

Effectiveness of Police Record Certificate (SKCK) Services at Limapuluh Kota Police Resort in Order to Realize Excellent Service

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Abstract. *Public services in the digital or millennial era are currently in great demand by all groups, one of which is the online Police Record Certificate (SKCK) service. This study aims to determine and analyze the current SKCK service at the Limapuluh Kota Police, obstacles and solutions in SKCK services and SKCK services at the Limapuluh Kota Police in realizing excellent service. This study uses a sociological legal approach method, the research specifications are descriptive analytical, the types of data used are primary data and secondary data. The data collection method is field study and literature study, while the data analysis method is qualitative analysis. The theory used is the theory of legal effectiveness and the theory of utility. Based on the results of the study, it can be concluded that the Police Record Certificate Issuance Service at the Limapuluh Kota Police is currently in accordance with the provisions of laws and regulations, namely Perpol No. 6 of 2023 concerning SKCK. SKCK services go through the stages of registration, recording, identification, research, coordination, printing and finally submission of SKCK to the applicant. Obstacles in the Police Record Certificate service at the Limapuluh Kota Police consist of internal and external obstacles. The Police Record Certificate Service at the Limapuluh Kota Police in realizing the framework of prime service is by optimizing services to the community by innovating through SKCK on the road, SKCK delivery, providing social media in communicating with the community, completing facilities and infrastructure to support comfort in SKCK services.*

Keywords: *effectiveness; excellent; service.*

1. Introduction

Service is the main task for state apparatus as state servants and public servants. This has been clearly outlined in the opening of the 1945 Constitution, paragraph four.¹Service quality is a unique phenomenon, because its dimensions and indicators can vary among the people involved in the service. According to Azwar, to overcome the differences above, the basic essence of service provision is used as a guideline, namely fulfilling the needs and demands of service users.²

Public services can be interpreted as all forms of service, both in the form of public goods and public services which in principle are the responsibility and are implemented by government agencies at the center, in the regions, and in the environment of State-Owned Enterprises or Regional-Owned Enterprises, in an effort to fulfill the needs of the community or in the context of implementing the provisions of laws and regulations.³

The police are one of the government institutions that provide services to the community. The Indonesian National Police is part of the State government function in the field of maintenance and security, public order, law enforcement, protection, guardianship, and service to the community. Thus, it can be said indirectly that the police are very closely related to public services.⁴

One form of service provided by the Police is the issuance of Police Record Certificates (SKCK).SKCK is an official certificate issued by the Police to an applicant/citizen to fulfill the required provisions based on the results of research on biodata and existing police records whether the person is involved in criminal or criminal activities. The validity period of SKCK is up to 6 (six) months from the date of issuance if deemed necessary SKCK can be extended. The existence of SKCK is important and is very much needed by the community.⁵

The provision of public services carried out by government apparatus, especially the Police in various service sectors, especially those concerning the fulfillment of civil rights and basic community needs related to Police Record Certificate

¹Sancristo Bakara, 2019, Effectiveness of Driving License (SIM) Issuance Services at the Medan City Traffic Unit (Satlantas), Thesis, University of North Sumatra, Medan, p.1

²Arnia Jovi, Umar Ma'ruf, Latifah Hanim, Rahmat Bowo Suharto, The Factors Effectiveness of Driving License Service Procedures, Jurnal Daulat Hukum, Volume 5 Issue 2, June 2022, p. 107

³Hardiansyah, 2011, Quality of Public Services; Concept, Dimension, Indicators and Implementation, Gaya Media, Yogyakarta, p. 11.

⁴Puguh Agung Dwi Pambuditomo and Widayati, Driving License Management Services In Preventing Traffic Accidents, Law Development Journal, Volume 2 Issue 3, September 2020, p. 419.

⁵Ainul Makhnunah and Isnaini Rodiyah, Indonesian Journal of Public Policy Review, Volume 13, January 2021, p. 1

(SKCK) services, must be further improved.⁶ Public services in the digital or millennial era are currently needed by all groups. Online SKCK services will certainly make it easier for people to get SKCK.

At the Limapuluh Kota Police, there is a problem in the SKCK service, where the SKCK issuance service cannot be fully done online, namely only the registration process can be done online. According to existing regulations, the SKCK issuance service is in accordance with the applicant's address. This is a separate obstacle for people who migrate, where they have to return to their hometown (original address) to comply with the SKCK. This condition is ineffective, when many people in the jurisdiction of the Limapuluh Kota Police are mostly migrants.

