



## The Analysis Of Public Service Quality In The Issuance Of Police Clearance Certificate (SKCK) At Lamandau Police Resort

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### Abstract

*This research aims to analyze the quality of public services at the Lamandau Police Station based on five Servqual dimensions, namely tangibility, reliability, responsiveness, assurance and empathy. Data was collected through a survey of 200 community respondents who used services at the Lamandau Police Station. The research results show that there is a gap between people's perceptions and expectations in all dimensions, with the largest gap found in the dimensions of empathy and responsiveness. Although physical facilities and officer competency are adequate, the community wants improvements in terms of quicker response and better attention to individual needs. These findings provide a basis for improving the quality of service at Lamandau Police with a priority on increasing the dimensions of empathy and responsiveness to increase public trust in the institution. It is hoped that this research can contribute to the development of better public services in the Police sector.*



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## INTRODUCTION

Lamandau Police Resort (Polres Lamandau) is one of the Work Units (Satker) under the Central Kalimantan Regional Police (Polda Kalimantan Tengah), tasked with providing public services to the community. As a law enforcement institution, Polres Lamandau plays a crucial role in maintaining security and order, as well as addressing social issues that arise within its jurisdiction. One of its primary responsibilities is receiving and handling public reports and complaints related to various legal cases. In carrying out its duties, Polres Lamandau strives to deliver high-quality services, demonstrating its commitment to good governance and transparency (Denhardt & Denhardt, 2015).

The public services provided by Polres Lamandau cover various aspects, including the issuance of police documents such as Police Clearance Certificates (SKCK), loss reports, and public complaints services. To improve efficiency and effectiveness, the institution has implemented the Integrated Police Service Center (SPKT) system, which acts as a centralized service unit for handling public service requests, from receiving reports to processing crime scenes (TKP) in collaboration with relevant units (Ministry of Administrative and Bureaucratic Reform, 2020). This system is expected to enhance police responsiveness in addressing public concerns.

The quality of public services is a key indicator in assessing the effectiveness of government institutions in performing their duties. According to Zeithaml, Parasuraman, and Berry (1988), service quality can be measured through the five Servqual dimensions, namely tangibility (physical facilities), reliability, responsiveness, assurance, and empathy. Applying this

model allows institutions like Polres Lamandau to identify strengths and weaknesses in their service delivery and develop targeted improvement strategies.

In the context of public services, community satisfaction serves as a primary benchmark for evaluating the success of policies or service programs. Kotler and Keller (2016) assert that public satisfaction is achieved when services meet or exceed user expectations. Conversely, discrepancies between expectations and service reality may result in dissatisfaction, potentially damaging the institution's reputation. Hence, improving service quality must remain a top priority in Polres Lamandau's public service policies.

Well-executed public services not only enhance public trust in government institutions but also contribute to social stability. Transparency, accountability, and police professionalism are essential in ensuring high-quality services (Osborne, Radnor, & Nasi, 2013). Transparency ensures that the public can understand service procedures, while accountability requires responsibility for every action taken by law enforcement officers. Additionally, professionalism among police personnel ensures that services are delivered in compliance with ethical and legal standards.

From a public policy perspective, effective governance should be collaborative, involving government institutions, the private sector, and the community in designing more responsive public policies (Ansell & Gash, 2008). Such collaborative governance fosters service innovation, including the integration of digital technology to improve accessibility and efficiency in police services.

In the digital era, information technology plays a pivotal role in enhancing public services. The government has been promoting e-government initiatives to accelerate the transformation of public services, including within law enforcement agencies (Janssen & Estevez, 2013). Polres Lamandau is expected to optimize technology in various service areas, such as online registration systems, data-driven case monitoring, and digital communication between officers and the public. By effectively leveraging technology, services can become faster, more transparent, and more accountable.

However, achieving optimal public services still faces various challenges, including limited infrastructure, human resources, and public perception of police performance. Bureaucratic reform is a crucial aspect of improving service quality in the law enforcement sector (Dwiyanto, 2011). This reform involves streamlining service procedures, enhancing officer competencies, and providing better facilities to support efficient police operations.

