

Improving the Performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services

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Abstract. *The purpose of this research is to describe and analyze the factors that influence the performance improvement of the Integrated Police Service Center (SPKT) of the Pati City Police in serving the community in order to realize humanistic police services. To describe and analyze the performance improvement of the Integrated Police Service Center (SPKT) of the Pati City Police in serving the community in order to realize humanistic police services. To describe and analyze public perceptions of the quality of public services at the Pati City Police. The method used by the researcher is sociological legal approach. The specifications in this study are descriptive. The sources and types of data in this study are primary data obtained through interviews. And secondary data was obtained from literature studies. Data was analyzed qualitatively. Based on the results of the research that factors that influence the improvement of the performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services are internal factors including organizational culture factors and the behavior of Polri members is often ignored, the level of education and social sensitivity of Polri members, especially services in the field are still low and unprofessional, limited facilities and infrastructure, the implementation of the Polri Bureaucratic Reform program is not yet oriented towards service, lack of response and implemented "half-heartedly". External factors include some people do not want the changes made by the Polri, some people do not understand the internal reform program within the Polri. Public perception that the Polri has not changed. Improving the Performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services can be done by several things that can be done, namely increasing synergy between the police, government, and the community, strengthening coordination between units within the SPKT, providing competent human resources, utilizing information technology properly, establishing an integrity zone with the predicate*

WBK (corruption-free area) and WBBM (clean bureaucratic area serving), providing friendly and polite services by implementing 3s (smile, greet, and say hello), providing services in accordance with SOP (standard operating procedures), ensuring the physical appearance of the room is adequate. Public Perception of the Quality of Public Services at the Pati City Police revealed several significant challenges faced by this institution in an effort to increase public trust and satisfaction.

Keywords: Humanistic; Integrated; Performance.

1. Introduction

The country which is a large organization with various devices and systems in it must run according to the vision and mission of each country. Just like according to Kelsen in Widiarto¹ which states that the State as an organization is formed by a particular society to achieve certain goals that have been determined together. The goal of a state when approached sociologically assumes that every individual in a state is united by the fact that they have a common will or common interest.

A state of law is a state based on law and justice for its citizens. In essence, all the authority and actions of the state's scientific apparatus or regulated by law. Such a situation will reflect a just social life for its citizens.² To create reliable, professional and moral Civil Servants, discipline in Civil Service Regulations is absolutely necessary as a guideline in enforcing discipline, so that it can guarantee the maintenance of order and smooth implementation of tasks and can lead Civil Servants to be more productive based on career systems and system performance.³ The realization of a clean and honorable government begins by enforcing discipline within the state apparatus, especially for Civil Servants who are elements of the civil society of the state apparatus itself.⁴

The goals of the Indonesian nation that can be seen in the 1945 Constitution of the Republic of Indonesia are stated in paragraph 4 (four), namely: protecting all Indonesian people and all Indonesian blood, advancing public welfare, educating the nation's life, and participating in implementing world order based on independence, eternal peace, and social justice. Thus, in achieving these goals, the Indonesian state must carry out various functions carried out by a set of institutions as a unified legal order. The function of the state government, in

¹Aan Eko Widiarto, et.al., 2007, Military Dynamics in the Structure of the Indonesian State System, In Trans Publishing, Malang, p. 24

²Abdul Aziz judges, 2011, State of Law and Democracy, Pustaka Pelajar, Yogyakarta, p. 8

³Acacio Frenande Vassalo, 2014, "Law Enforcement Civil Servant Discipline in Achieving Good Governance in East Timor", Journal of Legal Issues, (Vol 43, No 03)

⁴Muhammad Adib, Sri Kusriyah and Siti Rodhiyah Dwi Istinah, 2019, The Giving Of Disciplinary Penalty of Civil Servants Based On Government Regulation Number 53 of 2010 in Governments of Demak Regency, in Jurnal Daulat Hukum Volume 2 (4), Published Master Of Law, Faculty of Law Unissula, pp. 443 and 445, <http://jurnal.unissula.ac.id/index.php/RH/article/view/8239/3862>

addition to making regulations (regel geven), implementing (bestuur), and judicial (rechtspraak), also carries out politie (police) functions by implementing preventiverechtszorg, namely forcing residents of an area to obey legal order, and carrying out preventive guarding, before a situation arises or an event occurs, so that public order remains well maintained.⁵Carrying out government functions in the field of security and legal order (preventiverechtzorg) is based on the state of nature theory about the origin of the state put forward by Lock and Rousseau.⁶explains that no matter how peaceful a country is, there will always be a threat to the safety of individuals or groups as long as there is no country that guarantees security and order.