2. Research methods

The approach method used in this research is the empirical legal approach method, namely research based on normative legal science (statutory regulations), but does not study the norm system but rather observes how reactions and interactions occur when the norm system works in society.⁷ The specification of this research is descriptive analytical, namely research to describe and analyze existing problems which will be presented descriptively.⁸ The data types are primary data and secondary data, data collection methods using field studies and literature studies. Data analysis methods using qualitative analysis, namely analysis that is non-statistical or non-mathematical in nature and is arranged narratively.

3. Results and Discussion

3.1. Current Police Record Certificate Issuance Services at Limapuluh Kota Police

Based on the results of the study at the Lima Puluh Kota Police, the SKCK issuance service is carried out as regulated in the provisions of Perpol Number 6 of 2020 concerning the Issuance of SKCK. In the SKCK issuance service, it can be done online or by coming directly to the registration counter. The issuance of SKCK must still be in accordance with the area of authority. For example, the applicant's address is in Lima Puluh Kota Regency, while he is in Jakarta, then the SKCK must still be issued by the Lima Puluh Kota Police according to the KTP address. However, in this case, if the applicant is in Jakarta and will take care of

⁶Wahyu Ady Setiaji, Wahyu Subadi, Quality of Police Record Certificate (SKCK) Issuance Services Viewed from Tangibles Aspects at East Barito Police in 2021, *Journal of Public Administration and Business Administration (JAPB)*, Volume 5 Number 1, 2022, p. 507

⁷Mukti Fajar ND and Yulianto Achmad, 2013, *Dualism of Normative and Empirical Legal Research*, Pustaka Pelajara, Yogyakarta, p. 47.

⁸Rully Trie Prasetyo, Umar Ma'ruf, Anis Mashdurohatun, Corporate Crimes in the Perspective of Criminal Law Formulation Policy, *Khaira Ummah Law Journal* Vol. 12. No. 4 December 2017, p.731.

the SKCK at the Lima Puluh Kota Police, the applicant can register online so that he does not have to come to the Lima Puluh Kota Police.⁹

The procedure for issuing a SKCK at the Lima Puluh Kota Police is registration, recording, identification, research, coordination, printing, and finally handing over the SKCK to the applicant.¹⁰For the collection of printed SKCK, it can be represented by family accompanied by a power of attorney. Based on Perpol Number 6 of 2020 concerning the Issuance of SKCK, the collection of SKCK can be represented by being accompanied by a power of attorney.

Summary Table of SKCK Issuance at Lima Puluh Kota Police

2022 to 2023

No	Year	Amount
1	2022	4850
2	2023	5.022

Source: Lima Puluh Kota Police, 2024

The SKCK issuance service at the Lima Puluh Kota Police is in accordance with Perpol Number 6 of 2020 concerning the Issuance of SKCK, namely from the registration stage to the submission of the SKCK to the applicant. The SKCK issuance service has been running effectively, this can be seen from the number of applicants who have submitted applications for the issuance of SKCK, the SKCK issuance procedure which is in accordance with laws and regulations.

3.2. Obstacles and Solutions in the Issuance of Police Record Certificates at the Limapuluh Kota Police

The obstacles in the SKCK issuance service at the Lima Puluh Kota Police are as follows:

1. Lack of personnel

The number of personnel in the SKCK section is currently only two people so that sometimes it cannot serve applicants optimally. The solution to overcome this is to submit an additional request for personnel in the SKCK service.

2. Limited facilities and infrastructure

In the SKCK service, the number of computers for issuing SKCK is only 1 computer, because the procurement of computers from the National Police

⁹Interview with Iptu Marlonsius Simbolon, as Head of Intelligence and Security Unit of Lima Puluh Kota, February 29, 2024.

¹⁰Ibid.

Headquarters is only one computer that can be used for SKCK Online for each Polres. The solution to overcome this obstacle is for officers to work overtime until the evening to complete SKCK applications. This is intended to provide the best service for the community.

3. SKCK issuance service for applicants who have been involved in criminal cases

In the SKCK issuance service, there may be applicants who are dishonest by not writing a history of committing a crime. The solution to overcome this is that it is hoped that in the future the SKCK service will be synchronized, in this case when the officer enters the applicant's NIK it is already synchronized with the existing criminal data.

4. Lack of public understanding regarding SKCK issuance services

The public does not understand that people who have been involved in criminal cases can apply for a Police Clearance Certificate (SKCK).

The obstacles in the SKCK issuance service reviewed from the theory of legal effectiveness are influenced by law enforcement factors, in this case there are only two officers in the SKCK service so that sometimes they are overwhelmed when there are too many applicants. Reviewed from the facility and infrastructure factors, there is only one computer available that can be used and cannot use a regular computer, because the data in the computer is already synchronized with the data from the National Police Headquarters. The community factor is also an obstacle in the SKCK service, where people who have been involved in criminal cases are dishonest and do not write it on the SKCK application registration form.

