

IMPLEMENTATION OF THE CREATION OF A POLICE RECORD CERTIFICATE (SKCK) BASED ON THE POLRI SUPER APP APPLICATION IN THE TULUNGAGUNG REGENCY AREA

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Abstract: The increasingly high use of information technology in the modern era demands that the government increasingly develop e-government. By running e-government properly, public services will be able to continue to improve and increase their quality in serving the community. Evaluation is a tool to ensure that public services continue to run well according to their goals. This study aims to find out the evaluation of the service of making police record certificates based on the police super app application and explain some obstacles in its implementation in online SKCK services. Methods this study uses in this study is qualitative descriptive which obtains data using interview techniques. The result of the research that the online SKCK service using the POLRI SUPER APP application is able to run well and can meet the demands of the community in order to provide convenience for all people in the regionTulungagung area, not to mention that there are several obstacles faced starting from not all regional police stations in Tulungagung can access this application, as well as obstacles from the application itself such as technical problems with server errors. Making people reluctant to try to use the application and reconsidering it for the creation of SKCK.

INTRODUCTION

Innovation and technology have an important task to provide quality and efficient public services. (Cahyono, 2023) It is further stated in his opinion (Cahyono A. S., 2024) that the application of technology in administrative and communication processes has brought fundamental changes in the provision of public services. The Indonesian National Police (POLRI) as a law enforcement agency plays an important role in maintaining public security and order, and also has a role in community service. To improve the quality of its services, the National Police is adaptive and utilizes the sophistication of information technology (IT) in the implementation of services. One of the efforts made is to create the POLRI SUPER APP

application, as a digital platform that integrates services in one application. This application can be downloaded through the playstore and can be accessed throughout Indonesia. Through various efforts, one of which is by developing information and communication technology, by utilizing information technology (IT) to provide services to the community is one of the important parts of the concept of good governance . E-Government or digital government basically develops information systems and technology by the government to improve public services and facilitate public access (Wirawan, 2020). Presidential Instruction No.3 of 2003 which contains the development of E-Government is an effort to develop the implementation of electronic-based government to improve the quality of effective and efficient public services. E-Government efforts are not only related to efficiency issues and technological advancements, but also as a form that reflects the values of good management such as openness, clarity, policy accuracy, improving the quality of public services and ways to increase community involvement (Gil-Garcia, 2012). Meanwhile, in running e-government, it is regulated in Law No. 23 of 2014 concerning local government. According to article 12 paragraph (2) letter j of the Law, the task of e-government services is included in the sub-affairs of communication and informatics affairs, especially in informatics applications that are the authority of the district\city government (Nasution & Fitryantica, 2023)

Along with technological advancements, the urgent needs in various sectors in various regions, including public services, are increasing. POLRI SUPER APP is a development of services from the police. With this application, it is hoped that it can provide greater convenience and accessibility for the public in accessing police services, including in obtaining an online Police Record Certificate (SKCK). Prior to this application, the management of online SKCK was carried out through the official website of the online SKCK service. On the website, information is available regarding what terms and conditions must be prepared. Then the POLRI SUPER APP application was launched to make it easier for users in terms of police services by using one application that not only contains SKCK services but also contains SIM management services, STNK, information related to E-Tickets, crowd permit applications, and DUMAS (Community complaints). This change is regulated in the notification letter of the National Police Chief Number B/2314/III/REN.2./2023/Div ICT. The creation of online SKCK is regulated by the regulation of the head of the national police of the Republic of Indonesia Number 18 of 2014 concerning the procedures for issuing SKCK.

The POLRI SUPER APP application in SKCK services has great potential to increase efficiency, transparency, and effectiveness of services, as well as provide more positive and

easy services for the community. However, there are obstacles faced in the implementation of the POLRI SUPER APP application. According to the results of temporary interviews with the user community, the application sometimes experiences technical problems such as server downtime and malfunction of certain features, as well as long-winded in-application processes that make users feel twice as much work which can reduce user productivity. Innovations made in e-government-based SKCK services are already running, but the need to evaluate the implementation of services using the POLRI SUPER APP needs to be further researched. This research aims to complement and improve e-government-based services, especially in the Tulungagung Regency area.

