Abstract

The high rate of traffic accidents in Indonesia is mostly caused by incompetent drivers, hence the caliber of new drivers is crucial. Through legally regulated theory and practical tests, driving licenses (DL) are meant to serve as a quality control tool. However, as is the case in Gorontalo City, their application in the field is frequently questioned in terms of their efficacy in generating genuinely competent drivers. The purpose of this study is to assess how well theory and practical examinations are applied while awarding driver's licenses in Gorontalo City and to examine the variables that affect applicant success. A case study from the Gorontalo City Police Traffic Unit was used in the qualitative research methodology. In-depth interviews, observation, and documentation studies were among the methods used to acquire data. The findings demonstrated that while the computer-based theory exam (CBT) has improved efficiency and transparency, certain candidates' lack of technological competence and inadequate facilities continue to be obstacles. While the practical test follows standards, its efficiency is influenced by examiner subjectivity, changes in facilities, and the applicant's technical and mental preparation. The degree of study preparation, technological proficiency (for theory), technical driving abilities, mental preparedness, and the caliber of the examiner and facilities are the main determinants of application success. It was found that the driver's license examination system in Gorontalo City has been working according to procedure, but it is not yet totally successful in assuring driver competency. To raise the caliber of the exam results, infrastructure must be optimized, examiner and applicant competency must be increased through organized training, and the continuous evaluation system must be strengthened.

Keywords: *Gorontalo City, Driving License (DL), Theory and Practical* Exams, Driver Competence, Traffic Safety, and Exam Effectiveness.

Abstrak

Angka kecelakaan lalu lintas di Indonesia yang masih tinggi sebagian besar disebabkan oleh kurangnya kompetensi pengemudi, sehingga kualitas pengemudi baru menjadi aspek kritis. Surat Izin Mengemudi (SIM) diharapkan menjadi instrumen pengendalian kualitas melalui ujian teori dan praktik yang diatur secara hukum. Namun, implementasinya di lapangan sering dipertanyakan efektivitasnya dalam menghasilkan pengemudi yang benar-benar kompeten, seperti yang terjadi di Kota Gorontalo. Penelitian ini bertujuan untuk mengevaluasi efektivitas pelaksanaan ujian teori dan praktik dalam penerbitan SIM di Kota Gorontalo serta menganalisis faktor-faktor yang mempengaruhi keberhasilan pemohon. Metode penelitian menggunakan pendekatan kualitatif dengan studi kasus di Satuan Lalu Lintas Polres Kota Gorontalo. Teknik pengumpulan data meliputi wawancara mendalam, observasi, dan studi dokumentasi. Hasil penelitian menunjukkan bahwa ujian teori berbasis komputer (CBT) telah meningkatkan efisiensi dan transparansi, tetapi masih terkendala kesiapan teknis sebagian pemohon dan keterbatasan fasilitas. Ujian praktik telah mengikuti standar, namun efektivitasnya dipengaruhi oleh subjektivitas penguji, variasi fasilitas, dan kesiapan teknis serta mental pemohon. Faktor dominan yang mempengaruhi keberhasilan pemohon adalah tingkat persiapan belajar, penguasaan teknologi (untuk teori), keterampilan teknis mengemudi, kesiapan mental, serta kualitas penguji dan fasilitas. Disimpulkan bahwa sistem ujian SIM di Kota Gorontalo telah berjalan sesuai prosedur, namun belum sepenuhnya efektif menjamin kompetensi pengemudi. Diperlukan optimalisasi sarana prasarana, peningkatan kompetensi pemohon dan penguji melalui pelatihan terstruktur, serta penguatan sistem evaluasi berkelanjutan untuk meningkatkan kualitas keluaran ujian.

Kata Kunci: Efektivitas Ujian, Surat Izin Mengemudi (SIM), Ujian Teori, Ujian Praktik, Kompetensi Pengemudi, Keselamatan Lalu Lintas, Kota Gorontalo.