



People's Satisfaction Level with the Service Issuance of Police Note Certificate

M. Gaussyah; M. Iqbal; Mirja Fauzul Hamdi; Dedy Yuliansyah

Lecturers, Faculty of Law, Universitas Syiah Kuala, Indonesia

Police Science Research Center, Universitas Syiah Kuala, Indonesia

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Abstract

This article discusses and analyses the level of public satisfaction with the Police Record Certificate (SKCK) service quality given by the SKCK service unit at the Regional Police Station (Polres) level as a public service provider. In accordance with Law Number 25 of 2009 Governing Public Services, every public service provider must match the community's expectations for acquiring services. Therefore, public services provided by the SKCK service unit at the Polres level are obligated to continue enhancing their services in accordance with minimal sector standards and innovation. The method employed in this paper is empirical legal research employing a qualitative survey methodology. This study also employs interview and desk review techniques. Based on survey data, the level of community satisfaction with SKCK services was very high, with a national average score of 88.36 on the community satisfaction index for SKCK services at the Polres level. The highest score was 11.92 for the complaint management, suggestions, and input aspects, followed by 11.16 for the implementing competencies element and 11.09 for the requirements element. Social media, electronic media, and print media can be used extensively to increase the socialization of police services, particularly SKCK services so that the public can easily obtain service information. Improving the competency of police officers, particularly in the SKCK sector, must also be a continual effort to enhance the quality of community service.

Keywords: *Public Services; Police Note Certificate*

Introduction

Service is the enjoyment of others coupled by the satisfaction of all their needs (Umar, 2003, 21). In general, service is an activity performed by a person or group of people on the basis of material considerations using certain systems, procedures, and methods in order to meet the needs of others in accordance with their rights and as governed by the law.

According to Article 1 paragraph (1) of Law Number 25 of 2009 concerning Public Service, public service is an activity or series of activities in the context of satisfying service needs in accordance with statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers. A service is deemed satisfactory if it satisfies the needs and expectations of its consumers. Community satisfaction can also be used as a measure of program implementation success or failure in a public service organization (Ratminto and Atik Septi Winansih, 2005, 2). The quality of public services is a fundamental measure of good governance at all levels of government, from the federal to the local level.

Even the Ministry of State Apparatus Empowerment and Bureaucratic Reform (Kemenpan RB) promotes the improvement of the quality of public services through awards for government entities that develop and innovate public services (Fariad Cahyono, 2004). The award is granted to government agencies based on the results of an evaluation conducted in accordance with the Minister for Empowerment of State Apparatuses and Bureaucratic Reform Regulation No. 14 of 2017 on Guidelines for Compiling Public Satisfaction Surveys for Public Service Provider Units. conducting community satisfaction surveys for government service providers (M. Gaussyah, 2021, 1).

Previously, the community satisfaction survey was governed by Decree of the Minister of Administrative and Bureaucratic Reform Number: KEP/25/M.PAN/2/2004 pertaining to General Guidelines for the Preparation of IKM Service Units for Government Agencies, but because they did not refer to Law Number 25 of 2009 concerning Public Services (Act of Public Services), they have been repealed. Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permenpan RB) Number 16 of 2014 concerning Guidelines for Community Satisfaction Surveys of Public Service Providers is amended to reflect the necessity for alignment with Service Standards. In addition, this Permenpan RB is no longer in line with the evolution of the situation and must be changed. In 2017, the Ministry of Administrative and Bureaucratic Reform issued Bulletin No. 14 of the Minister of Administrative and Bureaucratic Reform. (Zulfahmi, 2000, 34)

The scope of community satisfaction is determined by Law Number 25 of 2009 regarding Public Services, including requirements, procedures, service time, fees/tariffs, product specifications for types of services, executor competence, implementer behavior, complaint handling, suggestions, and input, as well as infrastructure and facilities. The results of the community satisfaction evaluation are then disseminated to the general public through the mass media, the internet, and social media either as an absolute score/number or in qualitative form (good or bad). Then, the Minister of State Apparatus Empowerment and Bureaucratic Reform is provided with the results report. (M. Gaussyah, 2016, 23). This service issue is important, because people will feel satisfied if their needs can be met properly (Fera Nazirah, Suhaimi, Nofriadi, 2019, 1).

Research Methods

The approach method utilized in the development of this research is the Juridical Empirical method, which is legal research concerning the enactment or implementation of normative legal provisions in action on particular legal events that occur in society and employs a qualitative survey method. Prior researchers have established the form and content of library items, which are categorized as secondary data in any publication-ready stage.

