
The Use of Digitalization Technology In The Cirebon City Resort Police To Fulfill Services To The Community

Anggie Destiana, Intan Nurhaliza, Nevi Mariska, Yanto Heryanto
Universitas Swadaya Gunung Jati Cirebon, Indonesia
anggiestediana7@gmail.com, intan.nurhaliza2016@gmail.com,
nevimariska2303@gmail.com, yanto.heryanto@ugj.ac.id

ABSTRACT

KEYWORDS
digitalization,
service
effectiveness,
service quality

Technological developments have brought changes in the public service process, including in the preparation of Police Record Certificates (SKCK). The introduction of the PRESISI POLRI application as an online platform for the creation of SKCK has increased the efficiency and accessibility of services. This research aims to be a means and forum for information in online SKCK making services to increase public trust in police institutions and optimize performance in law enforcement as a form of improving the quality of public services and realizing integrated Porli public services. This study uses a qualitative method through a descriptive approach by taking the research location at the Cirebon City Resort Police. The data collection technique involves triangulation, which is the combination of several methods such as observation, interviews and documentation. The results of this study have four dimensions to measure effectiveness, namely the accuracy of program goals, program socialization, program objectives and program monitoring. The results of this study show that the effectiveness of the SKCK making program through the PRESISI Application has not been fully effective. Socialization of the application is still not optimal, causing some people to not understand or use the application. The evaluation of the effectiveness of the program showed that while the application has been successful in achieving the accuracy of the goals and monitoring of the program, there are still shortcomings in the socialization and achievement of the program objectives.

INTRODUCTION

This era of Digitalization has witnessed rapid advancements in technology. Digital technology can be used indirectly to meet human needs and make manual work more useful and sophisticated. The spread of digital technology has an impact on reduced face-to-face interactions, the expansion of learning, and the use of machines to replace humans in certain roles (Alayida, Aisyah, Deliana, & Diva, 2023).

The rapid development of Information Technology (IT) has brought many changes in daily life and the influence of information technology has affected almost every aspect of life. In Indonesia, almost all governments have used digital technology in all aspects of government that provide information technology to make it easier to complete daily work,

especially in the field of public services. In accordance with (Law of the Republic of Indonesia Number 11 of 2008 concerning Information and Electronic Transactions, 2008).

Currently, people are affected positively and negatively by the advancement of digital technology. Because when digital technology takes over their lives, especially at work, workers will lose their jobs. However, technological advances also provide opportunities to increase the effectiveness and efficiency of quality public services.

Cirebon City is one of the cities in West Java that has experienced very rapid development in various fields, one of which is in the field of public services. Digital technology is a technology that no longer uses human or manual labor (Aji, 2016). Almost all governments in Cirebon City have realized Digital Technology to meet the needs of public services, one of which is the Police institution in Cirebon City.

In accordance with Law number 25 of 2009 article 1 paragraph (1) (Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, 2009) concerning public services is an activity or series of activities in order to meet the needs of services in accordance with laws and regulations for every citizen and resident of goods and services or administrative services provided by public service providers. Effective and efficient public services are an obligation that must be carried out by the apparatus as public administrators to be able to fulfill the rights of the community in various forms of services (Heryanto, 2021).

Public service providers are required to have adequate human resources because they are a component that greatly affects organizational performance (Maharani, Sutarjo, Khumayah, & Lestari, 2022). The Cirebon City Resort Police has currently implemented an online Police Record Certificate (SKCK) service, namely by using the Precision Application issued by the National Police Chief. The Precision Application is a fast and precise service application for the National Police of the Republic of Indonesia with the concept of predictive, responsible, transparent and fair (PRECISION) (Duha, 2022). This application was also made to facilitate services in the police and also provide excellent service easily for the community.

In this case, even though the creation of SKCK has used the Application, there are still obstacles such as the use of digitization technology in Precision Applications, especially in the creation of SKCK at the Cirebon City Police in terms of ineffective services and comparison of the effectiveness of making Online and Offline SKCK.

