The 7th International Conference on Social Sciences 
Organized by Faculty of Social Science and Law Manado State University

The Innovation Breakthrough in Digital and Disruptive Era
Effectiveness of Police Services in Handling Community Reports in the Minahasa Regency Police Force (Case Study of Minahasa Regency Police Force)

Jeane Mantiri 1*, Abdul R. Dilapanga2, Tri N. Noviantoro3, Enjelhart Hansiden Polii4

123 Public Administration Study Programme, Manado State University, Indonesia
*Corresponding author. Email: jeanelitha@unima.ac.id

ABSTRACT
The purpose of this study is to illustrate the effectiveness of the police in handling community reporting in the Minahasa district resort police. The method used in this study is qualitative method. This research was carried out by observation located at the Minahasa Regency Police and conducting an interview with one of the SPKT officers at the Minahasa Resort Police and taking documentation to complete the data collection. The results of the study based on the predetermined research focus are: 1) Public service mechanism, 2) Responsiveness, 3) Transparency, 4) Speed, 5) Accuracy, it was found that the police service in handling community reporting at the Minahasa Resort Police has been running effectively and in accordance with existing service procedures and in accordance with applicable laws and regulations.

Keywords: Effectiveness, Service, Minahasa Resort Police

1. INTRODUCTION

The Indonesian National Police is a state institution that carries out one of the functions of state government in the field of maintaining security and public order, law enforcement, protection, protection and service to the community [1].

In this fast-paced and complex era, effective and efficient public services are a fundamental need in fulfilling the expectations of society. One of them is the existence of the police, which is very crucial in bringing order and maintaining security for the community[2].

Realising security in the life of the nation and state is one of the duties of the Police which is one of the most important factors in order to create excellent service and good relations between the Police and the Community. In the Police, the law actually lives, because in the hands of the Police the law is carried out, interpreted, lived and even used directly as a decision maker, so it is appropriate that the main task of the Police is to protect, protect, serve as well as enforce the law. One of the special duties of the police is a servant.

The Criminal Investigation Unit as part of the National Police is tasked with providing community services, especially in the making of community reports at the Integrated Police Service Centre (SPKT) office to strive to improve the quality of excellent service, perspective on the community to achieve satisfaction, transparency and accountability. As the first servant in public service in the Police, SPKT (integrated police service centre) in charge of receiving reports and complaints of criminal offences that will later be handled by the criminal investigation unit must provide good and excellent service to the community before the reports and complaints are followed up in the next process [3] The Chief of Police's priority program called "Presisi", namely Predictive, Responsible, Transparency with Justice, aims to organise institutions, change organisational systems and methods, make Polri human resources (HR) superior in the police 4.0 era, change modern police technology, improve performance in maintaining public security and order.

Reports and complaints are handled by the Integrated Police Service Centre (SPKT) and criminal reports are investigated further by the Serse Unit. The Police Service Centre must be able to quickly and precisely serve its community. In the process of data collection, reports must be made in detail and according to neat and complete data management standards and making letters does not take a long time[4]. The
Integrated Police Service Centre in the implementation of police service functions to the community has not been implemented optimally by all service units both at the Polres level where they are still in their respective functions so that the realisation of the mandate of the Perkap has not been fully implemented [5].

Effectiveness comes from the word effective which means success in meeting predetermined goals. Effectiveness is constantly correlated with the difference between anticipated and actual results [6] Service effectiveness can be measured by goal optimisation indicators, namely how to look at the achievement of work targets, whether in accordance with what has been planned or not[7] It can be concluded that effectiveness is related to the implementation of all main tasks, achieving goals, timeliness, and active participation of members and is a link between stated goals and results, and shows the degree of conformity between stated goals and results achieved [8].

Nowadays, public services have become a basic need of the community which of course must be fulfilled by the government[9] Public service can be interpreted as fulfilling the needs of individuals or communities with an interest in the company while adhering to the basic policies and procedures that have been established [10].

The National Police Chief in this case made sixteen (16) programmes, one of which is Improving Public Services that are Easier for the Community and Based on Information Technology, an example of the programme is Reporting through the Presisi Polri Application. Presisi Polri application is the result of the revitalisation of the existing Polisiku application, Presisi Polri application will be a single application that combines all police service applications in one platform so that the public will be faster and easier in obtaining various police services. The process through this application is considered more effective, especially for people who do not have time or are too far from the Minahasa Police Station to report.

Unlike offline/manual reporting in general, the reporter must come to the nearest police station or to the Minahasa Police Station, the reporter goes directly to the SPKT (Integrated Police Service Centre), then the reporter provides an explanation, an incident report relating to the time, chronology and place where you experienced the incident.

After that, the report will be processed in the unit head’s room. After getting a response from the head of the unit, it will be immediately processed and distributed to the unit chosen by the head of the unit. The obstacle of the delay in the offline community reporting process is because the report requires a direct response or disposition from the head of the unit, it cannot be represented by someone else. But sometimes the head of the unit is not in place or is on duty outside the area. Every incoming report will still be handled by the police through a process that must of course be adjusted to the applicable laws and regulations. This is related to the effectiveness in responding to community reports.

### 2. RESEARCH METHOD

Research Approach, in this study using a qualitative approach, with the intention of explaining and describing the problem to be studied. Research Focus, in this study there are several research focuses, namely: 1) Public Service Mechanism, 2) Responsiveness, 3) Transparency, 4) Speed, 5) Accuracy. Research Location, the research was conducted at the Minahasa Resort Police, Jalan Manguni No. 82 Kec. Tondano 95615, in the Criminal Investigation Unit.