The researcher defines the population as a generalized area with particular attributes and characteristics and then draws conclusions. (Sugiono, 2016). The population of this study consists of 10 SKCK service units within the Police Intelligence Unit in 10 Polda:

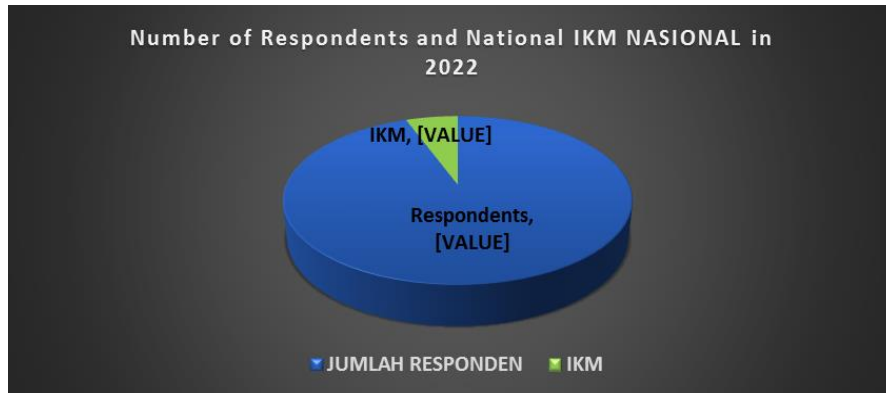
1. Seruyan Police, Central Kalimantan Regional Police
2. Payakumbuh Police, West Sumatra Regional Police
3. West Jakarta Metro Police, Police Area of Metro Jaya
4. Southeast Sulawesi Regional and Kendari Regional Polices
5. Karangasem Regional Police, Bali Regional Police
6. Regional Police of Rokan, Police Area Hulu Riau
7. Cilacap Police, Central Java Regional Police
8. Yogyakarta Regional Police, Yogyakarta Regional Police
9. Police Region of Metro Police Area of Lampung
10. Karawang Police Station, West Java Regional Police

Results and Discussions

1. Trend of SKCK Service Community Satisfaction Index at the National Level

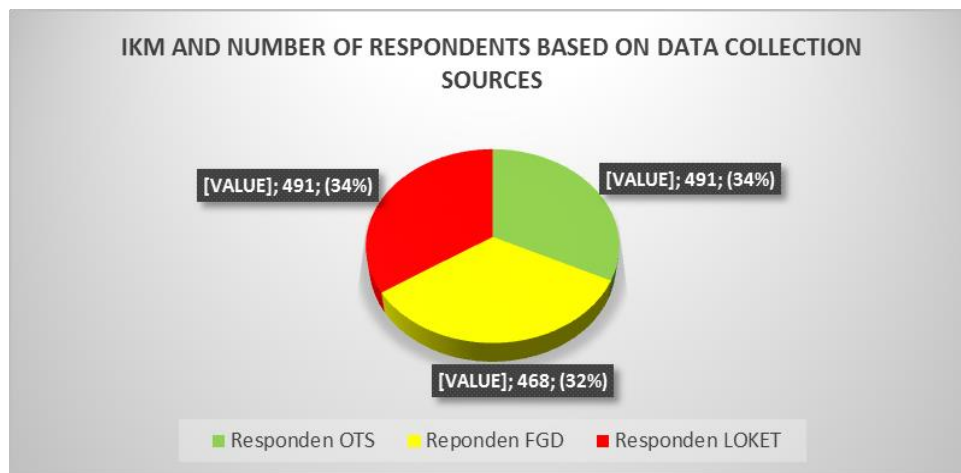
Ten (ten) SKCK service units at the Police Intelligence Unit in the ten Provincial Police Stations (Polda) participated in the assessment of community satisfaction with SKCK services at the Polres level. The national trend of IKM (Community Satisfaction Index) is depicted in the following diagram based on the results of input data on the findings of the satisfaction survey:

Diagram 1. Number of Respondents and Value Community Satisfaction Index



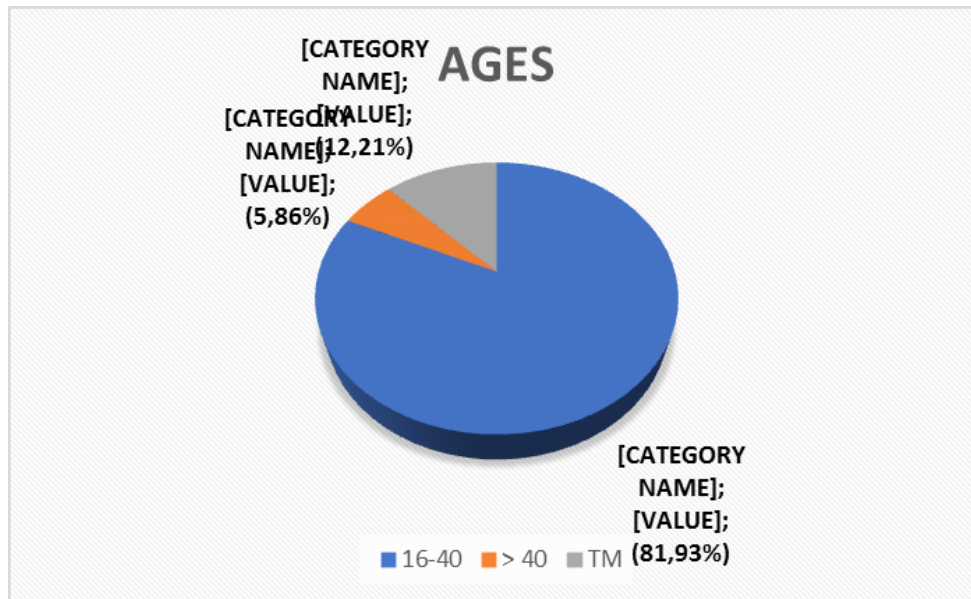
1,450 participants participated in the community satisfaction survey (thousand four hundred and fifty). The average value of the community satisfaction index at the national level is 88.36. In the recent four years (2017-2020), the SKCK Service Community Satisfaction Index value increased from 79.20 in 2017 to 80.68 in 2018 to 82.77 in 2019 to 88.01 in 2020, however, in 2021, the trend has reduced to 86.20. The trend has grown again for 2022, namely to 88.36.

Diagram 2. Number of Respondents Based on Data Collection Sources



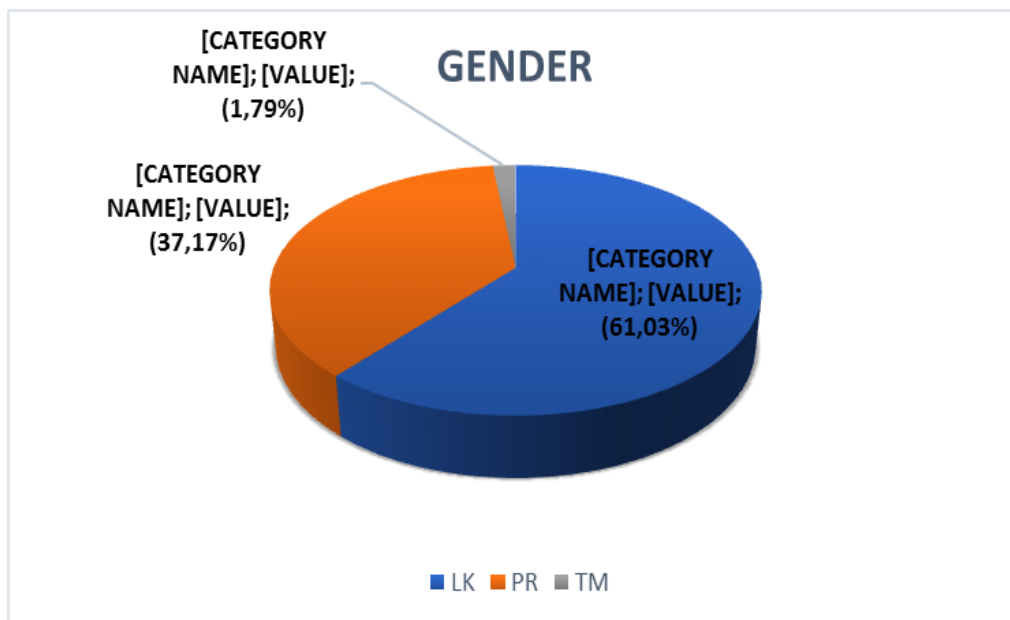
Counters with a total of 491 (four hundred and ninety-one) respondents or 34% of the total respondents had an IKM of 90.81; Focus Group Discussion (FGD) with a total of 468 (four hundred and sixty-eight) respondents or 32% with an IKM of 88.71; and On the Spot (OTS) with a total of 491 (four hundred and ninety-one) respondents or 34% receiving a total sc score of 90.81.