With the research method using qualitative methods and descriptive techniques, it is easier for researchers to find out the data that has been researched. The research gap from the previous study entitled "Precision application innovation in the service of making police record certificates (SKCK) based on Online (case study on the Jombang Police)" (Anastasia, 2024) shows that there are differences, including in terms of the theory used, namely the theory of digital public service innovation, then the research locus, namely at the Jombang Police, and also the results of the research show that not only the lack of socialization of SKCK services Online and also the process of filling in data is still lacking to be understood in the Precision Application, but there is also the research of the authors of the Precision Application is still not effective because in the process of filing the file is still done manually to check and save.

This research activity was carried out at the Cirebon City Police, this research is interesting to discuss because it aims to provide solutions or views on problems with public services, especially those related to the administration of online SKCK services at the Cirebon City Police with the aim of finding out the extent of digitalization technology in the Cirebon City Police is effective or not.

METHOD RESEARCH

In this study, a qualitative method is used with the procedure used to collect research data is non-participant observation using descriptive techniques. This data was collected to

find out the extent of effectiveness in making SKCK at the Cirebon City Police starting from Offline – Online. Data collection is carried out by means of in-depth interview techniques, observation and documentation. With the step of the researcher as a human instrument, select informants (head of intelligence, SKCK Administration Officer and the community) as the source of data, interpret the data and make conclusions on everything by analyzing data collection, data reduction, data presentation, conclusion and data verification (Sugiyono, 2018). Then for the validity of the data is carried out by time triangulation, time triangulation, namely data collected in the morning is carried out by interviews, observations or other techniques in different times or situations.

RESULT AND DISCUSSION

Digital Technology

Digital Technology refers to any technology that uses computer or digital systems to carry out various activities, which were previously done manually by humans. This includes the use of automated and sophisticated systems that operate using computers and data formats that are processed by computers (Danuri, 2019).

Digital technology applied in the management of local government, is a manifestation of the government's goal to carry out good government control, so one of them is the application of technology digitalization, this system has service advantages, especially in terms of public services or services to the community, where the community does not need to hold face-to-face meetings directly from the ranks of the State Civil Apparatus for service assistance, So it is only enough to take advantage of technology that is connected using the internet and log in to the website that has been created at the agency that has been provided by the OPD that provides public services, then everyone will contact and receive the needed assistance efficiently, quickly, and effectively (Riswati, 2021).

The use of data technology and digitalization in the context of delivering public services to the community and organizations is known as e-Government. In contrast, e-Government is defined in a variety of ways. For example, this is marked by Nam as the delivery of public administration using advanced innovations (Rachmatullah & Purwani, 2022).

Public Service

Public services include the operations of government organizations, covering various activities and services provided by the government or other institutions. These services play an important role in advancing public institutions. Effective public services can increase public satisfaction, strengthen the relationship between the government and the community, and improve the quality of life of the community as a whole. In the context of democracy, public services also uphold government accountability to the community. Citizens have the right to access accurate information about public policies and mechanisms to voice complaints if the services provided do not meet expectations. Therefore, public services are very important in community development. High-quality public services contribute to improving people's welfare, civil liberties, and sustainable development (Jayamuna, 2023).

According to (Light, 2018 in (Jayamuna, 2023)) public service is defined as an activity carried out by the government to meet the needs of citizens in a fair, responsive, and quality manner. Meanwhile, (Vandenabeele) (Jayamuna, 2023) public services are activities carried out by the government to meet the expectations of the community in an effective and efficient way. From the above explanation of the definition of public service, it can be concluded that public service involves interaction between public institutions and the community with the aim of ensuring the fulfillment of rights in a fair, transparent, and effective manner.

SKCK (Police Record Certificate)

SKCK (Police Record Certificate) is an official document issued by the police in Indonesia. This letter contains information about a person's police history, including whether

the person has ever been involved in a crime or crime case (Astuti, 2017). In early September 2016, the then Chief of the National Police of the Republic of Indonesia (Kapolri), Police General Tito Karnavian, launched the SKCK Online Program as part of efforts to improve the quality of public services in the police sector. This is part of bureaucratic reform that aims to modernize the police service system, with a focus on efficiency, transparency, and ease of access for the public (Nurdiansyah, Wulandari, & Wulandari, 2020). The SKCK Online Police is a service provided by the Intelkam Unit to make it easier for the community to make SKCK (Suhartatik, Muchsin, & Widodo, 2019).