Data Sources, in this study using 2 data sources, namely:

a. Primary Data, which is data directly collected by researchers (or their officers) from the first source.

b. Secondary Data, which is as a support for the first source which can also be said to be data arranged in the form of documents.

Data Collection Techniques, this research in collecting data uses 3 techniques, namely:

a. Interview, This technique is used to collect information related to the subject as the focus of research.

b. Observation, This technique is used to review locations to collect data sources and make observations.

c. Documentation, This technique is used to collect data sources in the form of photos / images.

Data Analysis Technique, in this research data analysis uses 3 ways, namely:

a. Data reduction, summarising, selecting key things, focusing on important things, looking for themes and patterns.

b. Data Presentation, which is broken down into certain parts to make it easier for researchers to understand the data obtained in the field.

c. Drawing Conclusions,
Data Validity Technique, in testing the validity of this research data using 2 techniques, namely: 1) Source Triangulation 2) Triangulation Technique.

3. RESULTS AND DISCUSSION

Berdasarkan pemasalahan yang ada maka berikut fokus penelitian yang menjadi indikator dalam menjelaskan permasalahan dalam penelitian yaitu:

3.1. Public Service Mechanism

Government officials can prepare everything, including in this case the means and methods of service to be carried out, by recognising the characteristics of good and quality public services [11] So with these efforts, it can prove the effectiveness of services quickly and precisely by implementing several integrated services and making it easier for people who want to submit reports or complaints and their compliance with the requirements.

By implementing public service standards properly, it is hoped that public service delivery can produce public satisfaction as a party receiving services. In the implementation of public services, organisers are required to apply effective, efficient, innovation and quality commitment principles[12].

Regarding the obstacles in service, the people who report lack of understanding of the area so that the police officers at the Minahasa Resort Police need to explain to the community about reporting. The Minahasa Resort Police has provided solutions and efforts to direct people who come to report on the issue of understanding the area so that people are given an understanding of how to report a case in the area of each community that submits the report. The standard operating procedure itself has been running effectively and is in accordance with the applicable laws and regulations.

3.2. Responsiveness

When people ask for help, the police should be responsive, which includes having a positive attitude and communicating with them. Because communication and attitude are very important. A persistent reaction to social matters is an attitude. The indicator of responsiveness in public service relates to how well the state apparatus responds to the needs of those who require services as prescribed by law [13].

For the services provided by the Minahasa Resort Police regarding the response to the community, there are officers who serve public complaints by responding quickly to facilitate and receive information quickly. The attitude and communication of Minahasa Resort Police officers when serving the community is the first thing that gives an impression to the community about the service. With a good attitude and communication will make people feel comfortable and will feel welcome. Good attitude, friendliness and politeness have been shown by the Minahasa Resort Police at this time, according to the results of the interviews that have been conducted.

3.3 Service Transparency

Transparency refers to a condition in which all elements of the service delivery process can be accessed by users and other stakeholders who need it[14].

Service transparency can be found that all infrastructure facilities are available at the Minahasa Resort Police in making reports that are in accordance with the needs of the community. There is no fee collection in making reports. It can be said that the Minahasa Resort Police officers have carried out services carefully and effectively in providing services to the community. So that the community feels facilitated by the applicable procedures, where the transparency of the service is certainly in accordance with the service process in the Minahasa Resort Police.

3.4 Speed of Service

Response time and responsiveness are both connected to service speed. People will be more satisfied if the service apparatus is more responsive to people's needs. Changes must be made because the responsiveness of the bureaucracy also includes its efforts to adjust to the needs of those who are dissatisfied with poor service quality[15].

The Minahasa Resort Police has provided convenience for the community. The readiness of the officers in handling problems reported by the community. However, the issue of a case depends on what problem is reported because it must be resolved based on existing procedures. Officers also try to resolve cases on time and of course prioritise the satisfaction of the reporting community and based on applicable laws.

3.5 Service Accuracy

Service accuracy can be interpreted as focusing on meeting needs and requirements, as well as on timeliness to meet expectations. With the accuracy of the service, it provides comfort in obtaining services. Things like politeness and friendliness are also necessary in providing quality service especially when interacting directly.

Police officers at the Minahasa Resort Police, that the accuracy of community reporting services is carried out
according to existing procedures and following the provisions of applicable laws. So it can be said that the accuracy of services in the Minahasa Resort Police has been effective and runs according to applicable rules. Information and administration are clearly conveyed to the service user community. The infrastructure needed to complement the needs of the community and the complaints filed will be directed.

Based on the number of community reports in the Minahasa Resort Police, there is rarely any community reporting. Even one of the SPKT officers said that sometimes there were no incoming community reports. So it can be said that the number of community reports is decreasing. Judging from the number of criminal offences in 2022 with a total of ±59, the number of reports is less than in previous years. These cases can be reduced because the Minahasa Resort Police have handled the cases well, followed up and resolved them accordingly based on the type of crime.

4. CONCLUSION

1. The public service mechanism, as a whole, has been running effectively, in accordance with existing procedures. Services and requirements are appropriate and police officers have socialised to the community regarding understanding reporting.

2. Responsiveness, has been effectively carried out regarding the response of the apparatus in providing services to the community. Communication and attitudes have been shown both by officers and well received by the community in reporting at SPKT.

3. Service transparency is generally effective and runs in accordance with existing service procedures. Requirements and procedures are clearly informed to the public. Reporting is also free of charge.

4. Service speed is effective because police officers are quick to respond to reports from the public.

5. Service accuracy is effective in accordance with applicable procedures and laws. The community feels unburdened and satisfied with the services that are in accordance with what the community wants.

ACKNOWLEDGMENTS

Thank you to the Faculty of Social Sciences and Law, Manado State University, for facilitating the author.

REFERENCES