The police institution is needed by the state to carry out the function of managing state security with the aim of ensuring security and order. Logemann stated that the police function is a specific (permanent) work environment that is held and carried out for the benefit of the state.⁷The police institution is given the responsibility to maintain public order, handle criminal acts, both in the form of prevention efforts in the community and in the form of actions against perpetrators of crimes so that the community has a sense of security provided by the state. The establishment of the police institution aims to create safe, peaceful, and orderly conditions in society which are carried out through repressive and preventive tasks. The task in the repressive field is to investigate crimes and violations of the law according to laws and regulations. While preventive tasks are carried out with the concept and pattern of guidance in the form of providing protection, shelter, and services to the community which are carried out through counseling, regulation, guarding, escorting, and patrolling as basic police techniques to provide the right to a sense of security to citizens.

The Indonesian National Police (Polri) as protectors, guardians and servants of the community, maintainers of public security and order and law enforcers are never free from the spotlight of public assessment. The good and bad of the Polri is more dominantly determined by public assessment. The good and bad of the public assessment of the Polri is influenced by the high and low gap between public expectations and the reality of the police services they receive or their perspective. Public assessment of the Polri's performance is also influenced by the level of public trust in the Polri.

In overcoming various problems that occur in society, a country needs an institution that is tasked with organizing public security and order. In Indonesia in particular, the institution tasked with carrying out this function is the Indonesian National Police (POLRI).

⁵Vollenhoven, Van. 1981. Some Legal Notes on Governance and State Administrative Justice. Alumni, Bandung, p. 40

⁶Hobbes, Jonh Lock and Rousseau. 2003. Presidential Institution. FH UII Prees. Yogyakarta, p. 122

⁷Logemann. 1997. Law Enforcement in the Field by the Indonesian National Police, Indonesian National Police Legal Service. Jakarta, p. 34

Based on the problems above, the objectives of this study are as follows: to describe and analyze the factors that influence the improvement of the performance of the Integrated Police Service Center (SPKT) of the Pati Police in serving the community in order to realize humanistic police services. To describe and analyze the improvement of the performance of the Integrated Police Service Center (SPKT) of the Pati Police in serving the community in order to realize humanistic police services. To describe and analyze public perceptions of the quality of public services at the Pati City Police.

2. Research methods

The method used by the researcher is sociological legal approach. The specifications in this study are descriptive. The sources and types of data in this study are primary data obtained through interviews. Secondary data was obtained from literature studies. Data was analyzed qualitatively.

3. Results and Discussion

3.1. Factors Influencing the Improvement of the Performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services

Service is basically an activity offered by a group or individual to consumers who are served which is intangible and not owned. This is in accordance with what was conveyed by Morman, regarding the characteristics of service, namely: service is intangible, service actually consists of actions and is an influence that is in the nature of production, social actions and consumption of services cannot be separated in real terms, because basically the incidents are simultaneous and occur in the same place so that both are oriented towards fulfilling the needs of others (individuals and society). Service when associated with public administration can be interpreted as the quality of bureaucratic services provided to the community.⁸

Public service is all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and implement the provisions of laws and regulations.⁹ Service standards have a very important meaning in public services. Service standards are a commitment of service providers to provide services with a certain quality determined on the basis of a combination of community expectations and the capabilities of service providers.¹⁰

According to Kotler, service is basically an activity or benefit offered by one party to another party and is basically intangible and does not result in ownership of something. While Lovelock said that service is an intangible product, lasts only a

⁸Buchari Alma, 2004, Management and Marketing of Services, Alfabeta, Jakarta, p. 286.