Definition of E-Government

E-government is an information management system and public services that use the internet to record and follow public information and provide access to public services by government agencies (Abidin, 2002). Meanwhile, according to (Indrajit, 2006) e-government is all activities that use information and communication technology to increase transparency, accountability, efficiency, and effectiveness in government. Conceptually, the core of e-government is how to provide electronic-based services such as the internet, mobile phone networks, computers, and multimedia. With this development, it is in accordance with the arrangement of the information management system and public service processes to optimize the use of information and communication technology (Holle, 2011). The implementation of E-Government is a form of the application of information technology use services as a government service to the community, namely about how the government distributes information to stakeholders through a website (Indrayani, 2016). The government in this case plays the role of the main coordinator who allows various things that the community wants to be realized, meaning that the person concerned will create a conducive atmosphere to create an environment for the administration of government as aspired by the people (Indrajit et al., 2005)

Model E-Government United Nations (2012) The United Nations developed the maturity model into 4 stages of the e-government model. This maturity is used to assess the level of maturity in UN member states. The four stages are defined as follows:

1. Emerging information services: Government websites provide the public with easy up-to-date information that includes regulations, governance and the types of services provided.
2. Enhanced information services: government websites that are already available are then refined and become a better means of two-way electronic communication between the

- government and the public. For example, websites that have audio and video capabilities and also have additional languages.
3. Transactional services: two-way communication between the government and the public through this web system, including requesting and receiving input from the public regarding government regulations, policies, programs, etc. The need for transactions from the community includes non-financial transactions, E-voting, applying for permits and also including financial transactions.
 4. Connected services: the way governments communicate with the public has undergone changes due to the emergence of these online websites. They actively collect opinions from residents using the web. This approach engages the community with electronic services aimed at providing personalized services to individuals.

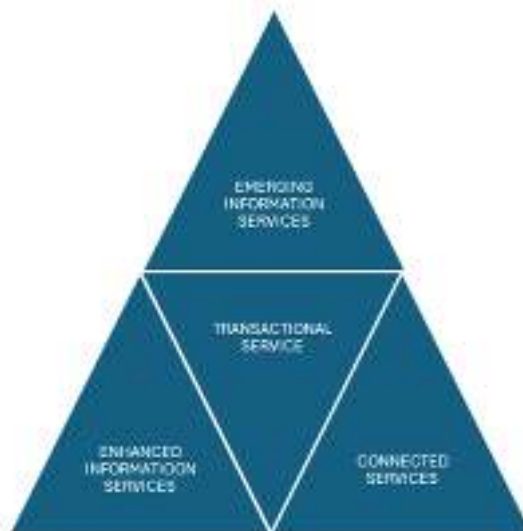


Figure 1. United Nations E-Government Model (2012).

Definition of Public Service

According to Sinambela Dalam (Maatoke et al., 2020) Public service is a government activity for a group of people who have useful activities and provide satisfaction even though they have nothing to do with certain physical products. The definition of public service according to Law Number 25 of 2009 concerning Public Services is an activity or series of activities in order to meet service needs in accordance with the provisions of laws and regulations for every citizen and resident for goods, services, and administrative services provided by public service providers. Public service can be interpreted as a service that has elements in it, elements of public service elements are needed in order to support the desired service (Barata, 2003). Public services are a series of activities carried out by public

organizations or government agencies that aim to meet the needs of the community for goods and services carried out in accordance with established standards and regulations, the government through institutions and all its apparatus is tasked with investigating and providing services to the community (Dwiyanto, 2021). According to (Light, 2018) Public services are efforts to meet the needs of the community in a fair, timely and quality manner carried out by the government. Meanwhile (Vandenabeele et al., 2018) Defines public service as the administration of government that meets the expectations of the community which aims to protect their rights and meet their needs in a fair, honest and efficient manner.