In recent years, public expectations for high-quality services have increased as citizens become more aware of their rights. People now demand faster, more accessible, and professional services, requiring Polres Lamandau to continuously innovate its service systems (Pollitt & Bouckaert, 2017). Responsiveness to these evolving expectations is key to maintaining public trust in law enforcement institutions.

This study aims to analyze the quality of public services in Police Clearance Certificate (SKCK) issuance at Polres Lamandau using the Servqual dimensions. By applying this approach, the research seeks to objectively assess public satisfaction with the services provided and identify the factors influencing service quality. Additionally, this study aims to offer recommendations for Polres Lamandau to enhance service quality in line with public needs and expectations.

By examining various aspects of public services at Polres Lamandau, this research holds strategic relevance in supporting the improvement of police service policies in Indonesia. The findings are expected to serve as a foundation for formulating innovative, citizen-centered service strategies, contributing to the development of a more transparent, accountable, and

professional public service system. Ultimately, this study not only benefits law enforcement agencies but also ensures that the public receives higher-quality services tailored to their needs.

## METHODOLOGY

This study employs a quantitative approach to analyze the quality of public service in the issuance of Police Clearance Certificates (SKCK) at Polres Lamandau. The analysis is conducted based on the Servqual dimensions, which include tangibility, reliability, responsiveness, assurance, and empathy. A descriptive research design is utilized to provide a detailed overview of the public's perception of service quality and to identify areas that require improvement. The population in this study consists of individuals who have utilized SKCK issuance services at Polres Lamandau. The sample is selected using purposive sampling, focusing on respondents who have accessed the service within the last six months. Data collection is carried out using questionnaires with closed-ended statements, designed according to the Likert scale to measure public perceptions and expectations regarding service quality.

Data processing and analysis are conducted using gap analysis, which compares perceived service quality scores with expected service quality scores for each Servqual dimension. The results will provide insights into public satisfaction levels regarding SKCK issuance services and identify specific dimensions that require improvement. Additionally, descriptive statistical analysis is employed to present respondent profiles and data distribution. To ensure the accuracy and consistency of the research instrument, validity and reliability tests are performed. The findings of this study will offer relevant recommendations for Polres Lamandau to enhance the quality of public services they provide, ensuring a more effective, transparent, and citizen-oriented service experience.

## RESULTS AND DISCUSSION

This study identifies public perceptions and expectations regarding the quality of public services at the Lamandau Police Department based on the five Servqual dimensions. The data obtained indicate a gap between expectations and the reality of the services provided. The following are the calculation results and key analyses presented in tabular form:

Table 1: Comparison of Student Engagement Before and After Using Gamified Teaching Media

Dimension	Perception Score	Expectation Score	Gap (Expectation - Perception)
Tangibility	4.3	4.5	0.2
Reliability	4.3	4.6	0.3
Responsiveness	4.4	4.5	0.1
Assurance	4.5	4.6	0.1
Empathy	4.5	4.6	0.1

In accordance with the legal framework for public services, the Lamandau Police Department refers to several key regulations that serve as the primary guidelines for service delivery. These regulations provide a strong legal foundation for the department to carry out its duties professionally, transparently, and accountably. This is essential as the police institution

interacts directly with the public in various aspects, ranging from administrative services to law enforcement. Therefore, clear regulations ensure that every action taken by the police complies with applicable laws and does not create legal uncertainty for the public.

Some of the key regulations guiding public services at the Lamandau Police Department include:

1. Law No. 2 of 2002 on the Indonesian National Police, which defines the primary functions and duties of the police in maintaining public order and providing services oriented toward community needs. Based on this legal foundation, the Lamandau Police Department is responsible for ensuring public safety and guaranteeing legal protection through various service mechanisms. This law also serves as the basis for the police in formulating strategic policies to enhance the quality of services they provide.
2. Law No. 25 of 2009 on Public Services, which serves as a crucial reference to ensure that every service provided by the Lamandau Police Department meets established standards and adheres to the principles of effectiveness and efficiency. This law also emphasizes the importance of transparency in service delivery, granting the public the right to obtain clear information regarding service procedures. As a result, citizens can understand their rights and obligations when accessing police services without facing complicated bureaucratic obstacles.
3. Indonesian National Police Regulation No. 2 of 2021 on the Organizational Structure and Work Procedures of Resort Police, which provides the foundation for task distribution and resource management within the police organization, ensuring optimal and well-structured public service delivery. This regulation ensures that each unit within the police department has clear responsibilities and avoids overlapping authorities, which could hinder the effectiveness of public services.

