

## **Analysis of Legal Compliance in the Driving License Issuance Process at the Sragen Police, Central Java**

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### **ABSTRACT**

This study aims to analyze the level of public legal compliance in the process of obtaining a Driver's License (SIM) at the Sragen Police Resort, Central Java. The findings indicate that the level of compliance is still relatively low, reflected in 12,456 cases of drivers without a driver's license in 2025, or approximately 28% of the total results of raids. This condition is influenced by procedures that are considered complicated, the practice of extortion ranging from Rp50,000–Rp200,000, and a lack of service transparency, which indirectly contribute to the occurrence of traffic accidents. This study uses a descriptive qualitative approach with a legal sociology perspective through a case study at the Sragen Police Resort Satpas from February to March 2026. Primary data were obtained through interviews, questionnaires distributed using purposive and total sampling techniques, and field observations for five days. Secondary data are sourced from laws and regulations and related documents. Data analysis was carried out using triangulation techniques using the theoretical framework of Soerjono Soekanto, Lawrence Friedman's legal rationality, Max Weber's legitimacy, and Everett M. Rogers' diffusion of innovation. In contrast to previous research which tends to be normative or have a general focus, this research emphasizes an empirical approach that is specific to the Sragen region and integrates the SERVQUAL concept to identify gaps between law in books and law in action. The research findings indicate that legal substance, law enforcement officers, and the public are still influenced by the practice of extortion, but this can be improved through service innovations such as the Sidora–Polisi Menyapa program, which can reduce service time by up to 60 minutes. This study recommends the need for reform through service digitization, strengthening officer integrity oversight, and increasing public outreach to achieve transparent and accountable public services and reduce traffic accidents.

Keywords: Legal Compliance; Driving License; Sragen Police; Public Services.

### **INTRODUCTION**

A Driving License (SIM) is a legal instrument that plays a crucial role in Indonesia's traffic system. The existence of a SIM is regulated by Law Number 22 of 2009 concerning Traffic and Road Transportation in conjunction with Law Number 11 of 2020 concerning Job Creation, which requires every driver to have a SIM by fulfilling the requirements of a minimum age of 17 years, complete administrative requirements, physical and mental health, and passing the theory, simulator, and

practical exams (1). However, the level of public compliance with the law in the SIM application process at the Sragen Police is still relatively low. Data from 2025 shows that 12,456 drivers were caught in raids without a SIM, or around 28% of the total number of drivers checked. In addition, there was a 15% increase in cases of the use of fake SIMs and the practice of "titip buat". This phenomenon is influenced by several factors, such as procedures that are considered complicated, the existence of illegal levies ranging from IDR 50,000 to IDR 200,000, a lack of transparency in services, and limited facilities at the Satpas. This condition also contributed to the occurrence of 35 cases of traffic accidents. (2)

This problem not only impacts low legal compliance but also undermines legal certainty and lowers public trust in the police institution. Furthermore, this practice contradicts the principles of public service as stipulated in Law Number 25 of 2009 and National Police Chief Regulation Number 7 of 2021 concerning the Issuance of Driving Licenses. (3,4)

Based on the description, the problem formulation in this research is: (1) what is the level of legal compliance of the community in the process of making a driving license at the Sragen Police, and (2) what factors influence this level of compliance.

This research is based on a sociological perspective of law that positions legal compliance as the result of interactions between norms, authorities, and society. Soerjono Soekanto emphasized that legal effectiveness is influenced by legal substance, law enforcement structures, and the legal culture of society, which often creates a gap between law in books and law in action. (5) In addition, Lawrence Friedman's theory of legal rationality explains that the level of compliance is determined by the comparison between the benefits and costs perceived by individuals. (6) From the legitimacy side, Max Weber stated that public compliance with the law is influenced by the legitimacy of power, whether traditional, charismatic, or rational-legal. (7) Meanwhile, Everett M. Rogers' theory of innovation diffusion emphasizes the importance of innovation in increasing public acceptance, through attributes such as relative advantage, suitability, complexity, ease of trial, and visibility of results. (8)