3.3. Police Record Certificate Services at Limapuluh Kota Police in Order to Realize Excellent Service

The Lima Puluh Kota Police have tried to provide the best service in the SKCK issuance service. To provide excellent service to the public who want to make SKCK, the Lima Puluh Kota Police have made innovations to improve excellent service, as follows:¹¹

1. SKCK On The Road

In the SKCK On The Road activity, joint officers from the Lima Puluh Kota Police with SIM, SPKT, SKCK travel together in one bus to remote areas that have difficulty coming to the Police. The SKCK on the road activity is intended to provide services to the community who cannot come directly to the Police to take care of SIM, SKCK or to make reports or complaints such as reports of loss.

2. SKCK Delivery

¹¹Results of an interview with Iptu Marlonsius Sibolon, as Head of Intelligence and Security Unit of the Lima Puluh Kota Police, February 29, 2024.

SKCK delivery service is intended for the public / applicants who cannot wait for the SKCK to be issued due to certain reasons. In this case, the Lima Puluh Kota Police provide SKCK delivery services delivered to the applicant's address. However, this SKCK delivery service is only intended for applicants whose addresses are close to or still around the nearest kemat.

3. Provision of Instagram (IG) account SKCK Sat Intelkam Polrs Limapuluh Kota
IG accounts are used to contain information related to SKCK issuance services. The public can also ask questions about SKCK through the IG account. The IG account also lists emails and others that can be used by the public if they have complaints, they can make complaints or statements or suggestions related to SKCK services.

4. Assessment of SKCK services by the Ombudsman institution and the Ministry of State Apparatus Empowerment and Bureaucratic Reform (Kemenpan RB)
Every year, the Ombudsman and Kemenpan RB visit the SKCK Service location at Polres Lima Puluh. Based on the assessment and evaluation from the Ombudsman and Kemenpan RB, the SKCK service officers of Polres Lima Puluh Kota strive to continue to make improvements and improve themselves to provide excellent service to the community.

5. Completeness of SKCK service facilities and infrastructure

In the SKCK service at the Lima Puluh Kota Police, in each room there is already a guide related to the SKCK service such as a banner displayed in the room, so that people who come can find out information related to the issuance of SKCK. In addition, at the Lima Puluh Kota Police, services have been carried out through one door, such as SIM, SKCK, fingerprints, complaints, all of which are carried out in the same place, making it easier for the public to get services in managing SKCK.

The facilities and infrastructure at the Sat Intelkam SKCK service are complete, where there is an adequate waiting room, toilet, reading room, lactation room (breastfeeding), children's play area and there is also a special place for people with disabilities starting from a special parking area for people with disabilities, special toilets for people with disabilities, special paths for people with disabilities, and also the provision of wheelchairs for people with disabilities.

Based on the description above, it can be seen that the Lima Puluh Kota Police have tried to provide excellent service in SKCK issuance services. This can be seen from the innovation through SKCK on the road, SKCK delivery, provision of social media in communicating with the community, the completeness of facilities and infrastructure, and with the assessment of the Ombudsman and Kemenpan RB. Through these innovations, the community will feel satisfied with the SKCK services provided by officers.

The SKCK service at the Limapuluh Kota Police in order to realize excellent service is in accordance with Soerjono Soekantor's theory of legal effectiveness which states that legal effectiveness is influenced by legal factors, law enforcement factors, facilities and infrastructure factors, community factors and legal culture factors.

SKCK services at the Limapuluh Kota Police in order to realize excellent service are also in line with Jeremy Bentham's theory of utility where SKCK issuance services can produce pleasure, goodness, or happiness for applicants. This can be seen that SKCK services are policies that can provide benefits for applicants, where SKCK issuance can be used by applicants according to their needs. Through this excellent service, the public will feel more satisfied when applying for SKCK.

4. Conclusion

The issuance service for Police Record Certificates at the Limapuluh Kota Police is currently in accordance with the provisions of laws and regulations, namely in particular Perpol No. 6 of 2023 concerning SKCK. SKCK services go through the stages of registration, recording, identification, research, coordination, printing and finally submission of SKCK to the applicant. Obstacles in the service of Police Record Certificates at the Limapuluh Kota Police consist of internal and external obstacles. The service of Police Record Certificates at the Limapuluh Kota Police in realizing the framework of prime service is by optimizing services to the community by innovating through SKCK on the road, SKCK delivery, providing social media in communicating with the community, completing facilities and infrastructure to support convenience in SKCK services.

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