⁹Decree of the Minister of State Apparatus Empowerment Number: 63/Kep/M.Pan/7/2003

¹⁰Sudarsono, 1999, Several Perspectives on Excellent Service, Raja Grafindo, Jakarta, p. 78

short time and is felt or experienced. As a product, service has properties that make it different from other goods.¹¹

The determination of service standards is carried out through the process of identifying types of services, identifying customers, identifying customer expectations, formulating service vision and mission, analyzing processes and procedures, facilities and infrastructure, time and service costs. This process will not only provide information on service standards that must be set, but also information on institutions that are able to support the implementation of management processes that produce services in accordance with established standards. Other information that is also produced is information on the quantity and competencies of human resources needed and the distribution of the burden of service tasks that will be handled.

Law Number 2 of 2002 concerning the Police states that the Police have a function as one of the functions of the State government in the field of maintaining public security and order, law enforcement, protection, guardianship and service to the community. In this study, the researcher focused on conducting observations in the Integrated Police Service Center (SPKT) room of the Pati Police. The reason the researcher chose the Integrated Police Service Center (SPKT) of the Kalitidu Police is because it is close to the researcher's work location. The Integrated Police Service Center (SPKT) is the spearhead of the Republic of Indonesia National Police in efforts to serve the community. The existence of cooperation between the Republic of Indonesia National Police and the community is a very important factor in supporting the function of the Integrated Police Service Center (SPKT) so that with the establishment of this cooperation it is hoped that it can maintain the situation of Public Security and Order (KAMTIBMAS) to run orderly and conducive.

Efforts made in achieving maximum public service are already an obligation for human resource work that is not yet adequate. The target of each service is the entire community that is still within the scope of the Pati Police. For the future, the planning carried out to improve services is the existence of an Integrity Zone with the predicate WBK (Corruption-Free Area) and WBBM (Clean Serving Bureaucracy Area), having a standard service policy, mechanisms and procedures for receiving and complaining to the police, which have been implemented and received the charter WBK and which we are still implementing WBBM. The way to implement it is of course that the personnel must be complete, working as well as possible because every service provided will be assessed by the community by filling in the assessment suggestion box that has been provided.

Based on the results of the researcher's interviews with several sources, it can be concluded that tangible, reliability, all SPKT personnel but have not been effective because there are still people who complain about the services provided to the community because of the long process. The implementation of the SOP is quite difficult when viewed from the limited resources so that people still complain

¹¹Ratminto and Atik Septi Winarsih. 2006, *Service Management*. Student Library, Yogyakarta, p. 2

about the services provided. The program planning carried out to improve services is the Clean Serving Bureaucratic Area (WBBM) the program is ongoing to provide maximum service. In running the program, personnel must work in accordance with the SOP and Zero violations so that the service felt by the community is very satisfying. The availability of facilities is still lacking because printers and computers often have problems caused by slow networks and infrastructure is quite supportive and comfortable in the service process because it is complete.¹²

Factors that influence the improvement of the performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services are internal factors including organizational culture factors and the behavior of Polri members is often ignored, the level of education and social sensitivity of Polri members, especially services in the field are still low and unprofessional, limited facilities and infrastructure, the implementation of the Polri Bureaucratic Reform program is not yet oriented towards service, lack of response and implemented "half-heartedly". External factors include some people do not want the changes made by the Polri, some people do not understand the internal reform program within the Polri. Public perception that the Polri has not changed.

3.2. Improving the Performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services

In relation to process standards and also results, understanding and development of Good Governance through bureaucratic reform must include all: members of the government so that they can move quickly, synergistically, not collide with each other, gain support from the people and be free from anarchic movements that can hinder the development process.¹³

Pati City Police (Polresta Pati) is the executor of the duties of the Republic of Indonesia National Police in the Pati Regency area. Polresta Pati, which is under the Central Java Regional Police, has the main task of maintaining security and order, enforcing the law, providing protection, patronage and service to the community in the jurisdiction under its responsibility.

In total, the jurisdiction of the Pati Police has a total area of 1,503.68 km² and consists of 21 sub-districts, 401 villages and a population of 1,517,669 people. In its daily activities, the Pati Police is led by a middle-ranking Polri officer with the rank of Assistant Grand Commissioner of Police and is represented by a Deputy Chief of Police with the rank of Police Commissioner.

