



Analysis of the Quality of Public Services at the Integrated Police Service Center of The Lampung Regional Police Force

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Abstract

This The purpose of this study was to determine the quality of public services at the Lampung Regional Police Integrated Police Service Center and what aspects support and hinder services at the Lampung Regional Police Integrated Police Service Center. The informants in this study were 7 informants, 5 people were informants, namely members of the police in the Lampung Police Integrated Police Service Center unit, and 2 people were service recipients. The results showed that the quality of public services at the Lampung Regional Police Integrated Police Service Center was quite good. The aspects that support the service at the Lampung Regional Police Integrated Police Service Center include the cleanliness of the service environment, the appearance of polite and attractive officers, and the desire of the community to be served quickly and satisfactorily. While the aspects that hinder services at the Lampung Regional Police Integrated Police Service Center include the fact that the number of personnel is still lacking, facilities and work infrastructure are still lacking, and officer competence is limited.

Keywords: Public Service Quality, Lampung Police Integrated Police Service Center.

Introduction

In Indonesia, public services are an integral part of social, political, cultural, and economic aspects (Fernandes & Fresly, 2017). Given that public services have a very broad definition in life, In addition, public services are the most important component in improving people's living standards (Barusman & Habiburrahman, 2022). Despite this, public services in general still have substandard quality today (Dewi & Suparno, 2022). Public trust in the public bureaucracy can be reduced due to poor service quality, which can then affect the low quality of public services (Lapuente & Van de Walle, 2020).

The suboptimal performance of public services is caused by a lack of transparency and accountability (Aritonang, 2017). It is imperative for every government service to operate transparently and accountably, as service quality has a direct impact on the welfare of the community (Mansoor, 2021). This can be seen from the many complaints from the public conveyed through letters and other media regarding convoluted procedures, inconsistent services, limited facilities, and infrastructure, resulting in uncertainty both in terms of law, time, and cost (*Farida et al.*, 2018). In addition, the prevalence of illegal levies and other bad behavior also shows the need for improvement (Bauhr & Carlitz, 2021).

The Integrated Police Service Center serves as the main access point for police services related to community security and order. The functions of the Integrated Police Service Center include serving all reports or complaints from the public, including reports of loss, fraud, robbery, embezzlement, theft, accidents, and other crime reports (Sadat, 2018). Whenever someone reports an incident or needs assistance from the police, the first point of contact is the Integrated Police Service Center. Therefore, the quality of services provided by police agencies can be measured by the efficiency and effectiveness of the Integrated Police Service Center (Wang & Teo, 2020).

Lampung Regional Police is one of the government organizations that carry out public services, as stated in Police Regulation Number 4 14/2018 which has the task of maintaining security and public order, enforcing the law, providing protection and services to the community, and carrying out other police duties in the jurisdiction of the Regional Police in accordance with the provisions of laws and regulations. In providing services to the community at the Polda Lampung unit level, the role of the Polda Lampung Integrated Police Service Center is also very important as a service barometer at Polda Lampung. Table 1 shows a recapitulation of annual police report data from 2019 to 2021 at the Lampung Police Integrated Police Service Center unit as follows:

Table 1. Recapitulation of Lampung Police Integrated Police Service Center

No.	Report Type	Year		
		2019	2020	2021
1.	Police Report Model A	416	223	227

2.	Police Report Model B	487	656	322
3.	Police Report Model C	311	221	287
Amount		1.214	1.100	827

Source: Data Processed, 2024

Based on table 1, it can be seen from the reports received at the Lampung Police Integrated Police Service Center that the highest number of reports received in 2019 was 1,214 reports and tended to decrease in 2020 by 1,100 reports and in 2021 by 827 reports. Although the number of reports received at the Integrated Police Service Center tends to decrease, it can mean that the level of security and order in the community is improving, or vice versa, that the level of public trust in the Police institution is decreasing, so that people are reluctant to report incidents related to security and order issues to the Police. The decline in the level of public trust in the Police institution, especially at Polda Lampung, is one of the violations of the code of ethics of Polri members who are alleged to have asked or signaled to ask for a sum of money from the public who will make a complaint report, as in the complaint report being handled by Polda Lampung with complaint number: LP/A-139/X/Res.7.4./2022/ Yanduan, dated October 17, 2022.

Based on temporary observations that have been made, it is found that the quality of service of the Integrated Police Service Center at Polda Lampung has generally been implemented but still needs improvement in its services. With this, more in-depth research will be carried out.