Diagram 3. Respondents' Classification Based on Age



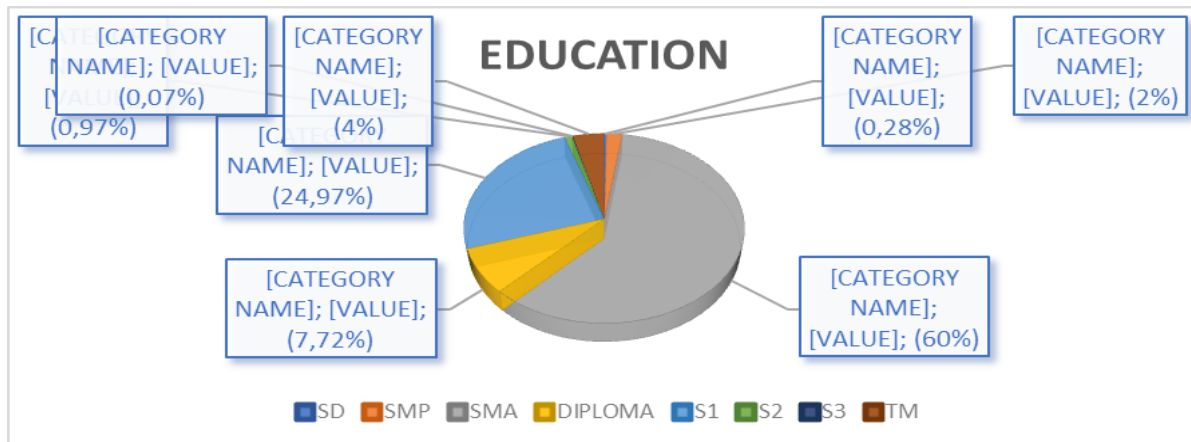
According to the graphic, 81.93 percent of the 1,450 (one thousand four hundred and fifty) respondents were between the ages of 16 (sixteen) and 40 (forty), with a total of 1,188 (one thousand one hundred eighty-eight) respondents. In addition, 5.86% of the responses were made by respondents above the age of 40, totaling 85 individuals. The remaining 12.21% or 177 (one hundred and seventy-seven) respondents did not offer information on the age of the respondent.

Diagram 4. Respondents' Classification Based on Gender



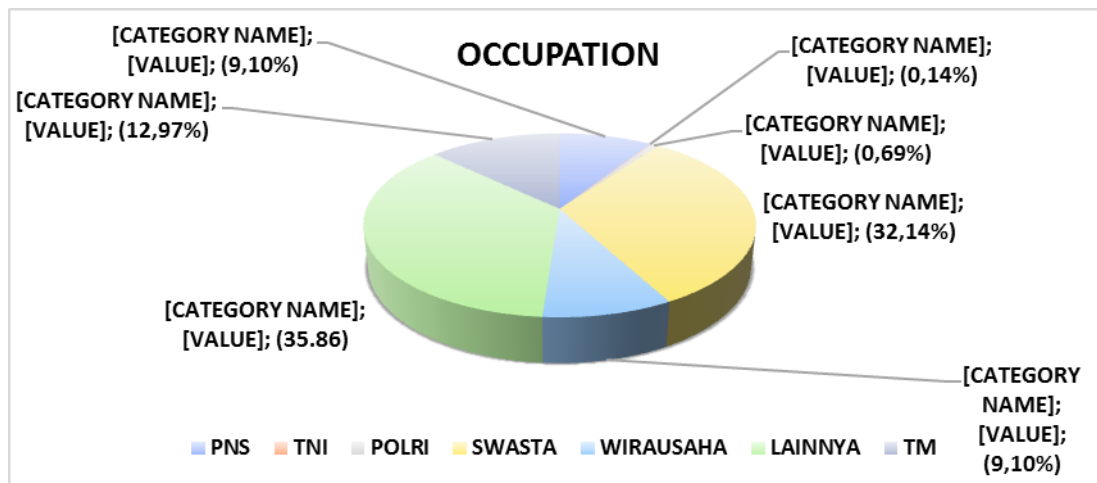
This research also grouped respondents according to their gender. The collected data revealed that 885 (eight hundred and eighty-five) of the respondents, or 61.03 percent, were male. 539 (five hundred thirty-nine) respondents, or 37.17 percent, were female, whereas 26 (twenty-six) respondents, or 1.79%, did not specify their gender.

