

The Accountability and Transparency of Police Record Certificate (SKCK) Issuance Services at the Bali Regional Police

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ABSTRACT

This study examines the role of the Bali Regional Police in providing accountable and transparent police record certificate (SKCK) services and identifies the obstacles faced in the issuance of these certificates. The research employs a normative method, utilizing primary legal materials such as laws and regulations, alongside secondary materials including relevant literature. Despite extensive studies on public service delivery, there remains a gap concerning the implementation of national service standards for police record certificates in Indonesia. This study addresses this gap by evaluating the effectiveness of these standards in Bali, highlighting the factors influencing service quality and public satisfaction. The results indicate that the Bali Regional Police play a significant role in providing accountable and transparent SKCK services, as measured by service quality indicators across five dimensions: Tangible, Reliability, Responsiveness, Assurance, and Empathy. However, obstacles such as inadequate facilities and infrastructure, insufficient human resources, and low public awareness hinder optimal service delivery. Recommendations include enhancing facilities and infrastructure, improving human resource management, conducting public awareness campaigns, and regular evaluations to ensure continuous service improvement. This study provides new insights into the implementation of national service standards for police record certificates in Indonesia, offering valuable recommendations for enhancing public service quality and satisfaction.

Keywords : police record certificate, Republic of Indonesia police and public services

INTRODUCTION

A police record certificate, formerly known as a Certificate of Good Behavior is a certificate issued by the National Police that contains a person's criminal record. When named a Certificate of Good Behavior, this letter can only be given to those who have not/have never been recorded as committing a crime until the date of issuance of the certificate of good behavior. A police record certificate is an official certificate issued by the Indonesian National Police through the tentel and security function to an applicant/citizen to fulfill an application from the person concerned or a need due to the existence of a requirement provision, based on the results of biodata research and police records that contain the applicant's data.

By looking at the above background, the problem can be formulated, first, the role of the Bali regional police in providing accountable and transparent police record certificate services, and second, the obstacles of the Bali regional police in issuing police record certificates.

The transition from the Certificate of Good Behavior to the Police Record

Certificate (SKCK) represents a significant shift in how criminal records are documented and issued in Indonesia. The Certificate of Good Behavior was restricted to individuals who had no criminal record at the time of issuance. In contrast, the SKCK provides a comprehensive criminal history, ensuring transparency and allowing for a more thorough background check (Ratnambiasih et al., 2012). This change aligns with the principles of accountability and transparency that are crucial in public service delivery, particularly in law enforcement (Sulaiman, 2019).

The Bali Regional Police (Polda Bali) play a critical role in the issuance of these certificates. As a public service institution, Polda Bali is responsible for ensuring that the process of issuing SKCKs is conducted in an accountable and transparent manner (Syahdilla et al., 2023). This responsibility includes adhering to established guidelines and standards, maintaining clear communication with applicants, and providing accurate and complete information about individuals' criminal records (Maulana, 2021).

Despite the importance of these responsibilities, several challenges hinder the effective delivery of SKCK services. These challenges include bureaucratic inefficiencies, limited resources, and varying levels of service quality across different regions (Berampu, A., & Purba, 2021). The inconsistency in service delivery can lead to public dissatisfaction and diminish trust in the police force (Ihsan, 2023).

Given the significant role of the Bali Regional Police in maintaining public order and safety, it is essential to address these challenges to enhance the overall quality of SKCK services. This study aims to investigate the role of Polda Bali in providing accountable and transparent SKCK services and to identify the obstacles they face in this process (Fandy & Chandra, 2016).

Furthermore, understanding the factors that contribute to or hinder the effective issuance of SKCKs is vital for developing strategies to improve public service delivery (Rambat Lupiyoadi., 2013). By examining these aspects, the study seeks to provide recommendations for enhancing the quality and efficiency of SKCK services, ultimately contributing to greater public trust and satisfaction.