Based on the theoretical framework, this study was designed using a descriptive qualitative approach with a case study method at the Sragen Police Satpas (Satpas) from February to March 2026. Primary data were obtained through in-depth interviews, the distribution of structured questionnaires using purposive sampling techniques (n=30 respondents), and non-reactive observations for five days. Although the questionnaire produced descriptive percentage data (72% of respondents considered the procedure complicated), the analysis remained qualitative without statistical generalization to the wider population. No margin of error was calculated because the purposive sampling was non-probabilistic, selecting key informants based on relevant experience (SIM applicants and Satpas officers), with the primary focus on thematic saturation through data triangulation (interviews, observations, and secondary documents). Thematic saturation was achieved when new themes no longer emerged after the data collection literacy, ensuring in-depth interpretation rather than quantitative inference. Meanwhile, secondary data were sourced from laws and regulations and related reports. Data analysis was conducted using a triangulation technique with an approach of content analysis to identify factors that influence legal compliance and formulate recommendations for improvement, including optimizing service innovations such as the Sidora–Police Greetings program which is oriented towards efficiency and transparency. (9)

This study aims to: (1) analyze the level of public legal compliance in the process of issuing a driving license at the Sragen Police, and (2) identify factors that influence this compliance. The benefits of this study are divided into two aspects. Theoretically, this study is expected to enrich the study of legal sociology, especially regarding legal compliance in the context of public services in police institutions. Practically, the results of this study are expected to provide recommendations for the Sragen Police in improving the quality of driving license issuance services, become a consideration for the Indonesian National Police Traffic Corps in formulating national policies, and contribute to efforts to reduce the number of traffic accidents caused by drivers who do not have a driving license.

Several previous studies have shown that the problem of issuing driving licenses remains a complex issue. Research by Anindhita et al. (2025) revealed the existence of extortion practices on a national scale involving brokers and certain officials. (10) Meanwhile, Sembiring (2025) concluded through a normative approach that the implementation of Law Number 22 of 2009 has not been running optimally. (11) Another study by Alfianita (2025) highlighted aspects of service performance in the Gunungkidul region, particularly regarding the attitudes of officers and limited facilities. (12)

In this study, the theoretical framework integrates Soerjono Soekanto's theory on law enforcement factors with the concept of public service quality (SERVQUAL) proposed by Zeithaml et al., including the dimensions of efficiency, effectiveness, fairness, and responsiveness (13). In addition, Weber's legitimacy theory is used to explain the decline in public trust due to the practice of extortion, while Rogers' diffusion of innovation theory supports the importance of digitalizing public services as mandated in the Electronic-Based Government System policy.

Thus, this research not only identifies the gap between legal norms and practices in the field, but also contributes to formulating strategies to improve the quality of public services that are more transparent, accountable, and oriented towards public legal compliance.

## **METHOD**

This study uses a descriptive qualitative design with an empirical sociological legal approach through a single case study. This design was chosen to describe the phenomenon of legal compliance in depth at the Sragen Police Driving License Administration Unit (Satpas) during the period February-March 2026. This approach allows for a comprehensive analysis of formal legal provisions (law in books) and field practice (law in action), with the aim of identifying the level of compliance and its influencing factors through data triangulation. (14) The research area focuses on the SIM issuance process at the Sragen Police Satpas, Jl. Raya Solo-Sragen KM. 14, Sragen District, Sragen Regency, Central Java 57211. The main targets include SIM applicants (purposive sampling respondents based on Sidora users vs conventional procedures) and Satpas officers. The scope includes the registration area, health check, computer theory test, simulator/practice, and waiting room. Primary data was obtained through: (a). Semi-structured in-depth interviews with SIM applicants and officers to explore compliance perceptions, inhibiting factors (extortion, procedures), and the effectiveness of innovation; (b). Structured questionnaires to measure the level of service satisfaction and compliance; (c). Non-reactive participant observation to map the process flow, officer-applicant interactions, and indicators of deviation. (15) Secondary data was obtained from literature studies: primary legal materials Law No. 22 of 2009 in conjunction with Law No. 11 of 2020, Law No. 25 of 2009, Regulation of the Chief of Police No. 7 of 2021, the 2025 Sragen Police report, and theoretical literature. The instrument was developed based on Soekanto's framework (substance-apparatus-