Definition of Police Record Certificate (SKCK)

The Police Record Certificate (SKCK) is an official certificate by the National Police through the intelligence function. This online SKCK was triggered at the end of 2016, then in February 2017 as a trial stage for several police stations to be subsequently implemented in early 2018 to be applied to all ranks of the police in Indonesia

Definition of POLRI SUPER APP

Application According to Jogiyanto in (Suhartini, 2017) an application is the application, storing a thing, data, problem, work into a means or media that can be used to be applied into a new form. The definition of application in general is an applied tool that is specially and integrated according to its capabilities. E-government applications have become popular since the advent of the internet and have become a phenomenon that can affect every aspect of human life (Abu-Shanab, 2017). (Jayamuna, 2023), said that the POLRI SUPER APP application is a mandatory attribute for the National Police in serving the community in the Police's efforts to maintain public security and order. This application offers various types of police services that can be accessed by the public through smart phones such as registration registration services, driver's licenses, e-tickets, online SKCK issuance applications, information on crime-prone areas to community complaint services. The POLRI SUPER APP application was launched based on the Regulation of the Chief of Police One Data of the National Police Number 4 of 2022 which underlies the interoperability of Police data so that data can be shared between electronic systems that interact with each other.

RESEARCH METHODS

This research approach applies a descriptive qualitative research method. This study describes and analyzes the evaluation of the SKCK service process based on the POLRI SUPER APP application in the Tulungagung district area using the E-GovQual theory according to Papadomichelaki & Mentzas (2012) Qualitative research is a type of research that is used to study things that occur naturally. In this case, the researcher plays the role of the main tool, using various data collection methods, and analyzing the data in an inductive way. Therefore, the results of this study are more important than generalizations (Prasanti, 2018).

RESULTS AND DISCUSSION

Analysis of the presentation of the results of the previous interview that the online service of making a POLICE RECORD CERTIFICATE (SKCK) service in the Tulungagung area has achieved a significant improvement, because over time people want convenience in services through the POLRI SUPER APP application. However, this convenience cannot be felt by all people, because the application has not been thoroughly used. Of the 19 sub-districts in the Tulungagung area, there are still 3 sub-districts including the Tulungagung City Police, Ngunut Police and Kedungwaru Police which can access the POLRI SUPER APP application. Regarding the online POLICE RECORD CERTIFICATE (SKCK) service based on the POLRI SUPER APP application in the Tulungagung area, an evaluation analysis of e-government services was carried out, using the theory (Papadomichelaki & Mentzas, 2012) which there are 6 indicators, namely:

1. Reliability

The Indonesian National Police (POLRI) has tried to ensure the reliability of the POLRI SUPER APP application so that it can be well received by users, because this digital service has the goal of accelerating service quality in order to get satisfactory results. POLRI SUPER APP is reliable because this application is accurate in providing services and by accessing this application, the public can find out the available information about what terms and conditions must be prepared easily and quickly without having to come in person. From several user responses related to obstacles that often occur such as servers that often experience maintenance or other obstacles, but from the results of data acquisition on the online SKCK service process in the Tulungagung area, precisely at the Kedungwaru police station, until now the POLRI SUPER APP application is running even though there are technical problems that sometimes occur and require users to wait.

2. Easy Of Use

By using an e-government-based application, it can increase service users because of the ease of accessing the application. This convenience can be seen from the procedure on the application which is simpler than manual registration where the applicant document verification process can be done automatically, and alternative payments can be made through briva. Another convenience can minimize queues during the online SKCK management process so that it can reduce waiting time. As well as the use of SKCK services can access the POLRI SUPER APP application anytime and anywhere by users. This research is also in line with the results (Makhnunah & Rodiyah, 2021) that the ease of public services in making online SKCK at the Sidoarjo Police Station is that the public can see information and access IT-based SKCK applications anytime and anywhere, able to minimize the occurrence of biodata writing errors and minimize the number of queues for SKCK applicants and online payments which can prevent fraud by officers

3. Trust

At the launch of the POLRI SUPER APP application, of course, the police have provided services based on government security standards. With this, users do not need to worry about the risk of data privacy and security because previously this application has also gone through trials. Based on the legal basis and laws and regulations that have been set, the public is confident that the police will not disclose the applicant's data under any conditions, this can be seen how reliable this application is in terms of security. Based on this, the POLRI SUPER APP application can be seen that the trust indicator has been fulfilled by the service provider so that the public feels safe to use this application.

