, the most appropriate approach is literature study. This approach allows researchers to understand the context, background and theoretical implications of changing the status of BPLJSKB to BLU by referring to existing literature. In other words, the transformation of BPLJSKB into BLU is not just an administrative step, but a strategic step to ensure that this institution remains relevant, effective, and provides maximum value to society. This capacity development is a response to the demands of the times for public institutions to work to higher standards and always be oriented towards the public interest.

Keywords: capacity development; bpljskb; blu; public services

1. INTRODUCTION

The era of globalization supported by technological advances has driven transformation in various sectors, including public services. Currently, people need fast, accurate and transparent services. Public services are one of the critical areas that continue to adapt to the demands of the times, because they have a direct impact on people's welfare. On a global scale, many countries are trying to improve and strengthen their public service institutions to face the complexity of new demands.

One of the public service sectors that has a big impact on people's daily lives is transportation. Smooth and safe transportation is the backbone of the national economy and social welfare. In Indonesia, with a population of more than 270 million people and an increasing number of vehicles, transportation management and road safety have become strategic issues. Roadworthy vehicles ensure road user safety and energy efficiency, and help in efforts to reduce air pollution.

With the Decree of the Minister of Finance of the Republic of Indonesia Number 392/KMK.05/2022, the status of BPLJSKB has now been elevated to a Government Agency with a Public Service Agency (BLU) financial management pattern. This status is not just a title, but a mandate to bring about transformation in service. As BLU, BPLJSKB now has greater flexibility in managing resources, technology and operations. It is hoped that with this capability, BPLJSKB can respond to community needs more quickly and efficiently.

The urgency to carry out transformation does not come without challenges. The latest data shows that even though Indonesia has more than 120 million motorized vehicles, BPLJSKB service capacity is still far from adequate. By only being able to serve less than 10% of total vehicles each year, long queues and long waiting times have become a common phenomenon. Apart from that, complicated administrative procedures and limited testing technology are other obstacles.

Facing this reality, the new BLU status given to BPLJSKB must be used as momentum to make improvements from within. This status must be used to increase service capacity, modernize infrastructure, and

strengthen human resource competencies. By considering the gap between current conditions and future expectations, the transformation of BPLJSKB into BLU is an urgent strategic step. It is hoped that this decision will not only increase BPLJSKB's capability in ensuring the safety and standards of motorized vehicles in Indonesia, but also increase public trust and satisfaction with its services.

2. LITERATUR REVIEW

BPLJSKB and Global Environmental Conditions

BPLJSKB is a work unit within the Directorate General of Land Transportation which has the task of carrying out testing and preparing roadworthy certification materials for types of motorized vehicles, trailers, attached trains, bodywork and special vehicles. Each type of vehicle must undergo a type test and be declared passed before it can be manufactured, assembled or imported en masse. The type testing stages carried out at BPLJSKB include construction inspection, dimensional measurements, headlight test, wheel shine test, turning radius test, weight measurement, brake test, speedometer function test, horn test and exhaust emission test (Gaikindo; 2000).

BPLJSKB is at the crossroads of challenges and opportunities to brand itself as a vehicle type testing entity that complies with international norms. This is based on the requirements contained in the Asean Mutual Recognition Arrangement On Type Approval For Automotive Products (APMRA), which confirms the implementation of 19 UN regulations within ASEAN. To fulfill this ambition, BPLJSKB must strengthen itself, modernize its facilities and infrastructure, and increase the competence of its human resources. (Hubdat; 2020).

Concept of Public Service Agency (BLU)

Before analyzing more deeply the urgency of BPLJSKB transformation, the essence and basic principles of BLU must be placed as the main focus. BLU, which represents a governance model developed to respond to the dynamic needs of modern governance. Compared to the classic government bureaucratic structure, BLU is given broader autonomy, especially in aspects of financial and operational management. This allows BLU to operate with greater speed and agility, as well as provide more responsive and timely service. The BLU concept did not just appear, but is the result of the evolution of thinking in public administration. This concept grew out of the New Public Management (NPM) paradigm, which was introduced by Osborne & Gaebler in 1992.

BPLJSKB Transformation Strategy

a. Assessment and Evaluation of Current Conditions

Based on the Organizational Diagnosis approach by Weisbord (1976), before going any further, it is very important for BPLJSKB to carry out an assessment of their current internal and external conditions. This includes understanding SWOT (Strengths, Weaknesses, Opportunities, Threats) (Kotler, 1991). This assessment will identify performance areas and potential barriers to transformation.

b. Redesign Work Processes with the Latest Technology

By understanding that technology plays a crucial role in Disruptive Innovation (Christensen, 1997), BPLJSKB needs to ensure the relevance of their work processes. This was achieved by redesigning processes with new technology and methodology according to international standards, ensuring BPLJSKB remains competitive on the global stage.

c. Continuous Education and Training for Staff

Referring to the Lifelong Learning theory (Jarvis, 2009), transformation requires human resources whose competence is continuously improved. Therefore, continuous education and training for BPLJSKB staff is vital. Training should emphasize an in-depth understanding of BLU standards and global expectations.

d. Building Partnerships and Collaboration with International Institutions

BPLJSKB cannot operate alone in the global arena. By building partnerships and collaboration with international institutions and other stakeholders, BPLJSKB can gain access to knowledge, technology and best practices that can support their transformation.