society) and SERVQUAL, validated by legal experts. The qualitative content analysis approach integrates Soekanto's theory, Lawrence's rationale, Weber's legitimacy, and Rogers' diffusion to interpret the law-implementation gap, with policy recommendations based on empirical findings.

## **RESULTS AND DISCUSSION**

### **1. LEVEL OF PUBLIC COMPLIANCE WITH THE LAW IN THE PROCESS OF GETTING A DRIVING LICENSE AT THE SRAGEN POLICE REGENCY**

The low level of public legal compliance in the process of obtaining a driver's license (SIM) is a multidimensional phenomenon and cannot be explained by a single method. The high percentage of respondents who considered using brokers (68%) indicates a rational tendency to choose mechanisms deemed more efficient, even if they conflict with legal provisions. These practical routes include the use of brokers or "titip buat" (a service provider) to expedite administrative procedures such as registration, queuing, and payment, rather than the difficulty of the practical/simulator exam, which must still be completed in person. Questionnaires and interviews specifically asked about "the main obstacles to the SIM application process?", with the dominant responses focusing on the complicated registration process and illegal fees of Rp. 50,000-200,000, rather than driving ability itself. Field observations confirmed this primary complaint, even though registration can now be done via online SIDORA application but practice offline is still dominant in the Sragen Police Satpas. In this context, an informal system emerges alongside the formal system, potentially weakening the effectiveness of the prevailing legal norms. (16)

From a public administration perspective, the length of service duration, which reaches three working days, and the complexity of the procedural stages indicate bureaucratic inefficiency (bureaucratic inefficiency). This condition has implications for increasing transaction costs (transaction cost) that must be borne by the community, both in the form of time, energy, and potential additional costs due to the practice of extortion. (17) As a result, the community tends to look for quicker and more practical alternatives through unofficial channels. Thus, the practice of brokering is not solely influenced by low legal awareness, but also by the weakness of the service system in providing efficient, transparent, and accountable services.

Field observation findings showing interactions between brokers and applicants in the service area indicate that this practice has undergone social normalization. (18) This has implications for the formation of a legal culture that is permissive towards violations. In addition, the low level of public satisfaction with the transparency of implementation reflects a trust deficit (lack of trust) towards service-providing institutions. From a legal sociology perspective, public trust is a crucial factor influencing compliance levels, so a decrease in it will have a direct impact on the increasing tendency for violations.

Law enforcement data showing the high number of drivers without a driving license (12,456 cases) shows that the problem of compliance does not only stop at the administrative stage, but also continues to the practice of use in the field (19). This condition has serious implications for traffic safety, as reflected in cases of accidents involving incompetent drivers. (20) Therefore, ownership of a driving license does not only function as an

administrative requirement, but also as an instrument to guarantee the competence and safety of road users.

The correlation between local findings and national data indicates that this problem is systemic. The increase in cases of fake driving licenses and the practice of “trusting for making” in Central Java reflects an imbalance between service capacity and the number of applications. (21) System overload creates opportunities for illegal practices to emerge due to limitations in the system. Findings of structured extortion practices further strengthen indications of systematic irregularities and undermine the integrity of law enforcement institutions.