4. Content And Appearance Of Information

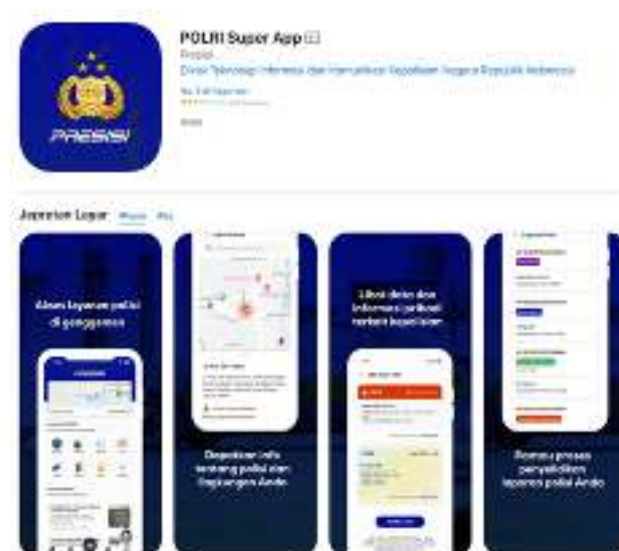


Figure 2. POLRI SUPER APP application on Appstore

SOURCE:Researcher documentation, 2024



Figure 3. Initial View of the POLRI SUPER APP Application, Types of Services, SKCK Services

SOURCE:Researcher documentation, 2024

The attractive design and content of the POLRI SUPER APP application can make the application stand out, both aspects make this application look easy and effective to use in online SKCK services rather than offline. The content and display in the POLRI SUPER APP application affect the comfort and convenience for users. The app is presented in a complete and concise, highly intuitive interface (UI) that it doesn't take long for users to understand how this app works. A simple and well-structured navigation menu allows users to easily switch between features. In addition, the existence of clear instructions helps new users to adapt quickly. The app is also very responsive, with a consistent display when opened on a variety of devices, from smartphones to tablets.

5. Citizen Support

Community support is an important pillar for the government in building the country to improve public services, with this support the government, including the Indonesian National Police, can carry out programs including the implementation of the POLRI SUPER APP application program so that it runs effectively and efficiently in online SKCK services.

6. Functionally of the interaction environment

The functionality and interaction of the environment in this study is that communication between users and service providers is needed through the media of criticism and suggestions as a forum to collect information from users so that service providers can maximize their services, in order to achieve success and satisfaction in a service. In the SKCK service through the POLRI SUPER APP application, users are made easier to provide criticism and suggestions through ratings and comments on the playstore. In this study, it is known that the use of the POLRI SUPER APP application has not been carried out in all Police areas in Tulungagung Regency. Of the total 19 (nineteen) sub-districts, there are only three Sub-district Sector Police Areas that have been used, namely the Tulungagung City Police, Kedungwaru Police and Ngunut Police. The limited service area with e-government affects the function and interaction between users, especially the community in the Police area who have not implemented the POLRI SUPER APP application.

CONCLUSIONS AND RECOMMENDATION

Presentation of the results of the research and discussion, it can be concluded that in the application of this application, in the indicators of Reliability (Reliability) and Functionally of the interaction environment (functions and environmental interactions) there are still obstacles faced. As for the other 4 indicators such as Easy Of Use (User Convenience), Trust (Trust), Content And Appearance Of Information (Content And Information Display), Citizen Support (Support) has been running quite well and can be accepted by the public and the convenience can be felt by users, especially in SKCK services in some areas that implement the application.

From the results of research and discussions related to its implementation, it is quite good even though there are still several shortcomings and obstacles that need to be addressed. So the researcher recommends several things that can be input for related parties. As in the Reliability indicator by fixing the system so that the server does not experience errors, and it is hoped that in the future this application will always consider updating and improving the system to improve the quality of the application. In the indicator of Functionally of the interaction environment (functions and environmental interactions), cooperation or collaboration between related parties is needed so that the POLRI SUPER APP can be implemented not only in 3 Police Stations, but can be accessed by all Police Stations in the Tulungagung area, as well as

socialization to the community so that the application can be known and used equally to the community.

From the findings of the research on the online SKCK service based on the POLRI SUPER APP application, collaboration from various related parties is needed, so that this application can run optimally. In connection with the limited data obtained in the research conducted, it is expected that other parties will conduct further research with wider data collection.

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