Diagram 5. Respondents' Classification Based on Education



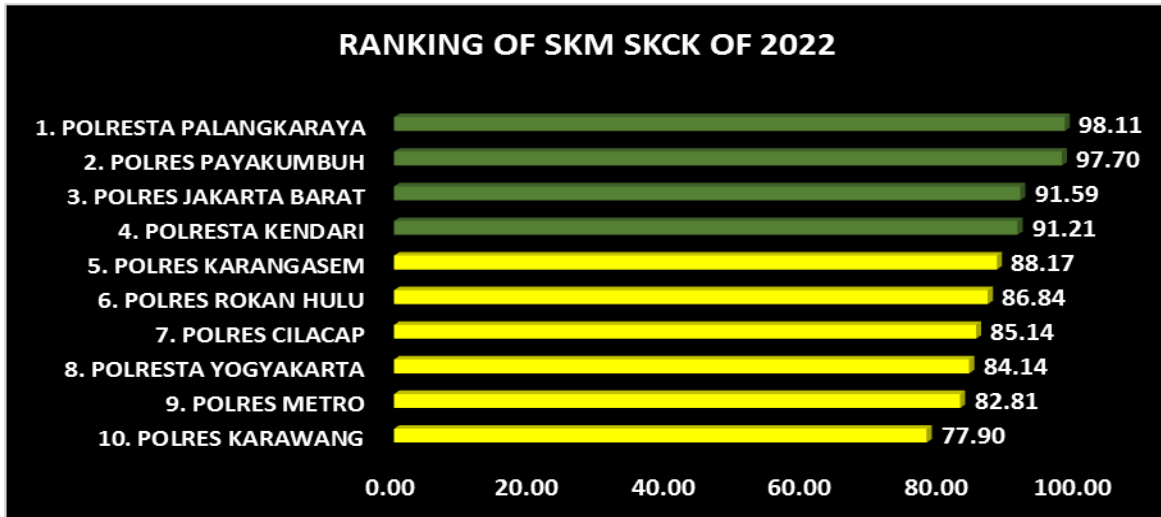
Regarding the respondents' most recent level of education, it can be noticed that 870 (eight hundred and seventy) respondents, or sixty percent, possessed a high school diploma. This dominance is attributable to the significant proportion of respondents who are actively seeking employment and furthering their education. 362 (three hundred and two) of the respondents, or 24.97%, held a bachelor's degree (S1). Consequently, 112 (one hundred twelve) respondents, or 7.72%, held a Diploma (D3). There were 58 respondents, or 4%, who did not indicate their degree of schooling. 29 (twenty-nine) respondents, or 2%, had completed junior high school. 14 respondents, or 0.97 percent, hold a master's degree (S2). 4 (four) respondents, or 0.28%, had a primary school education, followed by 1 (one) respondent, or 0.07%, with a doctoral degree.

Diagram 6. Respondents' Classification Based on Occupation



There are some data acquired regarding the job classification of the respondents, with the biggest number of respondents being 520 (five hundred twenty) or 35.86% filled by respondents who chose different jobs. Respondents who worked privately numbered 466 (four hundred sixty-six) or 32.14 percent, entrepreneurs numbered 132 (one hundred thirty-two) or 9.10 percent, civil servants numbered 132 (one hundred thirty-two) or 9.10 percent, the Police numbered 10 (ten) or 0.69%, and the TNI numbered 2 (two) or 0.14%. In addition, 188 (one hundred eighty-eight) respondents, or 12.97%, did not fill out the occupation column.