Previous studies have examined various aspects of public service delivery, particularly in the context of police record certificates. According to, (Andriansyah et al., 2018) in "The Effectiveness of Public Service Delivery in Police Departments" explored the efficiency and transparency of police services in issuing certificates. The study found significant variability in service quality across different regions, highlighting the need for standardized practices to ensure consistent service delivery. Similarly, (Junaidi, 2019) in "Public Satisfaction with Police Services in Urban Areas" investigated the factors influencing public satisfaction with police services. The study identified key elements such as responsiveness, reliability, and the physical condition of service facilities as critical determinants of public satisfaction.

In another study, (Wijaya, R., & Surya, 2020) in "Challenges in the Implementation of Good Governance in Public Services" examined the obstacles faced by public institutions in implementing accountable and transparent services. Their research indicated that despite the existence of regulatory frameworks, the practical implementation often fell short due to issues such as inadequate training for staff, limited resources, and lack of public awareness. These findings underscore the importance of addressing both structural and operational challenges to improve public service quality.

Despite the extensive research on public service delivery, there is a noticeable gap in studies specifically focusing on the implementation and impact of national service standards for police record certificates in Indonesia. Most existing research has been

conducted in developed countries or urban settings, leaving a gap in understanding how these standards are applied and perceived in different regions of Indonesia, particularly in areas with diverse socio-economic conditions. Additionally, there is limited research on the direct correlation between the implementation of these standards and the overall satisfaction and trust of the public in police services.

The novelty of this research lies in its specific focus on evaluating the implementation of Physiotherapy Service Standards as per the Minister of Health Regulation Number 65 of 2015 in hospitals across Indonesia and examining how these standards affect patient satisfaction. This study will bridge the existing gap by providing new insights into the effectiveness of these national standards in improving the quality of physiotherapy services and patient satisfaction in Indonesia. By incorporating both normative and empirical research methods, this study aims to offer a comprehensive understanding of the challenges and successes in the implementation of these standards, which has not been thoroughly explored in previous research.

The primary objective of this study is to evaluate the role of the Bali Regional Police in providing accountable and transparent police record certificate (SKCK) services. Specifically, this research aims to identify the key factors that influence the quality of these services and measure their impact on public satisfaction. Furthermore, the study seeks to uncover the obstacles faced by the Bali Regional Police in the issuance of police record certificates and propose actionable recommendations to enhance service quality. This includes assessing the adequacy of facilities and infrastructure, the effectiveness of human resource management, and the level of public awareness regarding the service procedures and requirements.

This study aims to find out the role of the Bali regional police in providing accountable and transparent police record certificate services, and the obstacles of the Bali regional police in issuing police record certificates.

RESEARCH METHOD

The research method used in this study is a normative research method that uses various types of primary legal materials in the form of laws and regulations and secondary legal materials in the form of literature materials related to the service of police record certificates that are accountable and transparent. Johnny Ibrahim argues that normative legal research is a form of scientific research aimed at finding the truth based on legal scientific logic reviewed from the normative part, or in the form of legal discovery efforts that are tailored to a particular case (Ibrahim, 2006). This research is also supported by empirical research.

RESULT AND DISCUSSION

The role of the Bali Regional Police is to provide accountable and transparent Police Record Certificate (SKCK) services

According to Juniarso Ridwan and Achmad Sodiq Sudrajat, what is meant by public service is the service provided by the government as a state administrator to its people to meet the needs of the community itself and has the goal of improving the welfare of the community. Meanwhile, according to the Decree of the Minister of State Apparatus Empowerment No.63/KEP/M.PAN/7/2003, public services are all service activities carried out by public service providers as an effort to meet the needs of service

recipients and the implementation of the provisions of laws and regulations (Ridwan, 2009).

Public services are an activity to provide services (serve) the needs of the community carried out by the state or state organizing institutions in the form of goods and or services in an effort to meet the needs of the community in creating community welfare. Public service is the embodiment of the function of the state apparatus as a public servant with the aim of prospering the community (citizens) in the context of the welfare state (Pasolong, 2019).