### **Key Findings in Each Servqual Dimension**

Based on the data analysis conducted in this study, several key findings were identified for each Servqual dimension, serving as references for improving and enhancing service quality at the Lamandau Police Department.

#### **1. Tangibility**

The public perceives the physical facilities at the Lamandau Police Department as fairly adequate, with a perception score of 4.3. However, the public's expectations are still higher, at 4.5, indicating a gap of 0.2 points. This suggests that the public desires modernization of service facilities to be more comfortable and better suited to their needs. For example:

- a. A more spacious and well-organized waiting area, allowing visitors to feel more comfortable while waiting for their turn. Providing sufficient space can minimize crowding and discomfort due to long queues.
- b. Adequate lighting and ventilation, as a well-lit environment with good air circulation creates a more conducive atmosphere for people waiting for services.
- c. Additional facilities such as televisions broadcasting national news or public information on police services. This would provide relevant entertainment or information to keep visitors engaged while waiting.
- d. A modern waiting area with free drinking water and Wi-Fi access. Internet access can help the public obtain additional information related to the services they need.
- e. A children's play area, as many visitors bring young children while handling administrative matters. This facility

would keep children entertained while their parents focus on completing their tasks.

- f. A nursing room for mothers with infants, providing greater comfort for nursing mothers or those caring for their children while waiting for services.

## 2. Reliability

The reliability dimension has the largest gap (0.3 points), with a perception score of 4.3 and an expectation score of 4.6. This indicates that the public still perceives the provided services as unreliable, particularly regarding the speed and consistency of service completion times. Some factors contributing to this discrepancy include:

- a. Slow account verification in the Polri Super App, which is still newly implemented in the public service system at the Lamandau Police Department. Some users feel that the application frequently experiences technical issues, delaying service processes.
- b. Service completion times that often exceed the promised duration, leading to dissatisfaction among the public. Such delays can also reduce public trust in police services as a whole.

To address these issues, the Lamandau Police Department should take the following steps:

- a. Accelerate training for officers, ensuring they better understand the new system and can provide quicker solutions for the public.
- b. Offer manual service options for individuals who struggle with digital applications, ensuring that those unfamiliar with technology do not face obstacles in accessing services.
- c. Simplify service procedures, minimizing waiting times and ensuring that citizens do not have to spend excessive time completing basic administrative tasks.

## 3. Responsiveness

The responsiveness dimension received a perception score of 4.4 and an expectation score of 4.5, resulting in a gap of 0.1 points. The public perceives that officers are relatively quick in handling complaints and service requests, but there is still room for improvement.

Several solutions to enhance service responsiveness include:

- a. Implementing chatbot technology or a text-based service system that provides automatic responses to public inquiries, reducing the need for in-person visits.
- b. Providing dedicated communication channels, such as a hotline or WhatsApp service for public inquiries, which would improve officers' response times in handling complaints.
- c. Introducing a digital queue system, allowing citizens to schedule their visits more flexibly, reducing congestion at police offices, and increasing service efficiency.

## CONCLUSION

The conclusion of this study indicates that the quality of public services at the Lamandau Police Department still has a gap between public expectations and perceptions, particularly in reliability and tangibility. The public desires faster and more responsive services; however, challenges remain in the Polri Super App system and the limitations of waiting room facilities. Improving these two aspects is crucial to enhancing public satisfaction and trust.

Additionally, responsiveness, assurance, and empathy need to be strengthened so that officers can be more responsive, provide a sense of security, and better understand public needs. Technology-based service transformation, human resource development, and facility modernization are key steps in improving public services.

By focusing on enhancing reliability and tangibility, the Lamandau Police Department can improve its public image, strengthen relationships with the community, and create services that are more professional, transparent, and accountable.

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