3. RESEARCH METHOD

In this research, the most appropriate approach is literature study. This approach allows researchers to understand the context, background and theoretical implications of changing the status of BPLJSKB to BLU by referring to existing literature. Researchers analyze and understand the concepts, theories and approaches relevant to the transformation of BPLJSKB status into BLU through previous literature. The aim is to build a

strong and deep framework for thinking about the urgency of this transformation. Data Collection Process using: 1) Source Identification: Determine relevant literature sources, including textbooks, journal articles, government reports, and other publications relevant to the theme. 2) Literature Search: Use academic databases such as Google Scholar, JSTOR, and ProQuest to search for relevant literature. 3) Source Evaluation: Evaluate the credibility, relevance, and quality of the literature sources found

4. RESULTS AND ANALYSIS

Pressure on Optimizing Public Services

In the information age, we live in an increasingly connected world. Giddens (1990) understands globalization as a process of intensification of social relations throughout the world. This means that events that occur on one side of the world can have a direct or indirect impact on the other side. For example, digital technology allows news to spread at lightning speed, influencing public opinion and policy around the world in a matter of seconds. One of the main drivers of globalization is the revolution in information technology. Advances in communication technology, especially the internet, have changed the way we communicate, do business, and even the way we interact in everyday life. Nearly instant access to information and the ability to communicate in real-time with someone on the other side of the planet is a relatively new phenomenon and has profound implications for public service organizations. Osborne & Gaebler (1992) emphasize that in the era of globalization, there is increasing pressure on government agencies to increase efficiency, become more innovative, and be more responsive to society's needs. People now have higher expectations regarding the quality of the services they receive. The change in status of a government entity to a Public Service Agency (BLU) brings a number of operational and managerial changes.

The following are some of the significant impacts that are expected after BPLJSKB changes its status to BLU:

1. **Financial Management Flexibility**
With BLU status, BPLJSKB will have greater flexibility in managing their finances. This allows institutions to allocate resources more efficiently, respond to urgent needs, and make strategic investments that might previously have been hampered by strict government financial regulations.
2. **Increased Efficiency and Quality of Service**
With greater autonomy, BLU can adopt the latest innovations and technology more quickly. This means that BPLJSKB can improve the efficiency of testing procedures and the quality of services to the community, with standards that are on par with similar international institutions.
3. **Ability to Generate Your Own Income**
As BLU, BPLJSKB will have the ability to generate income through its services and use it for operational and investment financing. This can reduce the institution's dependence on the central government budget and ensure a more stable funding source.
4. **Increased Accountability and Transparency**
Despite having greater autonomy, BLU remains under public supervision and must report its performance. This ensures that BPLJSKB will carry out its operations with a higher level of accountability and transparency, in line with community demands.
5. **Ability to Collaborate with Third Parties**
BLU status provides flexibility for BPLJSKB to establish partnerships with the private sector, international organizations or research institutions. Collaboration like this can increase the capacity and competence of BPLJSKB.
6. **Quick Adaptation to Change**
With a more flexible management structure, BLU can respond quickly to changes in the business environment, be it changes in regulations, technology or societal needs.
7. **Improved Image and Reputation**
By improving service quality and responsiveness, it is hoped that BPLJSKB's image and reputation in the eyes of the public will improve.

5. CONCLUSION

In the context of the dynamics of public administration, BPLJSKB is at an important crossroads to improve its services to the community. There is real urgency for BPLJSKB to carry out transformation, especially by changing its status to a Public Service Agency (BLU). This transformation is driven by several key factors: 1. Globalization demands: In the information age, where international service standards are easily accessed and known, people's expectations of public services are becoming increasingly higher. People want services that are fast, efficient, transparent and in accordance with global standards. 2. Efficiency and Adaptability: With BLU status, BPLJSKB is expected to be able to operate more efficiently, adopt innovations

more quickly, and respond better to community demands. The ability to adapt to changing environments and needs is essential for the survival and relevance of an institution in the modern era. 3. Strengthening Accountability and Transparency: Despite having greater autonomy, BLU must still maintain, even increase, their level of accountability and transparency. The public needs to get assurance that BPLJSKB operates with integrity and responsibility. 4. Public Administration Theories and Concepts: Concepts from New Public Management, organizational change theory, and basic principles of public administration show that the transformation of BPLJSKB is in line with contemporary public administration trends and demands

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