¹²Results of the interview with Aiptu Hadi Purwanto, SH, as PS. Head of Unit 2 SPKT Polersta Pati on October 15, 2024, at 11.15 WIB

¹³Ahmad Faqih and Widayati, 2018, Wonosobo Regulation No. 3 of 2014 on Regarding Regional Organization to Achieve Good Governance, in Jurnal Daulat Hukum Volume 2 (4), Published Master Of Law, Faculty of Law Unissula, p. 511, <https://media.neliti.com/media/publications/324387-wonosobo-regulation-no-3-of-2014-on-rega-6cf1b3c6.pdf>

Several types of functional units under the auspices of the Pati Police include the Criminal Investigation Unit, Traffic Unit, Drug Investigation Unit, Intelkam Unit, Binmas Unit, Public Relations Unit, Propam Unit, Supervision Unit and SPKT, while several types of police services available such as Public Complaints services (Police Reports and Lost Reports), SIM, SKCK, SP2HP, crowd permits, escorts and public complaints about Polri services.¹⁴

In today's era, developments are very rapid in various fields, one of which is the field of public services. Many agencies, institutions, and state institutions are now competing to improve and enhance the quality of public services through the development of Integrity Zones (ZI) both towards Corruption-Free Areas (WBK) and Clean Serving Bureaucracy Areas (WBBM).

In addition to promoting the development of the Integrity Zone (ZI), the Pati Police continue to make maximum efforts to improve and enhance the quality of services in all sectors, including the Integrated Police Service Center (SPKT), Police Record Certificate (SKCK), SIM Satpas, and other public services.

In the field of SPKT and SKCK, the Pati Police are currently making efforts to build an integrated service building, where SPKT and SKCK services will be in one building, so that the public can more easily receive services from the Pati Police.¹⁵

In order to maintain their lives, humans really need services, both themselves and through the work of others. Service is the process of fulfilling needs through the activities of others directly. The services needed by humans are basically of two types, namely physical services that are personal in nature as humans and administrative services provided by others as members of organizations, be they mass organizations or the State.¹⁶

Police Chief Regulation (PERKAP) Number 23 of 2010 concerning the Integrated Police Service Center (SPKT) is an element that carries out the main tasks in the field of police services at the Polres level which is under the Kapolres. This regulation aims to be used as a guideline in carrying out tasks in order to align the mindset and action patterns in carrying out the main tasks and functions of the Polres and Polsek organizational units. Providing police services to the community, in the form of receiving and handling reports/complaints, providing assistance and assistance including securing community activities and government agencies, and providing permit/information services, as well as complaints about the actions of Polri members in accordance with the provisions of laws and regulations. SPKT is tasked with providing integrated police services to public reports/complaints, providing assistance and providing information services SPKT (Integrated Police Service Center)

¹⁴ <https://www.polrestapati.com/en/bisnis-cepat-polres>, accessed on October 21, 2024, at 20.11 WIB

¹⁵ <https://www.polrestapati.com/id/pembangunan-gedung-spkt-dan-skck-polres-pati>, accessed on October 21, 2024, at 20.11 WIB

¹⁶ Moenir, 2005. Public Service Management in Indonesia. Bumi Aksara, Jakarta, p. 208

For the police, regarding their repressive function against crime, they try to ensure that every case handed over to them can be revealed as quickly as possible. The speed of the police force in revealing a case as a whole greatly determines the performance of the police subsystem.¹⁷

Improving the Performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services can be done by several things that can be done, namely increasing synergy between the police, government, and the community, strengthening coordination between units within the SPKT, providing competent human resources, utilizing information technology properly, establishing an integrity zone with the predicate WBK (corruption-free area) and WBBM (clean bureaucratic area serving), providing friendly and polite services by implementing 3s (smile, greet, and say hello), providing services in accordance with SOP (standard operating procedures), ensuring the physical appearance of the room is adequate.

3.3. Public Perception of the Quality of Public Services at the Pati City Police Resort.

PePerception can be said as a process of receiving external stimuli and then giving meaning so as to produce attitudes and behaviors towards the stimuli received. This means that the process of meaning that occurs when someone receives a stimulus will influence their behavior on what they perceive.