2. Community Satisfaction Index Score for SKCK Services at the Regional Polices or Municipality Levels in 2022



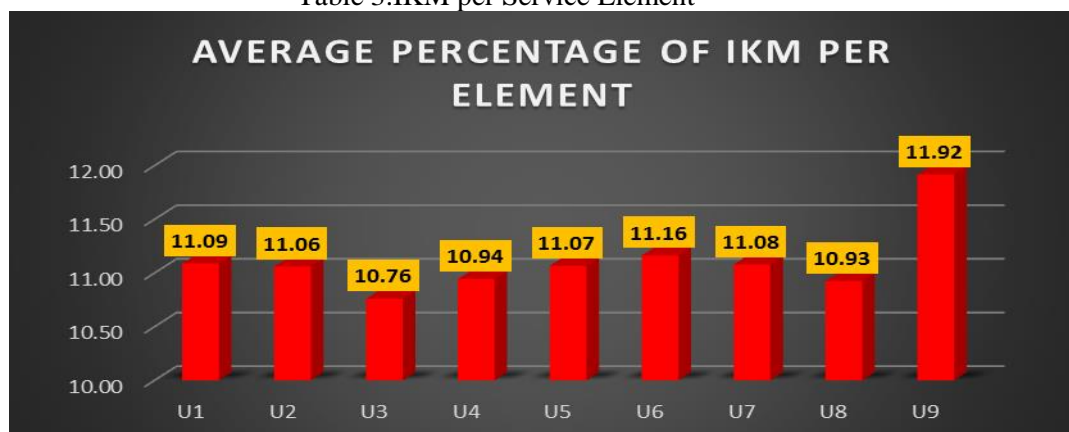
The Palangkaraya Police has the highest score on the community satisfaction index, with a score of 98.11 in the extremely gratifying service category, as seen in the diagram above. The Payakumbuh Police holds the second rank of IKM with a score of 97.70, while the West Jakarta Police holds the third position with a score of 91.59. In addition, the Kendari Police with a value of 91.21 IKM, the Karangasem Police with a value of 88.17 IKM, and the Cilacap Police with a value of 85.14 IKM. With an IKM score of 84.14, the Yogyakarta Polresta was ranked third-lowest. The Metro Police came in second with a score of 82.81, and the Karawang Police came in last with a score of 77.90. Out of ten Polres whose IKM was evaluated, four (four) were in the very satisfactory service category, while the remaining six (six) were still in the satisfactory service group.

3. Community Satisfaction Index Derived from Nine Service Components

The community satisfaction survey consists of nine components: Service Requirements, Service Systems, Mechanisms and Procedures, Service Time, Service Fees/Tariffs, Product Specifications for Types of Service, Competency of Service Providers, Implementer Behavior, Complaint Handling, Suggestions and Feedback, and Facilities and Infrastructure.

Below is an analysis of each component of IKM.

Table 3. IKM per Service Element



Complaint Handling, Suggestions, and Feedback (U9) obtained the highest score, 11.92, according to the table above. Implementing Competency Element (U6) with a value of 11.16 and Requirements Element (U1) with a value of 11.09 occupy the second and third positions, respectively. This section explains that the SKCK service facilities and infrastructure comply with the requirements outlined in Permen PAN & RB No.15 of 2014. Similarly, the Executor's Competency and Service Requirements, particularly the knowledge, expertise, and experience practiced by service officers, have met community expectations, and the community has felt the ease of SKCK service requirements, when compared to previous years, due to the implementation of bureaucratic cuts in managing SKCK services, such as the elimination of the need for a certificate from the village head and a recommendation letter from the Sec. The deployment of SKCK online registration considerably facilitates the community's acquisition of SKCK.

There are still concerns from the public about the amount of time it takes to arrange the SKCK service, indicating that the service time factor must be improved. This is strongly related to the lengthy wait time the community experienced when managing SKCK when the queue mechanism was inefficient and there were too many SKCK administrators. Similarly, the community does not comprehend the amount of SKCK PNBP fees/tariffs, and some officers still do not file receipts for SKCK payments.

Conclusion

Based on the findings of a community satisfaction survey (SKM), the SKCK service offered by the Baintelkam Mabes Polri in conjunction with the Police Science Research Center at Syiah Kuala University has reached its seventh year. The 2022 survey targeted ten (ten) SKCK service units at the Polres level in ten (ten) Polda, and researchers were able to collect comprehensive data from all ten (ten) SKCK service units.

1,450 (one thousand four hundred and fifty) individuals participated in the 2022 Police Level SKCK service community satisfaction survey. The majority of respondents are male, and the majority of respondents work in other occupations. The majority of the last educated respondents were high school graduates, and their ages ranged from 16 to 40 years. In 2022, the national average value of the community satisfaction index for SKCK services at the Polres level is 88.36, which corresponds to the category of "very pleasant."

The achievement of the very satisfactory category demonstrates that Polri's efforts, particularly those of Baintelkam Polri in the context of improving and improving services through a community satisfaction survey of SKCK services, are efforts towards a clean, accountable, effective bureaucracy and quality public services in order to create a Police that is Predictive, Responsible, and Fairly Transparent.

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