At the implementation level, a persuasive approach to law enforcement, such as that carried out in Operation Zebra Candi Sragen, shows that there are preventive efforts to increase public legal awareness. (22) However, the effectiveness of this approach needs to be supported by improvements in the service system in order to be able to produce sustainable behavioral changes. Meanwhile, the high involvement of drivers without a driving license in traffic accidents in the productive age group shows the need for special attention to fostering legal awareness in the younger generation.

Theoretically, the low level of public satisfaction reflects the gap between expectations and the reality of service as explained in the SERVQUAL model. The SERVQUAL model (*Service Quality*) Zeithaml et al. (1990) measured service quality through 5 main dimensions: tangibles (public facilities), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), and empathy (empathy) - adapted to evaluate the driver's license (SIM) issuance service at the Sragen Police Department's Satpas. This approach identifies the gap between expectations and reality in the dimensions of officer efficiency and responsiveness. The system's inability to meet these dimensions indicates suboptimal service quality. This condition further interacts with individual rationality, where legal compliance is influenced by considerations of costs and benefits. When the formal system is unable to provide adequate benefits, violations tend to be viewed as a rational choice.

The consistency of these findings with data from the Sragen Central Statistics Agency (BPS) and the Central Java Regional Police Traffic Corps report indicates a recurring pattern of problems in the service and legal compliance aspects. (23) The extortion cases that have attracted public attention in Pekalongan further strengthen the indications of maladministration which have resulted in a decline in the legitimacy of law enforcement institutions. In the long term, this condition has the potential to erode the legal culture of society, where the law is no longer obeyed as a binding norm, but is perceived as an obstacle that can be avoided or negotiated.

Thus, the low level of legal compliance in the driving license (SIM) issuance process must be understood as a complex problem and requires a comprehensive approach. (24) Improvement efforts are not only focused on regulatory aspects, but also include improving the quality of service, strengthening the integrity of officers, and developing a legal culture in society. This integrated approach is expected to increase the effectiveness of the law while ensuring sustainable traffic safety.

## 2. FACTORS INFLUENCING COMPLIANCE LEVEL

The results of the study indicate that the low level of legal compliance of the public in the process of making a Driving License (SIM) at the Sragen Police Satpas is influenced by three main groups of factors. This classification is in line with the triad theory put forward by Soekanto (1983), which includes aspects of legal substance, law enforcement officers, and the public as legal subjects. (25)

Based on in-depth interviews conducted with Satpas officers (using the total sampling method) and SIM applicants, several important findings were obtained. (26) First, from the legal substance aspect, as many as 72% of respondents considered that the procedures regulated in Law Number 22 of 2009 in conjunction with Law Number 11 of 2020 were classified as complex and convoluted, with a completion time of up to three working days and going through eight procedural stages. (27) Second, from the perspective of law enforcement officers, around 80% of informants from among officers admitted that there were still practices of extortion by certain individuals, with nominal amounts ranging from IDR 50,000 to IDR 200,000. This indicates a deviation in the implementation of public services which has an impact on decreasing institutional integrity. (28) Third, from the community aspect, as many as 65% of applicants stated that they preferred to use the services of brokers. This choice was based on rational considerations in the form of perceived costs and benefits, where official channels were considered less efficient than unofficial channels. Thus, the non-compliant behavior that arises is not only influenced by low legal awareness, but also by negative perceptions of the effectiveness of the available service system.

Table 2. Matrix of Influencing Factors on Compliance (n=30 respondents/informants)

| Factor                   | Key Indicators                   | Influence Percentage (%) | Data source   |
|--------------------------|----------------------------------|--------------------------|---------------|
| Legal Substance          | Complicated procedure            | 72                       | Questionnaire |
| Law Enforcement Officers | Extortion by certain individuals | 80                       | Interview     |
| Public                   | Public awareness                 | 62                       | Observation   |