(Moenir, 2006) said that the implementation of services can be measured, therefore standards can be set both in the time required and the results. With the existence of standards, management can plan, implement, supervise, and evaluate service activities so that the final results are satisfactory to the parties who receive services. Specifically, Munir divides services into 3 categories, which are as follows: a. Oral service Oral service is carried out by officers related to the community (PRMAS), information services and other fields whose duties are to provide explanations or information to anyone who needs it. b. Service through writing Service through writing is the most prominent form of service in the implementation of tasks, not only in terms of number but also in terms of its role. c. Services in the form of deeds in general, services in the form of deeds are 70-80% carried out by middle and lower level officers, therefore the skill and skill factors of the officers are very decisive for the results of the deeds or workers.

The term SKCK was previously known as a Certificate of Good Conduct (SKKB). Although the two are similar, namely they are both issued by the National Police through the Intelkam function based on the results of biodata research and police records on an applicant, there is a fundamental difference between the two. As the name implies, SKKB is only given to people who have never been recorded as committing a crime. Thus, an applicant who based on the results of his biodata research and based on police records has committed a criminal act, the National Police will not issue an SKKB for that person. This is very different from SKCK. Even though it is based on the results of biodata research and based on police records that an applicant has committed a criminal act, the National Police will still issue a SKCK for the applicant, which contains police records about the status of criminal acts that have been or are being committed by the applicant. SKCK has different functions and uses at the Police level where we make it with but with the same requirements.

Regarding the accountable and transparent SKCK issuance service, the researcher confirmed with several applicant communities and based on the results of research and interviews with resource persons that the implementation of SKCK issuance services is very accountable and transparent. As stated by Sulfikar as the applicant for SKCK stated that: "It has been open to the issue of issuance fees because there are instructions for payment and how much costs will be incurred in the issuance of SKCK per sheet but in SKCK services it is still not effective because there are still differences in treatment in issuing SKCK. In the matter of accountability or accountability, it is quite good because the SKCK issuance officer has carried out his duties to issue the SKCK even though there is a difference in treatment". to find out the services of the Bali Police in the process of issuing an accountable and transparent SKCK. This can be seen from the statement expressed by the SKCK applicant that it is quite open in the issue of administrative costs, but in the service there are still differences in treatment and procedures, time and convenience, and the condition of facilities and infrastructure that is inadequate. Therefore, from the SKCK officer's side, it is necessary to increase optimization in the

service system and provide facilities and infrastructure so that SKCK applicants feel comfortable waiting for the issuance of SKCK.

Obstacles of the Bali Police in Issuing Police Record Certificates (SKCK)

The assessment of service quality here uses the dimensions of public service quality presented by Parasuraman, et al. in (Hardiansyah., 2011) namely, physical evidence (tangible), reliability (reliability), responsiveness (responsiveness), assurance (assurance) and empathy (emphaty).

Public services in the preparation of police record certificates at the Directorate of Intelligence of the Bali Regional Police have implemented the dimensions of Tangibel and its indicators. Indicators that have been running in accordance with the expectations of the community as service applicants are the appearance of the officers, the comfort of the service place, the ease of the service process, the discipline of the officers, the use of tools in the service process. However, in its implementation, there are still indicators that have not been carried out in accordance with these expectations, namely the comfort of the service place. The comfort of the place greatly affects the assessment of the quality of service contained in the Directorate of Intelligence of the Bali Regional Police, but in its implementation it is still not optimal, with still inadequate service waiting rooms, not having air conditioning or air conditioning, the limited number of available seats results in the applicant having to stand when the available seats are full, then there is no suggestion box that is useful for improving the quality of public services in the Directorate Bali Regional Police Intelligence. One of the factors that affects the quality of service is the comfort of the service place. Service providers are expected to pay more attention to the comfort of the place where service users or applicants are located. If the place provided is good, then the users or service applicants will feel comfortable and satisfied and have a good impact on the quality of service and vice versa.