In its development, the creation of SKCK, which was initially done manually, is now developing using an online-based service called POLRI Super App PRESISI. PRECISION is an application designed by the National Police for the general public. Only by using the PRESISI application can you get excellent service faster and easier just by using media on your smartphone. Based on the problems that exist in the research, it can be associated with using Subagyo's theory in Budiani (2007: 53) (Subagyo, 2000) which says that there are four dimensions to measure effectiveness, namely the accuracy of program goals, program socialization, program objectives and program monitoring.

This application provides various services and information to the public, namely SIM making services, STNK, making SKCK Online, information related to E-Tickets to public complaints. In addition, the ease of use of the PRESISI application is in line with the Police General Information One Guideline Number 4 of 2022 which is based on the National Police information with the aim that information can be shared between systems. The public only needs to download the PRESISI POLRI Application on smartphones, both android and iOS-based smartphone users (Jayamuna, 2023).

The making of SKCK offline at the Cirebon City Police can be said to be not very effective judging from the time factor, in the vulnerable time of 2020-2022 the making of offline SKCK at the Cirebon City Police is quite time-consuming because the creation and filing are done manually using a queue number system so that there is a queue density, this is very proportional to the best in making an online SKCK which has started running from 2023 until now It is said to be effective in terms of service because in the manufacturing process it only takes 15-25 minutes even though there are still several problems.

With the existence of the PRESISI SuperApps Application, it is hoped that it can be a means and forum for information in online SKCK making services as well as increasing public trust in police institutions and optimizing performance in law enforcement as a form of improving the quality of public services and realizing integrated public services of the National Police.

The creation of the Online SKCK began to take effect in June 2023, this was explained by Bripka Tri Adiyanti, but it is still in the probationary period. So that there are not many who make SKCK offline at the Cirebon City Police. Here is an example of a PRECISION App Display:

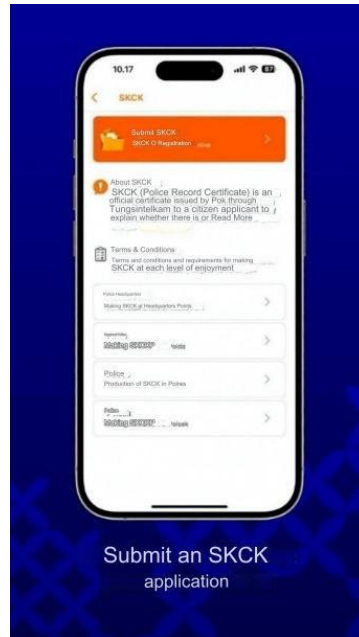


Figure 1. Display of Police Precision SuperApps

Source: Police Precision SuperApps

The display of the PRECISION SuperApps Application features SKCK, this application can be accessed via a smartphone. With the existence of the PRESISI SuperApps Application, it is hoped that it can be a means and forum for information in the service of making online SKCK as a form to improve the quality of public services and realize integrated public services of the National Police.

The following is the mechanism for Registration of SKCK Online Sat Intelkam Cirebon City Police:

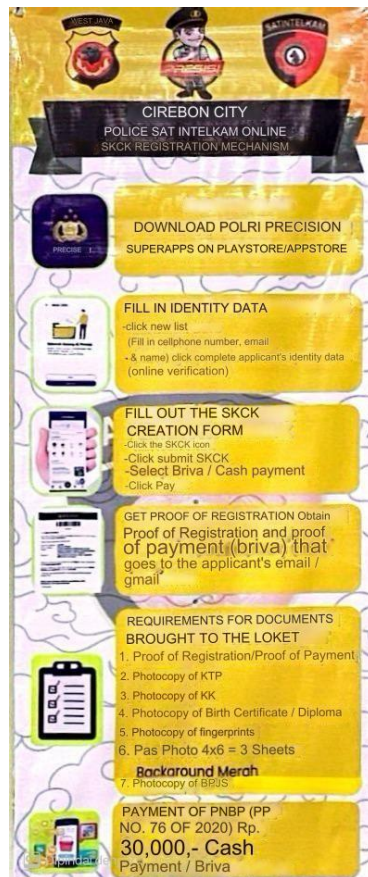


Figure 2. Banner of the Online SKCK Registration Mechanism Sat Intelkam Cirebon City Police
 Source: Cirebon City Police