The digitalization of Driver's License (SIM) services through the use of the SINAR, Sidora applications, and the Indonesian National Police Traffic Corps (Korlantas Polri) Digital platform as stipulated in the latest 2026 National Police Chief Regulation, has reformed a number of administrative stages that were previously a source of public complaints. This transformation includes several main aspects, namely: (1) the registration process and uploading of documents such as e-KTP which can now be done online through the SINAR application; (2) an integrated, non-cash payment system; (3) implementation of physical and mental health examinations and psychological tests through the e-Rikkes and e-PPsi

mechanisms; and (4) the implementation of computer-based theory tests that can be accessed online.*online*. However, the practical exam and simulator use were still conducted offline at the Sragen Police Satpas (Satpas) due to the need for in-person verification of driving skills. The implementation of the Sidora-Polisi Menyapa program has proven to improve service efficiency, reducing the processing time from three working days to approximately 60 minutes. The impact of this innovation was also seen in a significant reduction in extortion practices by up to 80% and a 45% increase in public compliance.

The success of the dissemination of digital innovation through the Sidora-Polisi Menyapa program can be analyzed using Everett M. Rogers' (2003) theory of innovation diffusion, which emphasizes five main attributes. First, relative advantage is reflected in the efficiency of service time, which has drastically reduced from three days to around 60 minutes. Second, compatibility demonstrates the system's compliance with the applicable legal framework, particularly Law Number 22 of 2009, which has been amended through the Job Creation Law. Third, simplicity can be seen from the application design which is easy for the public to use. Fourth, trialability is realized through the availability of trial or demo features. Fifth, observability is evident from the tangible results of issuing valid and verifiable driver's licenses. The implications of this innovation for the three factors in Soerjono Soekanto's theory are comprehensive. From a legal substance perspective, administrative procedures become more accessible without changing driving competency standards. From a law enforcement perspective, reduced direct interaction between officers and applicants significantly reduces the likelihood of illegal levies by up to 80%. Meanwhile, from a societal perspective, the relative superiority of this digital system is able to shift people's rational behavior, from previously tending to choose brokers (68%) to increasing compliance in legally processing driver's licenses by 45%, as reflected in the issuance of approximately 18,000 driver's licenses by 2025.

From a legal substance perspective, the normative provisions in Law Number 22 of 2009, particularly Articles 77 and 81, essentially provide a clear legal framework regarding the obligation to own a driver's license and the procedures for issuing it. However, in practice (law in action), the implementation of these norms has not been optimal due to high procedural complexity. This finding is in line with Sembiring's (2025) research which states that regulations that are normatively comprehensive often face implementation obstacles due to structural and technical factors in the field. (29)

In the law enforcement dimension, the existence of systematic extortion practices has a significant impact on the decline of legal legitimacy, particularly within the rational-legal legitimacy framework as proposed by Weber (1978). This condition is also reinforced by the findings of Anindhita et al. (2025) who identified similar practices nationally, with fees ranging from Rp 600,000–Rp 900,000 for issuing a driver's license without taking an official exam. Field observations in this study, which recorded 12 interactions between brokers and officers, further emphasize the existence of irregularities in the service process, which has resulted in a decrease in public trust of up to 40% based on the questionnaire scale.

Meanwhile, in the societal dimension, non-compliance behavior is more influenced by rational considerations. Referring to Lawrence's (1974) theory, the level of compliance is influenced by the comparison between perceived benefits and costs. In this context, official processes, perceived as time-consuming compared to faster informal channels, encourage people to choose alternatives perceived as more efficient. As many as 68% of respondents in this study admitted to preferring the "practical path," indicating the dominance of these utilitarian considerations in decision-making. This finding is also consistent with research by Alfianita (2025) which found low levels of satisfaction with service facilities in the Gunungkidul region as a driving factor for similar behavior. The results of this study reaffirm the relevance of the legal effectiveness model proposed by Soekanto, which states that the success of law enforcement depends on the relationship between three main components: legal substance, law enforcement officers, and the community. This finding is also reinforced by the service quality approach through the SERVQUAL model developed by Zeithaml et al. (1990), which indicates that there is still a level of public dissatisfaction, particularly in the dimensions of efficiency at 28% and officer responsiveness at 24%.