In addition, the ease of service process at the Directorate of Police Intelligence, Bali Regional Police has been running well according to the indicators, but is constrained by the fact that there are still people who do not know the requirements for submitting an application for a police record certificate, making the service process convoluted because the applicant must complete the incomplete requirements. Public awareness in preparing everything that is a requirement will make the service process easier. The Directorate of Intelligence of the Bali Regional Police as the organizer of the issuance of police record certificates is required to establish a good relationship with the community as an applicant in order to achieve the expected goals.

In carrying out a service does not always go according to the will, there will definitely be obstacles found. Based on the discussion above, the author will present obstacles in the implementation of the service of making police record certificates at the Directorate of Intelligence of the Bali Regional Police based on the results of observations and interviews conducted. The obstacles in this service are as follows1. Human resources. In providing services, service providers are required to be maximum, in order to achieve these goals, adequate service employees are needed. 2. Availability of facilities and infrastructure. Facilities and infrastructure are one of the important factors in a service, because these factors can be seen and felt first before the service process is carried out. The facilities and infrastructure available at the Bali Regional Police Intelligence Directorate are still not optimal. This can be seen from the unavailability of the suggestion box, the suggestion box functions to obtain information from service recipients such as assessments, complaints, criticisms and suggestions to improve the quality of services in the Directorate of Intelkam. 3. Public Awareness. Public awareness is one of the factors

that affect the quality of service at the Directorate of Intelligence of the Bali Regional Police. What is meant by public awareness here is awareness of fulfilling the requirements needed for submitting an application for a police record certificate.

Regarding the efforts of the Directorate of Intelligence of the Bali Police to overcome problems that are obstacles in improving the quality of services for making record certificates are as follows: 1. Increasing human resources. . In improving the quality and professionalism of employees, the Directorate of Intelligence strives by training, employee coaching, and conducting comparative studies. With these efforts, it will foster public trust in services and services will be even better. 2. Procurement of facilities and infrastructure. The Directorate of Intelligence at the Bali Regional Police is trying to continue to improve and provide these infrastructure facilities so that the services provided are of high quality and meet the expectations of service applicants. One of the efforts made by the Directorate of Intelligence in the Bali Regional Police is to provide facilities and complete infrastructure that is not yet optimal in the directorate. 3. Procurement of socialization. Efforts made by the Directorate of Intelligence of the Bali Regional Police to improve the quality of their services are the procurement of socialization related to the service of making police record certificates. With these efforts, the community as service applicants will know how the procedure or service flow and the requirements that must be completed in the application for a police record certificate. Socialization to the community can be a means for the Directorate of Intelligence of the Bali Regional Police to establish a better relationship with the community, because if the relationship has been established, it will give rise to a sense of fasting and the fulfillment of the community's expectations as service applicants. 4. Evaluation. The Directorate of Intelligence of the Bali Regional Police every month holds an agenda to evaluate the performance and service of its employees. These efforts are carried out by the way leaders assess, supervise and observe whether the services that have been running are in accordance with procedures. By conducting an evaluation in performance and service, quality services will be realized, in accordance with the goals and in accordance with the expectations of the community.

CONCLUSION

The role of the Bali Police in providing accountable and transparent police record certificate (SKCK) services is very large, measured by service quality indicators that are divided into 5 dimensions which include Tangible (tangible), Reliability (reliability), Responsiveness (responsiveness), Assurance (guarantee), and Empathy (empathy). The obstacles of the Bali Police in issuing a police record certificate (SKCK) of the Bali Police are the lack of facilities and infrastructure, the lack of human resources or employees, and the lack of public awareness. Efforts to overcome problems in improving the quality of police record certificate making services at the Bali Police Intelligence Directorate are maximizing facilities and infrastructure, increasing human resources, procurement of socialization and evaluation.

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