In making SKCK Online at the Cirebon City Police in the equitable distribution of the community, it is still said to be less than optimal because not a few people do not know about the creation of SKCK Online, there are not many people who understand and understand how to use the PRESISI application because there are still several obstacles in the application such as filling in the Identity Data Section in the Police Precision SuperApps, The OTP code to verify did not enter due to signal problems, the applicant still had to come to collect the complete file again to the service counter. The community stated that the socialization provided was still not widespread. So the researcher provides input or solutions that can be done by the SKCK Service Unit at the Cirebon City Police related to the socialization mechanism so that it is carried out intensively and continuously, this is done so that the public can better understand the use of the PRECISION Application, especially in the SKCK section online, it is necessary to eliminate the manual filing system that requires SKCK applicants to come to the Cirebon City Police so that online SKCK services can run effectively and efficiently, and the need to improve the network system in the PRESISI Application so that the application can run well again (Pujiantono, 2023).

In the research on the effectiveness of online SKCK making services through the PRESISI POLRI Application at the Cirebon City Police, it was analyzed based on the theory from Subagyo in Budiani (2007: 53) (Subagyo, 2000) which said that there are four dimensions to measure effectiveness, namely the accuracy of program goals, program socialization, program objectives and program monitoring. The following is a discussion of the four dimensions:

1. Accuracy of Program Goals

From the results of the author's interview with the informant using the dimension of the accuracy of the program objectives from the program effectiveness theory from Subagyo in Budiani (2007), the author can conclude that the accuracy of the targets of the PRESISI POLRI Application made by the West Java POLDA has been successful and is in accordance with the goals that have been determined.

2. Program Socialization

Program socialization is the ability of the organizers of online SKCK making in conducting socialization to the community so that the people who are the target of the program can know and benefit from the program. Based on the results of the interview with the SKCK Service Administration Section at the Cirebon City Police, the author can conclude that the socialization carried out by the Cirebon City Police has not been effective and judging from the socialization of this program is still not effective because this socialization is not carried out widely and sustainably.

3. Program Objectives

The target of the PRESISI Polri Application is the SKCK applicants. Based on the results of the author's interview and the theory of program effectiveness from Subagyo about the purpose of the program, the author can conclude that the purpose of the PRESISI Polri Application is expected to be a means and forum for information in the service of making online SKCK as well as increasing public trust in police institutions and optimizing performance in law enforcement as a form of improving the quality of public services and realizing public services of the National Police that Integrated. The goal of this program has not been achieved and is not in accordance with what is expected because in reality there are still many people or SKCK applicants who do not know about the implementation of online SKCK at the Cirebon City Police.

4. Program Monitoring

Program monitoring is the supervision and evaluation carried out on the program. This monitoring and evaluation is carried out as a form of attention to program participants, namely SKCK applicants to be able to facilitate their services in making online SKCK.

From the results of the author's interview with the informant above and based on the theory of program effectiveness from Subagyo in Budiani (2007), the author concludes that the monitoring of the program in the PRESISI Polri Application has been carried out optimally. This means that the monitoring of this program has a great influence on the development of the program because the monitoring or audit is carried out directly from the West Java POLDA.

CONCLUSION

Some of the conclusions from the results of this study are that the use of the PRESISI application in making a Police Record Certificate (SKCK) at the Cirebon City Resort Police shows several challenges that need to be overcome. Although this application has allowed the transformation from a manual process to an online process since June 2023, socialization of its use is still not optimal. Many SKCK applicants still have to collect files physically on the spot, while some people do not fully understand how to use the application. This shows the need for improvement in education and socialization to the community.

In the analysis using the theory of effectiveness according to Subagyo, the discussion of the PRESISI application emphasizes four main indicators: the accuracy of program goals, program socialization, program objectives, and program monitoring. Although the application has been successful in the aspects of target accuracy and program monitoring, there are still

shortcomings in the socialization and achievement of program goals. Therefore, further efforts are needed to increase wider and sustainable socialization, as well as to improve efficiency in the process of making SKCK online through the use of the PRESISI application. Some of the conclusions from the results of this study are as follows. Based on the analysis and results of research discussions regarding the Use of Digitalization Technology in the Cirebon City Resort Police for the Fulfillment of Services to the Community This is seen from the socialization of the use of the PRECISION application is still not optimal, SKCK applicants who still have to collect files to the place and some people do not know or understand how to use it. This shows the need for improvement in socialization and education to the community.