Literature review

a. Service Quality

A service is an action or a series of actions that are invisible and result from interactions between service users and service members or other resources provided by the organization that provides the service, with the aim of solving the problem at hand (Nabatchi *et al.*, 2017). According to Milanova & Maas (2017) service is any action or benefit provided to another party that is basically intangible and does not give ownership. Service quality can be defined as how far the difference is between expectations and the reality of service recipients for the services received (Roy *et al.*, 2019). Meanwhile, according to Lindgren *et al.*, (2019) service quality is the provision of services that exceed the level of interest served. This definition emphasizes the

excess of the level of interest of service recipients as the core of service quality (Andersen *et al.*, 2016).

The concept of service quality is an assessment aspect that reflects consumer perceptions of five specific dimensions of service performance (Chukwuemeka *et al.*, 2017). Idayati *et al.*, (2020) concluded that there are five dimensions of Service Quality used to measure service quality, namely:

- a. Tangibles, which refers to its ability to demonstrate its existence to external parties. This is reflected through the physical infrastructure, facilities, and overall environment, all of which act as a tangible representation of the services provided by the organization.
- b. Reliability, which is the organization's ability to provide services as promised accurately and reliably.
- c. Responsiveness, which is the willingness to help and provide fast and precise service to service recipients, with clear information delivery.
- d. Assurance, namely the knowledge, politeness, and ability of employees to foster trust in service recipients to the organization.
- e. Empathy, which is to provide sincere and individualized or personal attention given to service recipients by trying to understand the wishes of those served.

Satisfaction refers to the emotional state of service recipients after comparison between expectations and services received (Prianggoro & Sitio, 2020). If service recipients feel value and satisfaction from a product or service, they are likely to remain loyal to the service provider for a long period of time (Akram *et al.*, 2022). Dissatisfaction among service recipients can come from internal and external factors (Barusman & Rulian, 2020). Internally, factors such as unprofessional behavior, delays, and procedural errors are within the organization's sphere of influence. In contrast, external factors such as environmental conditions, infrastructure disruptions, criminal activity, and individual customer issues are beyond the organization's control. Service recipient satisfaction depends largely on the quality of service delivery, which requires adherence to four key criteria: courteous behavior, careful attention to detail, prompt service delivery, and friendly interaction (Barusman, 2019).

Research Framework

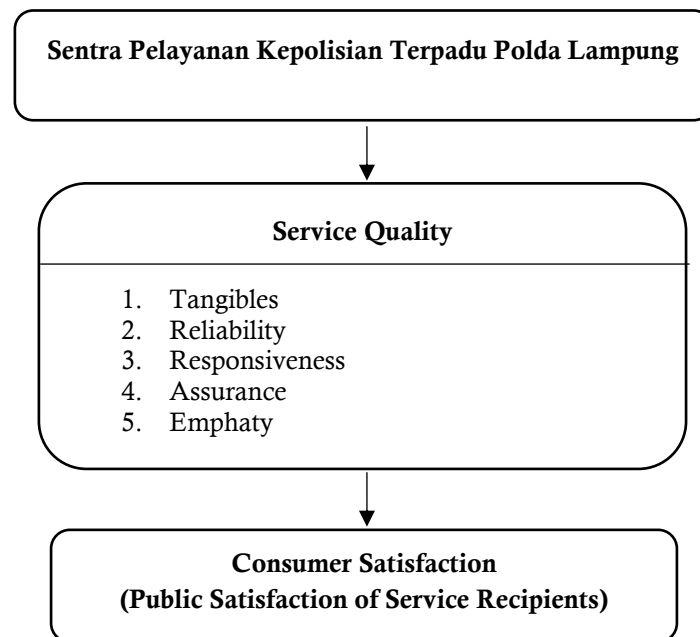


Figure 1. Framework

Methodology

This research uses a type of qualitative research method, qualitative research, as a research procedure that produces descriptive data in the form of written or spoken words from people and behaviors observed from the phenomena that occur. The location of this research was at the Lampung Police Integrated Police Service Center. The data collected from this research comes from two sources, namely primary and secondary data. Primary data is data obtained directly from the field, either through observation or through interviews with informants.

The primary data collection method is carried out through direct interviews with informants. Secondary data is in the form of documents or literature from the internet, journals, and so on. Secondary data collection is done by taking or using part of a set of data that has been recorded or reported. The data collection techniques used in this research are observation, interview, and documentation techniques. Informants in this study are the head of the Integrated Police Service Center, the standby set of as many as 2 people, service implementers as many as 2 people, and the community as many as 2 people. The data analysis technique in this study uses data reduction steps, data presentation, and conclusion drawing.