This study not only confirms the relevance of classical theory but also offers conceptual development by positioning digital innovation as a moderating variable in improving legal compliance. Police Greet Sidora demonstrated a significant impact, marked by a 45% increase in compliance rates, reflected in the increase in the number of legal driver's licenses issued, reaching 18,000 in 2025 compared to the previous year. These findings indicate that the transformation of digital-based service systems can significantly influence public legal behavior.

This success can be explained through Rogers' (2003) theory of innovation diffusion, particularly in the dimension relative advantage, where an innovation will be more easily adopted if it provides greater benefits than the previous system. In this context, service digitization can significantly increase efficiency by reducing processing time from three days to approximately 60 minutes. Furthermore, digital-based systems also contribute to minimizing direct interaction between applicants and officers, thus reducing the practice of extortion by up to 80%. Thus, digital innovation serves not only as an instrument for improving service quality but also as a mechanism for preventing administrative irregularities.

Theoretically, the legal compliance model in this study shows that legal effectiveness is the result of interactions between legal substances, law enforcement officers, and the public, which is reinforced by the diffusion of innovation. This implies that the success of law enforcement is determined not only by these three factors, but also by the system's capacity to adopt innovations that can increase the efficiency, transparency, and accountability of public services. Within this framework, the concept of law in books as regulated in Law Number 22 of 2009 will not be effective without the support of law in action free from deviant practices such as extortion and "trusting for goods." Digital innovation acts as a connecting instrument capable of bridging the gap between legal norms and their implementation on the ground.

Furthermore, the findings of this study also provide a critical perspective on Lawrence's (1974) theory regarding the rationality of compliance based on cost-benefit calculations.

Although initially, people tend to choose informal channels because they are considered more efficient, the results show that this preference can change if the formal system is able to offer greater benefits. Thus, the cost-benefit factor remains relevant, but is not deterministic, as it can be influenced through policy engineering, particularly through improvements in the incentive structure of public services.

Empirically, the contribution of each factor in Soekanto's triad model remains significant: legal substance at 72%, law enforcement at 80% (related to extortion practices), and societal factors at 65% (influenced by negative rational considerations). However, digital innovation has proven capable of intervening in all three factors simultaneously, namely by simplifying procedures, reducing opportunities for deviation, and changing societal behavioral preferences. This demonstrates that digitalization plays a strategic role in increasing legal effectiveness.

Based on these findings, comprehensive strategic steps are needed. First, accelerate the implementation of digitalization of public services through the Electronic-Based Government System (SPBE), as stipulated in Presidential Regulation Number 95 of 2018. Second, strengthen the oversight mechanism and enforce discipline on officials through internal audits and the imposition of strict sanctions for violations. Third, increase legal outreach and education to the public to build sustainable legal awareness. With an integrated approach between regulations, institutions, and technology, it is hoped that a more effective, transparent, and accountable public service system will be created, thereby encouraging sustainable improvements in public legal compliance.

## CLOSING

### 1. Conclusion

Based on the research objective of analyzing the level and factors influencing legal compliance in the process of obtaining a Driver's License (SIM) at the Sragen Police Satpas, it can be concluded that the level of public compliance is still relatively low. This is reflected in the high number of violations during raids in 2025 and the dominant tendency of the public to consider using intermediary services or "*titip buat*". This finding indicates that legal compliance has not been optimally internalized in public behavior. The research results also confirm that low compliance is influenced by the interaction of three main factors as stated in Soekanto's triad theory: legal substance, law enforcement officers, and the public. The legal substance is considered complex (72%) which implies low procedural accessibility, while deviant practices by officers (80%) reduce the integrity of public services. On the other hand, public behavior based on negative rational considerations (65%) strengthens the tendency to choose unofficial channels. These three factors are further exacerbated by limited service capacity and low transparency, which is in line with findings in the SERVQUAL approach regarding dissatisfaction with aspects of efficiency and responsiveness.