REFERENCES

- Aji, Rustam. (2016). Digitalisasi, Era Tantangan Media (Analisis Kritis Kesiapan Fakultas Dakwah Dan Komunikasi Menyongsong Era Digital). *Islamic Communication Journal*, 1(1).
- Alayida, Nur Fitria, Aisyah, Tsabita, Deliana, Rahma, & Diva, Kirana. (2023). Pengaruh Digitalisasi Di Era 4.0 Terhadap Para Tenaga Kerja Di Bidang Logistik. *Jurnal Economina*, 2(1), 254–268.
- Anastasia, Anastasia. (2024). *Inovasi Aplikasi Presisi Dalam Layanan Pembuatan Surat Keterangan Catatan Kepolisian (Skck) Berbasis Online (Studi Kasus Pada Polres Jombang)*. Upn" Veteran" Jawa Timur.
- Anstuti, Nani Dwi. (2017). Efektivitas Pelayanan Surat Keterangan Catatan Kepolisian (Skck) Di Polsek Driyorejo. *Jpap: Jurnal Penelitian Administrasi Publik*, 3(1).
- Danuri, Muhamad. (2019). Development And Transformation Of Digital Technology. *Infokam, Xv (Ii)*, 116–123.
- Duha, Yermias. (2022). Implementasi Aplikasi Presisi Paten Dalam Peningkatan Pelayanan Cepat Dan Tepat. *Jurnal Teknik, Komputer, Agroteknologi Dan Sains*, 1(1), 69–76.
- Heryanto, Yanto. (2021). Penerapan Etika Dalam Administrasi Publik Aparatur Negara. *Syntax Literate; Jurnal Ilmiah Indonesia*, 6(1), 459–467.
- Jayamuna, I. Made. (2023). Sistem Pelayanan Kepolisian Melalui Aplikasi Polri Super App Di Polda Lampung Sebagai Inovasi Pelayanan Publik. *Jurnal Socia Logica*, 3(1), 33–43.
- Maharani, Fani, Sutarjo, Moh, Khumayah, Siti, & Lestari, Aghnia Dian. (2022). Kinerja Pegawai Dinas Perhubungan Pada Bidang Angkutan Dalam Pelayanan Angkutan Kota Di Kota Cirebon. *Jurnal Signal*, 10(1), 163–176.
- Nurdiansyah, Yanuar, Wulandari, Eka Putri Agustini, & Wulandari, Diah Ayu Retnani. (2020). Analisis Faktor Kepuasan Pengguna Layanan Website Skck Online Menggunakan Metode End User Computing Satisfaction (Eucs). *Informal: Informatics Journal*, 5(2), 72–76.
- Pujiantono, Andri. (2023). Efektivitas Pelayanan Penerbitan Surat Keterangan Catatan Kepolisian (Skck) Secara Online Di Polres Bojonegoro. *Soetomo Magister Ilmu Administrasi*, 633–646.
- Rachmatullah, Nugraha, & Purwani, Fenny. (2022). Analisis Pentingnya Digitalisasi & Infrastruktur Teknologi Informasi Dalam Institusi Pemerintahan: E-Government. *Jurnal Fasilkom*, 12(1), 14–19.
- Riswati, Riswati. (2021). Implementasi Tata Kelola Pemerintahan Daerah Berbasis Digitalisasi Teknologi Di Indonesia. *Jurnal Media Birokrasi*, 1–15.
- Subagyo, Pangestu. (2000). Manajemen Operasi Edisi 1. *Bpfe-Ugm, Yogyakarta*.
- Sugiyono. (2018). *Metode Penelitian Bisnis, Pendekatan Kuantitatif, Kualitatif, Kombinasi, Dan R&D* (3rd Ed). Bandung: Alfabeta.
- Suhartatik, Suhartatik, Muchsin, Slamet, & Widodo, Roni. (2019). Peningkatan Kualitas Pelayanan Skck Online (Kasus Pelayanan Skck Online Di Polres Kota Malang). *Respon Publik*, 13(6), 26–30.



This article is licensed under a [Creative Commons Attribution-ShareAlike 4.0 International](https://creativecommons.org/licenses/by-sa/4.0/)