Result And Discussion

Stages that Determine Service Quality at the Integrated Police Service Center

Through the quality of service that will be studied from various issues related to the Quality of Public Services at the Integrated Police Service Center of Lampung Police, as well as the results of research and discussion of service quality at the Integrated Police Service Center seen from several dimensions, The following describes the results of research based on the results of interviews with informants based on service quality indicators:

a. Tangibles

In measuring tangibles, a service is strongly influenced by the facilities and infrastructure of a service agency. These facilities have an important role in determining the overall quality of the services provided. Service recipients directly experience these facilities, which are critical to ensuring comfort, completeness, and alignment with their preferences. Thus, optimizing service quality depends on the adequacy and appropriateness of service facilities.

Based on the results of the interview, it can be concluded that the tangible indicator is the ability of an organization to demonstrate its existence to external parties. The purpose of tangibles in this study is related to the service process of the Integrated Police Service Center at Polda Lampung. Where to measure the existence of tangibles using indicators of infrastructure facilities, modern equipment, and officer appearance. Of the three indicators in tangibles, there are infrastructure facilities and modern equipment that are still not optimal and still have to be completed or improved. For indicators of the appearance of officers or employees, it is considered good enough.

b. Reliability

When measuring the reliability of a service, this can be seen from the readiness of the institution, which must be consistently enforced from the start. This readiness is critical to upholding service quality in accordance with community expectations and regulatory standards. Establishing standard operating procedures (SOPs) for services is essential, as it ensures compliance with regulations and minimizes the possibility of customer complaints. In this case, to measure the quality of service through the dimension of reliability or

reliability through indicators right from the start, the researcher conducted interviews with several informants.

Based on the results of the interview, it is known that employees of the Lampung Police Integrated Police Service Center in carrying out their duties, have been given guidelines in carrying out service tasks in the form of service Standard Operating Procedures. SOPs are considered very important in carrying out tasks, so every service implementation has standards that must be met. And each of these measures becomes a benchmark for whether or not a standard has been achieved.

c. Responsiveness

Responsiveness refers to the ability to immediately help customers and provide services efficiently. This requires staff responsiveness in handling public complaints. Researchers measure responsiveness by measuring internal response time to service requests and staff alertness in handling community complaints. In this case, to measure service quality through the dimension of responsiveness or responsiveness through responsiveness indicators, researchers conducted interviews with several informants.

Based on the results of the interview, employees of the Lampung Police Integrated Police Service Center, in carrying out services, have tried to provide optimal service. This is done by each officer by always providing direction, providing information about service procedures, and trying to accept all complaints from the public.

d. Assurance

The essence of assurance is the ability of employees to foster trust among service recipients within the organization. Assurance includes assurances of knowledge, competence, courtesy, and integrity that instill trust, ensuring reliability, safety, and certainty. Therefore, the emphasis on assurance lies on aspects such as safety, comfort, and trustworthiness. Assurance can be seen from its three indicators, namely the time guarantee, the cost guarantee, and the legality guarantee. In this case, to measure services through assurance indicators, interviews were conducted with several informants.

Based on the results of the interview, the services carried out at the Lampung Police Integrated Police Service Center in its standard operating procedure are carried out within a maximum of 30 to 45 minutes. Officers strive so that the implementation of community services is not too long to wait and not too convoluted. So the community feels professional and receives measurable service. For cost assurance, the Lampung Police Integrated Police Service Center stipulates that there is no charge for every service or that it is free. All services at any time, to anyone, and any reporting are free of charge. And for legality assurance related to service procedures, it can be known by coming directly to the Lampung Police Integrated Police Service Center or through online media. Each service has different procedures and requires the community to prepare for different requirements. Therefore, if the requirements have been met, they will be followed up on immediately; if they are not wrong, and vice versa; if they are incomplete, they will be appealed to the public to complete the requirements.

e. Empathy

Empathy is the knowledge possessed by service agencies regarding the actual needs or desires of the community. Although the services carried out by the government are not carried out by other parties, of course, that does not always mean that these services ignore the importance of service quality. This is the right time to gain a level of loyalty or trust from the community while maintaining the quality of the services provided.

Based on the results of the interview, it can be seen that the Lampung Police Integrated Police Service Center is willing to accept or accommodate any input suggestions or criticisms from the community that are constructive in nature to improve the quality of service from the Integrated Police Service Center itself. The ease of service is also considered so that every community that comes to get service does not feel difficulties in every service process. In carrying out services, officers are friendly and always prioritize smiles and greetings. The information provided to the public is also clear so that the public feels satisfied and well served.