Digital innovation through the Sidora–Polisi Menyapa program does not fundamentally change the core legal substance, such as age and competency requirements as stipulated in Article 77 of Law Number 22 of 2009, nor the requirement for a physical and relatively challenging practical exam. Therefore, this innovation does not immediately resolve all problems. However, there is a significant impact of intervention on the three elements of Soerjono Soekanto's theory. In terms of legal substance, this innovation is able to simplify administrative procedures, thereby addressing approximately 72% of respondents' complaints. From the perspective of law enforcement officials, reducing the intensity of direct interaction between officers and applicants contributed to a decrease in the practice of extortion by up to 80%. Meanwhile, from a societal perspective, the efficiency of the services offered has successfully influenced public rationality, as indicated by a 65% reduction in the preference for using brokers. The effectiveness of this moderation is also reflected in the increase in the number of legal driver's licenses issued, reaching an additional 18,000 units by 2025, although its implementation still requires strict supervision and more comprehensive outreach.

The new main idea generated in this research is the discovery of the role of digital innovation as a significant moderating factor in increasing legal compliance. *Sidora–Police Greethas* has been shown to substantially increase compliance through simplified procedures, accelerated service times, and reduced opportunities for illegal levies. These findings confirm that legal compliance is not only determined by normative and structural factors, but also by the system's ability to adopt innovations that increase efficiency and transparency. Therefore, this study formulates a digital-based legal compliance model, namely compliance as a function of the interaction of legal substance factors, officials, and society, strengthened by the diffusion of innovation. This model implies that legal effectiveness can only be achieved if there is integration between legal norms (law in books) and its implementation practices (law in action) through the support of a technology-based service system. Therefore, SIM service reform needs to be directed at comprehensive digitalization, strengthening oversight of officers, and increasing public legal awareness to create an effective, transparent, and accountable service system.

## 2. Suggestion

The suggestions in this study are based on empirical findings that show the low level of legal compliance of the public in making a Driving License (SIM), which is influenced by legal substance factors, law enforcement officers, and the public, as well as the effectiveness of digital innovation in increasing compliance.

First, in terms of practical measures, it is necessary to accelerate the comprehensive digitalization of driver's license (SIM) services through the implementation of the Electronic-Based Government System (SPBE). The development of digital service applications such as SINAR needs to be expanded to cover the entire driver's license (SIM) issuance process, including the creation of new ones, with the integration of electronic ID card-based population data. Furthermore, oversight of law enforcement officers must be strengthened through the use of technology, such as CCTV-based monitoring systems and digital analysis, accompanied by strict enforcement of sanctions against extortion practices. Furthermore, outreach efforts to the public need to be systematically and continuously increased to build

legal awareness, particularly regarding the importance of driver's license ownership as part of traffic safety.

Second, in terms of theory development, this study recommends strengthening the legal compliance model by incorporating digital innovation as a moderating factor. This model positions compliance as the result of interactions between legal substance, law enforcement officials, and the public, strengthened by the diffusion of innovation and digital legitimacy. Thus, these findings provide a theoretical contribution in the form of developing a more contextual model of legal compliance to the dynamics of technology-based public services, while also demonstrating that the cost-benefit rationality of legal compliance can be influenced through adaptive policy design.

Third, in terms of further research, it is recommended to conduct comparative quantitative studies to test the effectiveness of digital service implementation across a wider range of regions. Furthermore, longitudinal research is needed to analyze the long-term sustainability of digitalization's impact on public legal compliance. Interdisciplinary research integrating legal and technological perspectives is also crucial, particularly on the use of digital technology to prevent malpractice and increase transparency in public services.

Thus, the suggestions put forward in this study include practical improvement efforts, strengthening the theoretical framework, and developing further research to support the continuous improvement of legal compliance and the quality of public services.

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