Performancea is the result of the work of a person or group of people to carry out an activity in carrying out their obligations in accordance with their responsibilities to achieve the expected results in accordance with the goals of the organization without violating the law. Related to performance, the police as a public organization is oriented towards the quality of services provided to the community. Stephen D. Mastrofski formulated six dimensions that can be used to measure police performance related to service quality, namely, attention, reliability, responsibility, ability, attitude, and honesty.¹⁸

In the era of reform, the Indonesian National Police (Polri) has been brought to a situation where the Indonesian people are increasingly demanding that the Indonesian people carry out their duties and functions as maintainers of public order and security, as law enforcers, as protectors, guardians and public service in a professional, transparent, responsive and accountable manner. To meet public expectations, the Indonesian National Police (Polri) has made various efforts to improve, organize, strengthen, and make changes (reform) towards a professional and trusted Indonesian National Police (Polri), including setting targets in implementing the arrangement and changes, namely for the years 2005-2009, the

¹⁷Eddy Santoso, Sri Endah Wahyuningsih, Umar Ma'ruf, 2018, The Role of the Police in the Integrated Criminal Justice System in Combating Gambling Crimes, in the Journal of Legal Sovereignty Vol. 1. No. 1, Unissula, p. 184,

¹⁸ Maguire, ER 2010. Measuring Public Perceptions of the Police. Policing: An International Journal of Police Strategies & Management 33(4) Emerald Group Publishing Limited

Indonesian National Police tried to build public trust (trust building), in the years 2010-2014, the Indonesian National Police built partnerships (partnership building), and in the years 2015-2025, the Indonesian National Police is targeted to achieve excellence (strive for excellence).

Along with the development of the dynamics of society, globalization of the world and demands for national bureaucratic reform, the public demands the Police to implement public services that are accountable, responsive, oriented towards professional services, transparent, easy, cheap, fast and not complicated. In addition, the public also demands the quality of service (service quality) provided by the Police. With the existence of excellent service quality, it is expected that a good perception will be created from the public towards the services provided by the Police. A good perception from the public will foster a feeling of satisfaction because it has met the expectations they want which in turn puts trust in the Police. However, public trust in the Police is still low, because the services provided by the Police are not yet excellent or even very bad, therefore research is needed to find out why the quality of Police services is not yet excellent, why the level of public trust is still low and why the reforms that have been carried out by the Police have not reached the target.¹⁹

Public Perception of the Quality of Public Services at the Pati City Police revealed several significant challenges faced by this institution in its efforts to increase public trust and satisfaction. The practice of violence by the police to obtain information from suspects still occurs, despite the existence of a code of ethics designed to prevent such violations. This indicates that the implementation of the code of ethics has not been fully effective. Direct community experience and media coverage greatly influence their perception of the effectiveness of police performance. The public still doubts the transparency and honesty in the selection process for members of the National Police, with many reports of fraud and bribery. Although public trust in several aspects of police services is quite high, there is still room for improvement, especially in terms of direct evidence of the services provided. The majority of the public is satisfied with police services, problems such as extortion and the unfriendly attitude of officers are still obstacles that must be overcome.

4. Conclusion

Based on the description and discussion, in this section several conclusions will be drawn as answers to the problem formulation, namely: Factors that influence the improvement of the performance of the Integrated Police Service Center (SPKT) of the Pati Police in Serving the Community to Realize Humanistic Police Services are internal factors including organizational culture factors and the behavior of Polri members is often ignored, the level of education and social sensitivity of Polri members, especially services in the field are still low and unprofessional, limited

¹⁹Nasution, S. 2017. Research Variables. Raudhah PGRA Journal, 05(2), pp. 1-9. <http://dx.doi.org/10.30829/raudhah.v5i2.182>

facilities and infrastructure, the implementation of the Polri Bureaucratic Reform program is not yet oriented towards service, lack of response and implemented "half-heartedly". External factors include some people do not want the changes made by the Polri, some people do not understand the internal reform program within the Polri. Public perception that the Polri has not changed.

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Based on the conclusions of the research results above, there are several suggestions that can be used as input, including to the Head of the Pati Police Service Center to improve the quality of supporting facilities so that reports submitted by the public can be completed more quickly and on time.

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