Aspects that Support and Obstruct Services at the Lampung Police Integrated Police Service Center

1. Supporting Aspects

a. Cleanliness of the Service Environment

The appearance of physical facilities, such as a new building, the availability of a large car park, as well as the cleanliness, tidiness, and comfort of the room and the completeness of the equipment, is one of the supporting aspects of the implementation of the functions and roles of the Lampung Police Integrated Police Service Centre. Based on my observations, the Integrated Police Service Center room looks clean and tidy. Chairs and tables are arranged in such a way that the Integrated Police Service Center room seems quite spacious. To support the implementation of health protocols, there is a handwashing station in front of the Integrated Police Service Center building with clean and running water. No rubbish was seen scattered in each room, although some facilities are still not functioning, such as televisions and queuing machines. The cleanliness in each room allows visitors to feel comfortable while waiting for their interests to be processed by the authorities.

b. Polite and Attractive Employee Appearance

The uniform worn is one form of service for the Lampung Police Integrated Police Service Centre officers. According to the Head of the Integrated Police Service Centre, the appearance shows a picture of the seriousness of the members on duty at the Integrated Police Service Centre in order to provide satisfaction to service users. A neat personal appearance will give the impression of a good personality officer, and this will increase self-confidence and support the career of the personnel themselves.

c. The desire of the community to be served quickly and satisfactorily

In order to improve services, officers always try to be optimal in terms of service to the community. When there are people with arbitrary characters or according to their wishes to be served, the Lampung Police Integrated Police Service Center officers explain to the community with good manners standard operating procedures (SOP) in terms of complaints in order to achieve legal

certainty in accordance with applicable laws and regulations so that the public can understand it well and avoid debate.

2. Inhibiting Aspects

a. Insufficient personnel

The obstacles experienced by the Lampung Police Integrated Police Service Center are in terms of personnel from the number of real values of personnel, which can be one of the obstacles to performance in terms of service to the community. This refers to an incident when a criminal offense occurs in the jurisdiction of the Lampung Police more than one incident, therefore the Lampung Police Integrated Police Service Center officers inevitably have to be professional in serving these legal disorders both administratively and legally.

b. Work Facilities and Infrastructure Are Still Lacking

Another aspect is that currently the Lampung Police Integrated Police Service Centre lacks work facilities such as computers and laptops. Officers use 1 laptop as a tool to record and store data where the use of laptops or computers as data storage is needed by personnel at the Integrated Police Service Centre. This is because each personnel in each field of work also requires a special computer so that data is not mixed. Laptops are needed by personnel at the Integrated Police Service Centre is a laptop that is sufficient as a data storage and the number is also quite balanced with the work that must be completed by members.

c. Limited Officer Competence

To be able to optimally carry out community service activities at the Polda Integrated Police Service Centre unit, an organization requires the availability of adequate facilities and infrastructure, both in quantity and quality, supported by implementing resources that have good competence. Based on an interview with the Head of the Lampung Police Integrated Police Service Centre, the competence of personnel is still inadequate, as seen from their low level of education.

Conclusion and Implication

Conclusion

Based on the results of the discussion, it can be concluded that the quality of public services at the Integrated Police Service Center of the Lampung Regional Police is quite good. The aspects that support the service at the Lampung Regional

Police Integrated Police Service Center include the cleanliness of the service environment, the appearance of polite and attractive employees, and the desire of the community to be served quickly and satisfactorily. Meanwhile, aspects that hinder services at the Integrated Police Service Center of the Lampung Regional Police include the number of personnel that is still not optimal, facilities and infrastructure that are still not optimal, and limited officer competence.

Implication

Based on the conclusions that have been stated, the implications of this study can also be stated, namely improving the quality of service to focus on indicators of physical evidence (tangibles), namely the addition of waiting chairs, through capital expenditure procurement activities. Rearranging the special parking lot for people going to the Integrated Police Service Centre so that it is easily accessible, making special facilities for disabilities, building or arranging separate toilets for men and women, and providing rooms for pregnant and/or breastfeeding mothers. Regarding aspects that become obstacles in services at the Lampung Police Integrated Police Service Center, among others, the lack of personnel can be addressed by increasing the number of personnel to reach the ideal number of structures by making a request to the Lampung Police Human Resources Bureau. The lack of working facilities and infrastructure, such as laptops and computers, can be addressed through capital expenditure activities proposed to the Lampung Police Logistics Bureau. The limited competence of officers requires training for personnel as well as an increase in formal education to form more reliable and professional personnel in every service delivery.

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